SALESFORCE CERTIFIED

Platform Developer I

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PROFESSIONAL SUMMARY

- **Over 8+ years** of professional IT experience with 7 years as **salesforce Developer, Admin** experience and 1+ year as a **java developer**.

- Strong background, understanding of **Commerce Cloud (aka Demandware)** platform capabilities, architecture, design and development.

- Good working experience in various capacities such as **Salesforce developer, Salesforce Administrator, Force.com developer and business analyst** and involved in various phase of the entire project from **requirement gathering, architecture development and implementation** and training the **end users.**

- Proficient in designing the Lightning web components using **Objects and Fields, Roles, Page layouts, Visualforce Pages, Apex Classes, Controllers & Triggers, Workflows** for automating the different business process and various other web components as per the client and application requirements.

- Worked on the **Salesforce classic, Salesforce lightning** and Salesforce sandbox platform development environments. Data migration into Salesforce.com.

- Knowledge on both **Sales and Service Cloud** implementations.

- Experience in Force.com **Apex Classes, Apex triggers, Apex Scheduler, Batch Apex, Apex Web Services, SFDC Integration** and Salesforce.com **S controls.**

- Experience in Administration, Configuration, Implementation and Support of Salesforce CRM applications based on Apex Language and leveraging Force.com Platform application running in **Cloud Computing Environment.**

- Experience in **Froce.com Web services API** for implementing web services in the application to provide access to Salesforce data from **external systems.**

- Work experience in Custom Integration of **Outbound Messages, Workflow & Approvals,** Reports, **Custom Objects and Tabs,** Email Services, Security Controls, **Custom Application, Sandbox data loading.**

- Experience in creating Users, **Profiles, Permission Sets** and **Roles & designing Reports and Dashboards** and **Managing Communities.**

- Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.

- Knowledge of Agile development practices, particularly sprint planning and assessment.

- Experienced in using **salesforce.com** database using **SOQL & SOSL** queries using **Force.com** Explorer, **Data Loader, Excel Connector** and **Workbench.**

- Experience in working with **REST and SOAPAPI''s.**
- Preparing System **test plans** and **System test design documents.**
- Design and **Develop** functional and **Technical requirements** from the **business requirements.**
- **Technical Knowledge** about **Salesforce lightning schema builder, process builder, app builder, components** and **lightning connect.**
- Experience working with **Lightning web Components** like **Visual Flows** and **Process Builder.**
- Strong experience with **STLC** process with all **phases** of **Test Analysis, Test Planning, Test Design, Test Execution** and **Test Reports.**
- Expertise in **Test** coverage by **creating Test Cases** from **requirements document.**
- Expertise in **Understanding** and **Analyzing Test Requirements, Tracking changes** and maintenance of **Test Requirements.**
- Writing Test cases using **Element Locators, Web Driver methods, java programming features** and **Testing Annotations.**

TECHNICAL SKILLS

Salesforce Technologies	Salesforce Lightning web components, Commerce cloud, Salesforce Lightning, Apex Language, Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Apex Data Loader, S-Controls, Apex Web services, AJAX, Dashboards, Analytic Snapshots, Custom Objects, Workflows & Approvals, Email Templates, Formulas, Validation Rules, AppExchange, Roles &Profiles.
Salesforce Tools	Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool.
Programming Languages	Java, C, C++, SL, APEX, Java Script, GIT BASH, GIT GUI.
Web Technologies	HTML

Operating Systems	MS Windows 2000/2008/XP/VISTA, Linux/Unix.
Databases	MS SQL Server
Other Tools	MS Word, MS Excel, PowerPoint, MS Outlook, MS Visio.

EDUCATION

- **Bachelor of Engineering and Technology from JNTU.**

CERTIFICATIONS

- **Salesforce Developer Platform I**
- **Salesforce Administrator**
- **Salesforce Advanced Administrator (CRT 211)**

PROFESSIONAL EXPERIENCE

Fannie Mae, Herndon, VA   **September 2018 to Till Date**
Salesforce Lightning, Commerce cloud Developer and Tech lead

Responsibilities:

- Hands on experience in creating 1-to-1 customers journey across **marketing, sales** and service using **journey builder.**
- Worked with client's team of nearly **24 Salesforce Commerce cloud members** in the **customization, design, architecture, delivery** and support of such environments.
- Implemented customizations to the Salesforce **Commerce Cloud system** by writing **high quality, testable, and compliant code** using software development best practices. Implement website **layout/user** interface design by using best practices for integrating data from various back-end services and databases**.**
- Experience with the full **eCommerce technology ecosystem** including **Digital Content,** PIM, DAM, Payment, Tag Management, Web Analytics, Fraud Management.

