**Experience Summary:**

Results driven professional with 9 years of full-lifecycle software development projects. Able to quickly understand the goals of the business and break complex issues into manageable components. Broad experience in developing IT Solutions for business requirements, functional / technical specifications and Code Components.

**Summary of Qualifications**

* Around 9 **Years** of IT experience with around **6+ years** of experience in the Salesforce.com CRM platform as Salesforce Developer.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Experience in acting as a liaison between offshore team and the Business performing meeting facilitation, work plan creation, task management.
* Accumulated extensive Salesforce knowledge and hands on experience on Sales Cloud, Service Cloud.
* Manage Integrations between tools such as MuleSoft, Salesforce CRM, ExactTarget, Pardot, Vidyard and Cvent.
* Expertise in configuring and administrating Salesforce CRM environment.
* Experience in Object Oriented Analysis and Design (OOAD) and understanding of the Force.com architecture.
* Extensive experience in lead case management (Web-to-Lead, Email-to-Case).
* Hands on experience in managing multiple projects and iterations within the CRM application.
* Good experience in developing Rich Interface Applications using Java Script.
* Expertise using Apex Data loader for data management in force.com platform.
* Implemented Customer portal, Knowledge base and Partner Portal in community. Hands on Experience in setup and build for Partner community and Customer Community.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Implemented chatter to improve internal communication and enhanced customer service.
* Excellent skills in creating/troubleshooting/modifying APEX code, S-Controls and Visualforce pages.
* Extensive experience in designing of custom objects, custom fields, picklists, role based page layouts, Triggers, Workflow Approvals, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, Reporting Snapshots, Dashboards, and Email templates according to application requirements.
* Used SOQL and SOSL for data manipulation needs of the application.
* Experience in working with Force.com IDE client application for creating, modifying and deploying Force.com applications.
* Experience in creating unit test cases and coordinated change requests to drive the business requirements during Integration and testing stages and reviewing the application.
* Possess strong communication and Interpersonal skills. Can quickly master and work on new concepts and applications with minimal supervision. Attention to detail, thoroughness, tenacity and an investigative drive to discover the underlying causes of technical problems.
* Strong Knowledge in implementing Design Patterns (Creational, Structural, Behavioral).
* Efficient in implementing Partner or Customer Communities modules of Salesforce.
* Extensive Experience in data migration and integration using Data Loader Utility.
* Proven ability to independently perform testing, implementation, documentation and updating as it relates to the SalesForce.com software and system administration
* Expertise in the complete life cycle of project development including System Analysis, Design, Testing and Deployment.
* Excellent working knowledge of software development methodologies such as Agile, Waterfall model.
* Competent in analyzing and creating Narrative Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data/Navigational flow diagram using UML Tools like MS Visio.
* Excellent leverage of MS Office, Spreadsheets in Windows and Mac.

**Roles:**

* Salesforce Developer
* Salesforce Developer/Admin
* Salesforce BA Developer
* Java Developer

**Education:**

* Masters in Information System from Pace University - NY

**CERTIFICATIONS:**

* Salesforce Admin
* Salesforce Developer (PD1)
* Salesforce Advance Admin

Certification Link:https://trailblazer.me/id/akate9

**Skills Inventory**

|  |  |
| --- | --- |
| **Salesforce Technologies** | SalesForce.com, Force.com, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, S-Control, Apex Web Services, Partner WSDL & Enterprise WSDL, Work Flow and Approvals, Dashboard, Analytic Snapshots.  |
| **Salesforce Tools**  | Force.com IDE (Eclipse), AJAX Tool Kit, Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform (Sandbox and Production). |
| **Tools** | DataLoader, Salesforce-to-Salesforce, Apex- Explorer, Informatica, Apptus CPQ, Jira |
| **Languages** | Apex, C, C++, Java, J2EE, Java Script, JQuery, HTML, XML, SQL, CSS. |
| **Database** | SQL Server 2008, Oracle, MySQL. |

**Related Experience**

Client Name: Teradata

Location: San Diego CA

Role: Sr Salesforce Developer/Tester

Duration: Mar 2020 – Present

**Roles & Responsibilities:**

* + Participated in salesforce.com Application Setup activities and customized the apps to fulfill the functional requirements of the organization.
	+ The project delivers Xfinity services to residents when they move in to the units of the communities. Xfinity Communities mobile app gives access to residents to control smart Control devices like Door Locks, Thermostats and Light Switches of the unit.
	+ Working as a Salesforce Developer on Lightning Components, Html, CSS, Java Script, Apex, Communities, Integrations and SSO to connect external applications to salesforce for establishing Single Sign-On for property managers.
	+ Provide sophisticated integration solutions within Salesforce.com as well as the integration tool. This includes developing Apex Classes and Triggers, Custom Visualforce pages, Salesforce APIs, Salesforce to Salesforce connector, MuleSoft and Jitterbit coding and configurations
	+ Worked on building the Login Page using Visualforce where property managers enter their username and password to login to Xfinity Communities Control Centre and also tested thoroughly with different scenarios for Admin and Property manager.
	+ Worked on Integration eventually to connect a Web App, application which is built to create requests and other inputs for property managers and also working on configurations and related Admin work including building reports and dashboards.
	+ Created field filters, formula fields, relationships and validation rules to the custom objects.
	+ Involved in SFDC for functional testing based on the business requirements. Keep raising the standards of all the quality processes with project.
	+ Good experience in developing and Testing React Application frontend UI where property managers have different options to go to their independent web Application which they have access too.

