**SUMMARY**

* Over **15+ years** of experience in IT, with **5 years in Salesforce.com Development/Administration** this includes Analysis, Modeling, Design, Coding, Testing and Implementation in Health Care, Banking, Real Estate, Manufacturing and other domains.
* Excellent experience in Salesforce.com CRM integration, developing and deploying custom integration solutions. Excellent skills in creating/troubleshooting/modifying Apex code and visual force pages.
* Analyzed Sales, Marketing, Customer Service and Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Understanding of marketing best practices with regard to contact strategies, data capture, deliverability, and CAN-SPAM compliance.
* Strong Knowledge in Salesforce Administration and Customization, Data Validation, Workflow Rules, Approval Processes and Custom Objects and their Relationships (Master-Detail & Lookup), Profiles and Permission sets, Sharing Rules and Data Loader.
* Sound knowledge in Health cloud and Field service lightening.
* Involved in the **Deployment** Phase from **Dev-Environment** to **UAT** and UAT to **Pre-Production** Environment and Pre-production to **Production** Environments.
* Design oversight of data model, web API and system architecture across all of Vlocity's industry solutions.
* Experience in using **Vlocity** to deliver cloud and mobile software that embed industry-specific functionality and processes for customer-centric industries.
* Experience in delivering a digital, Omni-channel experience, achieve greater sales and service agility, and capture faster value from the cloud to companies using Vlocity platform.
* Experience in using **GitHub** to maintain the different versions in common development environment.
* Familiarity with JavaScript libraries such as jQuery, AngularJS, Backbone.
* Experience working with Jsp, HTML, CSS, JavaScript, JQuery, Bootstrap & lightning design system.
* Experience in data migration from MS-Excel, Outlook and Legacy Systems using Data Loader, and Salesforce.com Import and Export Wizard.
* IBM Certified Advanced Application Developer with over 8+ years of experience in developing the applications by using Lotus Notes/Domino 4.x/5.x/6.x/8. x.
* Proficient in Lotus Script, Formula Language, LEI, Security, HTML, CSS, Java Script, X Pages and Domino Administration.
* Have an excellent knowledge on SDLC, and gone through all phases of the Life Cycle in the project development.
* Very well in preparation of the Test Cases, Functional and Technical Specification documents.
* Excellent experience in leading off-shore teams in a Global Delivery Model.

**TECHNICAL SKILLS**

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| **Certification** | **:** | Salesforce Platform Developer I & II  Salesforce Certified Administrator  Salesforce Certified Sales Cloud Consultant  IBM Certified Advanced Application Developer - Lotus Notes/Domino |
| **Salesforce.com** | **:** | Apex Language, Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Salesforce1 Lightning App Builder, Apex Data Loader, S-Controls, Apex Web Services, Dashboards, Analytic Snapshots, Custom Objects, Sales Cloud, Service Cloud and Health Cloud. |
| **Salesforce.com Tools** | **:** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Data Loader, Excel Connector, Migration Tool, Force.com Flex Toolkit. |
| **Web Technologies** | **:** | ASP, XML, JSON, DHTML, HTML, XHTML, CSS, XSLT, AJAX, VB Script, JavaScript, JQuery, Angular JS, Web Services (SOAP and WSDL). |
| **IBM Technologies** | **:** | Lotus Notes 4.x/5.x/6.5.x/8.5.x, LEI, Domino.DOC, Team Studio and in Domino off line Services |

**PROFESSIONAL EXPERIENCE**

**Client : Verizon wireless Feb’ 2018 – Till Date**

**Role : Lead Salesforce Developer**

**Description:** Verizon Wireless is an American telecommunications company which offers wireless products and services and subsidiary of **Verizon** Communications. In this project my role is onsite coordinator, where I have to interact with program managers and get the stories, clarifying the requirements with product owners and involving in architect calls to find out the other systems, which we required interact to implement the required solution to address the story points.