- Experienced in **setting** up **Environment** by enabling **My Domain, Decompose** the App in Lightning web Components and **Build the Lightning App.**
- Created the Several Lightning web **components** responsible for **functionality** and **Developed** several **controllers** for the **components.**
- Developed **Apex classes, Controller classes, Visual Force Pages, Batch Class, Schedule Classes,** and **Apex triggers** for various functional needs in the application.
- Developed **salesforce1 Lightning apps, components, controllers, handlers** and **events** in the **existing organization.**
- **Migration** and **migrate Salesforce classic** features to Lightning experience, including converting Visualforce pages to lightning web components and / or using **Lightning Design System** with **Visualforce pages.**
- Developed several **customs, Trigger Lightning events.**
- Worked on deploying **metadata** through the **Jenkins** and repository commands on **GIT bash** and **GIT GUI.**
- Strong experience in **building mobile applications** using **salesforce1Lightning web Components, Controllers, Handlers** and **Events.**
- Worked with **Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers**. Knowledge on **Agile Scrum delivery framework**.
- Used **SOQL, SOSL** for data **manipulation** needs of the application using platform **data base objects field level security** along with **page layouts** to manage access to certain fields.
- Used **Force.com** developer **toolkit** including **Apex class, Apex triggers** and **visual force pages** to **develop custom business logic.**
- Used libraries like SLDS and leaflet in **Lightning components** and **Experienced** in writing **events** for the Communication between **components**.
- Developed several custom **Lightning events** and Developed several **Trigger Lightning events.**
- Registered to events like listeners to handle **Lightning events** and Developed Events to interact with **Salesforce1Application.**
- Experience in **Email studio, Social studio** and **Marketing Cloud Connect.**
- Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the **visual pages.**
- Experience in creating Users, **Profiles, Permission Sets** and **Roles & designing Reports** and **Dashboards** and **managing Communities.**
- Experienced in doing the Unit test and **Regression test** using **Selenium.**
- Created **Custom Dashboards** for manager's home page and gave accessibility to dashboards for authorized people.

Environment: Salesforce.com, Aura components, Git repository, Bit bucket, Jiira Import Wizard, Apex Classes, Visualforce, XML, Eclipse IDE, JavaScript, Controllers, Sharing Rules, Workflows, Email Updates, Web Services API, Data loader, HTML, CSS, MS Outlook Connector. Commerce Cloud Pipelines, JS Controllers, DS Script, ISML Templates,

CITI Bank, Tampa, FL   **November 2017-**
September 2018 Salesforce Developer

Responsibilities:

- **Developed Custom Objects, Custom Reports** and configures the **Analytic Snapshots** to dump the data on **regular basis** for the sales performance and lead **generation statistics.**
- Involved in reviews **of functional requirements** and **Test case scenarios** and **Test case designing.**
- Creating and **testing Salesforce CRM Workflows, Approval Process, Validation Rules** and **Sharing & Security rules.**
- Analyzing **Business requirements** and **solution specification** documents to **design Test Plans, Test cases.**
- Defining requirements in **Quality** center and **mapped** with the respective **test cases** for traceability.
- Tracking and **maintaining** the requirements to **functionality traceability** and use **case traceability.**
- Experience in creating **Users, Profiles, Permission Sets** and **Roles & Designing Reports** and **Dashboards** and **managing Communities.**
- **Testing** with various **Salesforce.com standard objects** like **Reports** and **Dashboards, Leads, Accounts, Contacts** and **Opportunities** along with **Campaigns.**
- Extensive experience on **S controls, Visual force pages and Page layouts** according to the **Business requirements.**
- Knowledge on the implementation of **Customer Communities** and **Partner Communities.**
- Performing **Queries** on both **Source** and **Target** using **SOQL** and verifying the records and its respective fields **match** and **count** of the **records.**
- Regularly **participated** in Technical and Used Case **review meetings** for various functionalities in the **application.**
- Maintained user roles, **security, profiles** and **workflow rules** wherever **necessary.**
- Used **SOQL &SOSL** with consideration for **data manipulation** needs of the application using platform **database objects.**

