**Name: Navneet Kaur**

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**Ph: 518-400-0760**

**Professional Summary:**

* **Salesforce Admin and Developer** with 6+ years of IT experience of Salesforce application developmentin all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, analysis, design, development, implementation & enhancement of projects in salesforce.
* Strong salesforce development experience with **Apex** **Classes**, **Apex Triggers**, **Batch Apex** and Schedule **Apex**.
* Extensive experience in creating **Visualforce pages** and integrating with external sources by **developing SOAP, REST, Apex Web Services** and **Force.com API**.
* Developed salesforce **Lightning Apps, Components, Controllers,** and **Events**.
* Extensive experience in writing **SOQL, SOSL queries**, relationship queries in **Apex Triggers**, **Controllers** and used Statements and Database methods for performing DML operations.
* Worked extensively in **developing and customizing Visualforce pages with Visualforce components, Custom, Extension controllers and developed dynamic components**.
* Hands-on experience with **Inbound and Outbound Integration** of salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound class and written Apex callout for invoking outbound applications.
* Experience working across various SFDC implementations that are covering **Sales cloud, Service Cloud** and **Marketing Cloud**.
* Good experience in rollout of Saleforce1 for mobile and customized Visualforce pages and Aura components.
* Proficient in building business logic using salesforce declarative programming like **Validation rules, Formula Fields, Workflow Rules, Approval process and its actions Field update, Email alert, Outbound message and Creating Task**.
* Good experience with Salesforce out of the box data modeland modeling in salesforce by creating **Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies, creating new relationships** using **Lookup, Master-Detail and Junction Objects**.
* Expertise with salesforce administrative activities: Creating **Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Approval Process, Reports and Dashboards**.
* Strong experience in implementing salesforce new features like **Process Builder** and performed actions **Creating Records**, posting a **Chatter post, Email Alert, Invoking an Apex Class**.
* Good experience in setting up **Organization Role Hierarchy**, provisioning data visibility rules by configuring **OWD, Criteria/Owner based** and **Apex managed sharing rules**.
* Extensive experience in **building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types** for the business users, management for higher visibility.
* Performed data analyst roles and used tools**: Apex Data Loader, Informatica, Demand Tools, Import Wizard, Workbench and Excel** for **data analysis**, **transforming, importing and exporting**.
* Deployed salesforce components from **Sandbox to Sandboxes** and Production instances using Force.com Migration tools (Ant based), **Change Set and Eclipse IDE**.
* Proficient understanding of CRM business processes like **Account, Contact, Opportunity, Campaign and Case Management.**
* Good understanding of Salesforce CPQ (**Steelbrick)**.
* Community/Portal functionality in support of Cloud Craze.
* Extensive experience with different methodologies like **Agile and Waterfall**.
* Interacted with Customers in requirements **gathering, brainstorming sessions, preparing, BRD, Technical Solution Design** (TSD) for Salesforce implementations.
* Proficient with Object Oriented Programming and development web based applications using Java Technologies: HTML, DHTML, CSS, XML, JavaScript, and J2EE.
* Excellent Communication skills, good team player with ability to work as a part of both large and small teams.

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Force.com Web Services API, Apex Classes, Apex Trigger, Visualforce, Force.com IDE for Eclipse, Apex deployment Tools, Data Loader, Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench. |
| **Operating Systems** | Windows. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Data Loader, Excel Connector, IntelliJ IDE. |
| **Web Development** | XML, HTML, CSS, Visualforce, JavaScript, Lightning Aura. |
| **Web Services** | WSDL, SOAP/REST API, Service Cloud, Sales Cloud. |
| **Languages** | C, C++, Java Script, SQL, Apex |
| **Version Control Tools** | VSS, CVS, GIT. |
| **Databases** | Oracle, SQL Server, MYSQL. |

**Professional Experience:**

**T-Mobile, Seattle, WA                                                                                                               Jan 2019 - Present**

**Salesforce Lightning Developer / Administrator**

**Responsibilities:**

* Implemented customizations using Apex Custom controller classes, Extension, Triggers and Visualforce pages.
* Visualforce Pages for Lightning Experience, Alternates for Javascript Codes, Sharing Visualforce pages between Classic and Lightning.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better, created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Implemented the Batch Apex to process a bulk number of records in asynchronous mode.
* Created Visualforce pages that could be rendered as PDF's, build dashboard components and define email templates.
* Integrated Web Services for extracting the data from external systems and used the sandbox for testing to ensure minimum code coverage for the application to be migrated to production.
* Written SOQL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from objects.
* Worked in deploying the Apex code, Triggers, Custom objects, Reports, Report Types, Workflows, page layouts, Record types using outbound change sets in Sandbox to Inbound change sets in Production.
* Creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.
* Deployed applications from sandbox to sandbox/production using migration tool Eclipse and Change set.
* Design, build, test and deploy enhancements to Salesforce custom Objects, UIs, Workflows, Triggers, Alerts and Reports within Salesforce using Apex and Force.com.