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**Responsibilities:**

* Gathered business requirement and identified critical functional modules for gap analysis.
* Designed Implemented and deployed the Service Cloud with various custom-built Page layouts Custom tabs Custom Apps to suit to the needs of the application also created various Profiles to enable the Service Cloud specific to them.
* Designed OmniScripts to support various business processes.
* Created DataRaptor,Remote Actions, REST APIs to extract and Load Data from SalesForce.
* Implemented Vlocity cards and reusable templates with comprising SLDS styling
* Design oversight of data model, web API and system architecture across all of Vlocity's industry solutions.
* Deep Understanding and hands-on experience in Vlocity OmniScript, Vlocity DataRaptor, Vlocity Cards and Templates, Vlocity Actions development.
* Implemented Customer Portal & Communities, Case Feed, and Knowledge Base & Entitlements.
* Wrote SOQL and SOSL queries within custom controllers, extensions and triggers.
* Developed velocity cards by using/customizing velocity frame work, knowledge on velocity procedures and orchestration flows.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created custom fields, field dependencies, tabs, applications, home page components.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Developed Web services for creating leads in external system and get the response displayed in Visual force page.
* Developed Custom objects, Custom tabs, Workflow Rules, Email Alerts, Page layouts, Apex Class, Apex Trigger.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Focused on keeping the Lightning components follow Mobile first approach to ensure the application works across all devices.
* Used Custom Metadata Types to Navigate between modules throughout Application.
* Release and Environment Management including sandbox usage planning, data storage capacity estimation, metadata and data migration, environment comparisons and version control.
* Extensively worked on Lightning key features of Events, Lightning Data Service and in built Aura functions.

**Environment:** Salesforce.com platform, Vlocity Communications & Media, Apex Language, Visualforce Pages, Data Loader, Workflow, Flows & Approvals, Email Services, Custom Objects, Custom Tabs, Security Controls, GitHub.

**Client : Schneider- Electrics September 2016 – January 2018**

**Role : Lead Salesforce Developer**

**Description:** This project involves customizing Salesforce.com CRM based on the customer needs from several business segments of Schneider - Electrics. Schneider - Electrics is implementing different business strategies by using Salesforce.com CRM. We do implement/Support new functionalities for Schneider - Electrics global IT, Sales, Marketing, Operation, Integration and Partner Portal Users by using Salesforce.com CRM tool. Directly interact with business users and getting CRM business requirements from them. Analyze the business requirements and preparing SRS and providing solution by using Salesforce.com CRM tool. Consolidate all the CRs and do implementation for business users for each release

**Responsibilities:**

* Gathered business requirement and identified critical functional modules for gap analysis.
* Prepared functional requirement and design documents.
* Designed Implemented and deployed the Service Cloud with various custom built Page layouts Custom tabs Custom Apps to suit to the needs of the application also created various Profiles to enable the Service Cloud specific to them.
* Implemented Customer Portal & Communities, Case Feed, and Knowledge Base & Entitlements.
* Wrote SOQL and SOSL queries within custom controllers, extensions and triggers.
* Developed Cast Iron orchestrations that are used to synchronize data between Salesforce.com and web service endpoints.
* Worked on Salesforce.com customizations using Apex (classes, triggers and web services) and Visual Force that consists of several new data integrations and customizations are done to B2B Salesforce.com.
* Worked on EchoSign API which enable users to send contracts for signature either by electronically or by fax directly from Salesforce.com standard objects.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Developed Web services for creating leads in external system and get the response displayed in Visual force page.
* Developed round robin process for assigning Lead to users.
* Created visual force pages to display the details from various objects in custom format.
* Customized Profiles and created Custom fields, Lookup fields, Formula fields, Roll-up Summary fields, Page Layouts and Record Types
* Developed the batch process to load data from external system to salesforce using Jitterbit.
* Used field level security and profiles to ensure that protected data is only shared with authorized persons.
* Provided administration support to create new users, deactivate users, modify security and sharing settings for users.