- **Involved** in **documentation review** cycles for the project and assign **review tasks** to the **project team**. Follow-up with reviews to see them through to **completion.**
- Communicated **project status** and **escalate** issues to **management**. **Provide** feedback for improving **Technical Publications procedures, standards** and **methodologies.**

Environment: Salesforce.com platform, Apex Language, Visual Force, SOQL, SOSL, Salesforce.com

AAA Insurance, Tampa, FL   **March 2016 – November 2017**
Salesforce Developer & Admin

Responsibilities:

- Created user **Roles** and **profiles, security controls** and **shared settings.**
- Developed **Custom Objects, Custom reports** and **configured Analytical Snapshots** to dump the **data** into on a regular basis for **sales performance** and **lead generation statics.**
- Worked on various **SFDC** standard objects like **Accounts, Contacts, Leads, Reports** and **Dashboards.**
- Developed and **configured** various **Custom Reports** and **Report Folders** for **different user profiles** based on the need in the **organization.**
- Experience in creating Users, **Profiles, Permission Sets** and **Roles &designing Reports** and **Dashboards** and **managing Communities.**
- Implemented **field level security, profiles** and **audit trail setup.**
- Used eclipse **Force.com** toolkit for creating **Apex Classes** and **Apex Triggers** to **develop custom logic** and **objects.**
- Created the **workflows** for **automated lead routing, lead escalation, alerts** and **custom coaching plans.**
- Worked on Integrating **SAP** and Salesforce systems using **SOAP and REST API**'s.
- Developed and publish **Web Services** for eternal systems to **integrate** with **Salesforce.**
- Provided the **training** to the **internal business users** to use the **application** and **develop** their **own custom reports.**
- Created users, **Profiles, Permission Sets** and **Roles & designing Reports** and **Dashboards** and **managing Communities.**
- Customized the **Dashboards** to the track usage for productivity and performance of **business centers** and their **sales teams.**
- Delivered **project reports** using conation of **custom objects** and **standard objects.**
- Used **Data Loader** for **Data Management** in **force.com** platform.

- Perform **administration** tasks as **needed, managing custom fields, integration** and **data clean up.**
- **Designed, developed** and **deployed** the **Custom objects, Components, Visual Force Pages** to suit the needs of the application.

Environment: SFDC, Force.com, Custom Objects, Custom Tabs, Controllers, Sharing Rules, Web services, Triggers, Controllers, Workflows, deployments, Email Updates.

AT&T, Franklin park, New jersey   **September 2013 – February 2016**
Salesforce Developer & Admin

Responsibilities:
- Worked on **various standard objects** like **accounts, contacts, leads, campaigns, opportunities, quotes, activities, dashboards.**
- Managed **users, Public Groups, Profiles** and **Roles** within the **Salesforce CRM designating** access to the applicable user within the user **hierarchy.**
- Responsible for the creation of **custom Apps** and **Reports** using the **Salesforce CRM cloud computing model.**
- Generated different reports like **standard, summary** and **matrix** for **quarterly** and **half yearly sales**.
- Customized the **dashboards** to **monitor lead activities** bases on sales **geography.**
- Developed different **Visualforce** pages to **suit** the needs of the **application** using **different components.**
- Used **SOQL & SOSL** for **data manipulation** needs of the application using **platform database objects.**
- Mapped **data sources** and **loaded data** into **Call Center application** using **Apex Data Loader.**
- Created **Formula Fields, Validation Rules, Workflow** and **approvals** for the **flexibility** and **functionality** of **force platform** application.

Environment: Salesforce.com platform, Data Loader, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, Security Controls.

Virtusa   **April 2012 – August 2013**
Java Developer

Responsibilities:

- Involved in **designing** the **application** in various **design patterns**.
- **Designing** the application **page flow** using **structs actions** and **forms.**
- Developed **User Interfaces (UI)** of the application using **HTML, CSS** and **JavaScript.**
- Developed the application using **Hibernate, HTML** and **JavaScript.**
- Designed the **Hibernate** mapping for the **application entries.**
- Extensively used **XSL** to style **XML data.**
- Responsible for **writing** the **interface** to the **sourcing** and **inventory application**. The **data exchange** was done using **XML.**
- Wrote **stored procedures** and **functions** on **Oracle.**
- Used **AJAX** for the **development** of the **application.**

Environment: Java, JSP, HTML, JavaScript, CSS, XML, Tomcat 6, Eclipse, Oracle.