**Environment:** Apex Classes, Controllers, Triggers, Visualforce pages, Email Templates, Cloud Craze, Workflow Approvals, Reports, Dashboards, Eclipse, Force.com IDE, Web service, SOAP, REST, HTML, CSS, Javascript.

**L.A Health Care, LosAngeles, CA                                                                                             Sep 2017 - Dec 2018**

**Salesforce Developer**

**Responsibilities:**

* Analyzing client requirements and creating design documents and Technical documents.
* Interacted with Business users for requirements gathering, analysis and development.
* Implemented in Agile Scrum, test frequently development methodology.
* Configured and customized Salesforce using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.
* Worked on various Salesforce Standard Objects including Accounts, Contacts, Reports, Dashboards, Case, Lead, Opportunities.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships and validation rules.
* Created various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Created Workflow rules and defined related tasks, email alerts and field updates.
* Upgraded some Apps from Salesforce Classic to lightning experience to develop a rich user interface and better interaction of pages.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Developed Lightning Component Framework and built Lightning components using an aura framework.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Worked with Salesforce.com premier support to resolve technical issues.
* Developing UI Pages using JQuery, JavaScript and CSS.
* Provided the training to Business users about the system.
* Developed and implemented a Service console comprising more than 1000 users.
* Developed various custom tabs and components for the Service console to resolve the custom issues/cases at minimum time using several technologies like Visualforce, jQuery and JavaScript.bit.
* Involved in Salesforce application setup activities and customized the apps to match the functional needs of the organization through monthly releases.
* Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions.
* Designed and developed User Interfaces for Salesforce users as per requirements.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Implemented SFDC web-to-lead functionality into the corporate site to make lead management simple and efficient.
* Created Sharing rules, Assignment Rules and Escalation Rules for Cases.
* Responsible for various system integrations with salesforce to accomplish Sales processes and business needs.
* Designed many Email templates, including the merge field’s functionality on an email template.
* Developed various applications using custom settings and custom metadata to make the code generic and which can be later modified by the BSA or admins using the custom setting/metadata type instead of changing the code.
* Migrated large volumes of external data on to Salesforce using Apex Data Loader as part of data management functions.

**Environment:** Apex Classes, Chatter, Visualforce Pages, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, HTML, CSS, Javascript, JQuery, Sandbox, Eclipse.

**Location Labs, Bay Area, CA**

**Salesforce Developer / Admin                                                                             Sep 2016 - Aug 2017**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various objects.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked with SOQL queries with governor limitations to manipulate the data from Salesforce.com platform databases.
* Written Apex batch and Scheduled classes to process large volumes of data on a periodic basis.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Used SOAP API for integrating Salesforce with external systems to perform data migration.
* Worked on minor enhancements to SFDC applications required by business users from time to time.
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Designed Live Agent system and did the required configuration and customization to suit the client requirements
* Worked on Echo-sign email templates using Apttus X-author for word & used Apttus migration manager tool for migrating the templates from one org to another org.
* Worked on CRM platform environment of SFDC Sales Cloud and Service Cloud modules
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact, Opportunity and Products
* Interacted with various business user groups to gather the requirements for Salesforce Implementation and documented the requirements.
* Created roles, profiles, access settings, workflow rules, validations, page layouts, creation and modification of fields.
* Experience in installing, evaluating AppExchange application on salesforce.com platform
* Used Data loader for data management in force.com platform.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Components, Controllers & Extensions), Apex Triggers, Eclipse, Soap API, Data Loader, Apttus CPQ/CLM.

**Vlocity -India                                                             July 2013 - Aug 2016**

**Salesforce Developer/ Admin**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Analyzing the current requirement process, identifying problems and making recommendations to improve the process.
* Interacted with various Business User Groups (Sales and Ops) to gather the document requirements.
* Responsible for automating the processes, development using Apex, Visualforce following the apex best practices
* Experience working across various SFDC implementations that are covering Sales cloud and Service Cloud.
* Customized the Dashboards and Report to track usage of productivity and performance of business centers and their sales teams.
* Used Apex Data Loader for insert, update, and bulk import or export of data to and from Salesforce.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes
* Packaged and Deployed customizations from Sandbox to other environments using Migration Tool - ANT.
* Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Also worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* Experience in writing web services using REST services to get real-time data from an external SQL database to show on internal Visualforce pages.

**Environment:** Force.com API, Workflow & Approvals, Reports & Dashboards, Custom Objects, Email Services, Web services, Visualforce, Apex Data Loader, Security Controls, Sandbox, Eclipse IDE Plug-in, Data Migration Tool, ANT.