**Environment:** Salesforce.com platform, Apex Language, Visualforce Pages, Data Loader, Workflow, Flows& Approvals, Email Services, Reports, Dashboards, Custom Objects, Custom Tabs, Security Controls, Eclipse IDE Plug-in, GitHub, HTML, Java Script, Oracle 11g

**Client : CSH Inc., June' 2013 – August' 2016**

**Role : Salesforce Developer**

**Project Description:**

Carestream Health is a health imaging and information technology solutions company. Providing medical and healthcare IT solutions and X-ray film and digital X-ray products for the non-destructive testing market worldwide. Also provide product, technical, and service support, including remote equipment and software management services. Carestream Health takes full advantages of the power of the Salesforce.com platform.

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Experienced in customizing Standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads and Campaigns as per requirement.
* Developed various custom objects, tabs, components and Visual Force pages. Customized page layouts for standard/custom objects and assigned record types.
* Created data validation rules and formulas as per business requirement. Created workflow rules to automate tasks, email alerts, field updates and time-dependent actions.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, Reports and Dashboards.
* Designed, and developed Apex classes, Controller classes, Extensions and Apex triggers for various functional needs in the application.
* Experience in creating Profiles, Roles, Permission Sets and Organization Wide Defaults.
* logic for migrating cases to different queues based on the type of customer enquiry.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Sales force as a sales tool and configured various Reports and for different user profiles based on the need in the organization.

**Environment:** Apex, Force.com platform, Web services API, Visual Force Pages, Controllers, CSS, Encryption Fields, Workflow & Approvals, Security Controls, Page Layouts, HTML, Java Script, Reports, Dashboards, Windows server

**Project # : CSH Inc - NY**

**Client : CSH Inc (Care Stream Health Inc)**

Duration : May '2011 to April’ 2013

Role : Team Lead

Environment : Lotus Notes R6.x/ 8.x, LEI, HTML, Java Script

**Project Description:**

Carestream Health is a large account with over 1200+ lotus notes databases varying in all levels of complexity. I am currently involved with maintenance of their existing databases and new development as per user requirements.

The maintenance work involves adding additional functionality and applying the fixes, to the existing databases based on the customers’ requests. New databases are requested by customers to automate the workflow existing in their various departments. This involves interacting with the customer to gather requirements, preparation of all required documentation etc.

**Responsibilities:**

* Worked with the users to gather the requirements.
* Preparing the Technical Specifications document, based on the user requirements.
* Created the design elements based on the Technical Specifications document.
* Created various design elements like, Scheduled agents, Forms, Views and Frame Sets.
* Implemented the Security in all levels like, Database Level, Design Element Level, Document Level and Field Level.
* Done unit testing and fixed the bugs and defects, where found in unit testing.
* Prepared the test run documents for all the levels of testing.
* Provided the UAT Support and production support for the applications.
* Resolved the production issues, if got any.

**Project # : EKC - Lotus Notes**

**Client : EKC (Eastman Kodak Company)**

Duration : Nov 2004 to April 2011

Role : Sr. Software Executive

Environment : Lotus Notes R5.x/ 6.x, LEI, HTML, Java Script

**Project Description:**

EKC is a large account with over 60,000 notes users. I was involved with maintenance of their existing databases and new development as per user requirements. The customer has numerous Notes databases varying in all levels of complexity.

The maintenance work involves migrating Notes databases from R5 to R6.5.x and also adding additional functionality to them based on the customer’s requests. New databases are requested by customers to automate the workflow existing in their various departments. This involves interacting with the customer to gather requirements, preparation of all required documentation etc.

**Responsibilities:**

* Worked with the users to gather the requirements.
* Preparing the Technical Specifications document, based on the user requirements.
* Created the design elements based on the Technical Specifications document.
* Created various design elements like, Scheduled agents, Forms, Views and Frame Sets.
* Implemented the Security in all levels like, Database Level, Design Element Level, Document Level and Field Level.
* Done unit testing and fixed the bugs and defects, where found in unit testing.
* Prepared the test run documents for all the levels of testing.
* Provided the UAT Support and production support for the applications.
* Resolved the production issues, if got any.