**Environment:** Salesforce Enterprise Edition, Service Cloud, Sales Cloud, Salesforce Communities, Apex, VisualForce (Pages, Component & Controllers), Lightning Components, JQuery, Jira, JSON, HTML5, CSS3, JS, Bootstrap, Angular JS, Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Eclipse/Force.com IDE, DocuSign.

Client: CoxAuto
Location: Newark, DE
Duration: Feb 2019 – Feb 2020

Role: Salesforce Developer/Admin

**Roles & Responsibilities:**

* Interact with Business Users to understand the requirement and implement with best solution possible.
* Created field filters, formula fields, relationships and validation rules to the custom objects.
* Was responsible for updating the checklist for testing sandbox environment after the sandbox refresh is done.
* Created and customized record types, managed Role hierarchy and Profiles.
* Performed the data validation to meet all test condition requirements.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce Objects. Used it to read, extract and load the data from CSV (comma separated values) files.
* Added and configured Workflow rules, time triggered.
* Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.
* Defined permissions for Profiles and Administrative permissions to grant/deny users access to platform features.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on writing Apex Triggers, Apex Classes, Batch Apex and Scheduled Apex.
* Involved in CPQ to manage configuration, pricing, quoting, discounts, incentives, & proposals by using Apttus.
* Implemented Salesforce Chatter for internal users to share the deal information and status updated on various activities.
* Migrate repository and additional configuration objects between environments on a regularly scheduled basis to support development and test.

**Environment:** Salesforce Enterprise Edition, Service Cloud, Sales Cloud, Salesforce Communities, Apex, VisualForce (Pages, Component & Controllers), Lightning, JQuery, JSON, HTML5, CSS3, JS, Bootstrap, Angular JS, Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs

Client: Uber Business Capital/Keste
Location: Houston, TX
Duration: Jul 2018 – Jan 2019

Role: Salesforce Onsite BA Developer/Offshore Engagement Lead

**Roles & Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Worked as an engagement manager between the client and the offshore team.
* Worked in Agile methodology environment including Test Driven Development with Continuous Integration/Delivery, using JIRA for monitoring the projects. Configured the Salesforce.com environment.
* creating report’s using excel sheets as part of daily reports for Management in timely manner to help management for a decision.
* Created custom objects, custom fields, page layouts, custom Tabs, Visualforce tabs Reports and Dashboards and various other components as per the client and application requirements.
* Also created the Validation Rules, Approval Process, work flows for automated routing.
* Provided hands on, expert level technical assistance to developers wherever it is needed.
* Very comfortable with classic UI in configuring tabs and other UI related functionalities.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Developed SOQL and SOSL queries to get data from different related objects.
* Responsible for understanding the data migrating requirements and analyze data to be loaded from legacy systems to Salesforce.com.
* Configured the functionality for auto generating proposal letters to the client customer company contacts using Adobe Sign.
* Worked with Adobe Sign for dynamically populating fields for the proposal letter by mapping the Adobe and salesforce fields from different objects.
* Involved in Requirements gathering, Conceptual Design, Analysis, and Detail design UI, Development and System Testing.
* Worked on all custom configurations and out of the box functionalities in salesforce.
* Participated in setting up the customer and partner communities.
* Developed a Web to lead form which replaced the Contact Us Page on the client website.
* Developed Standalone Lightning components for Community pages for Client’s Primary Customer’s Company information, contact page for Signers and Owners, Debtors (partners for the primary company), Upload documents, Thankyou verbiage page and given it to the web developer to incorporate in the website.
* Used Salesforce Lightning Components for building Customized Components replacing the existing ones.
* Responsible for implementing certain components of the UI using Salesforce Lightning.
* Created and Debugged Lightning Components, building with Lightning App Builder and Visualforce with the new Lightning Design System.
* Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use as the landing page for Partner community and customer community.
* Customized Napili Lightning template to build Community Portal.
* Proposed the new data model and developed the backend logic for the pages to save them in salesforce.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Developed the customer and partner community portal home page.
* Configured the buttons for funding requests, adding debtors, tabs, dashboards for customer portal so the customer can login using Customer community user license and request for funding.
* Developed partner portal Home page which had 9 dashboards and side component for Approval Invoices.
* Created drop downs for the tabs on partner portal.
* Set up the service cloud implementation for customer’s communication and for raising funding requests and they can create a case regarding their Application.
* Developed workflows to auto generate proposal letter when the Opportunity Status is Approved.
* time-based workflows depending on the requirement.
* Worked on Inbound and outbound change sets to deploy the metadata from one environment to different environments.

**Environment:**Salesforce.com Enterprise Edition, Agile Methodology, Visual force and Salesforce Lightning Components, Apex Data Loader, Reports, Dashboards, Custom Objects, Custom Tabs, Security Controls, Data Management, Profiles, Page Layout, Record Types, Validation Rules, Workflow Rules, Apex Trigger, Apex Test Classes.

Client: Advanta/Korcomptenz
Location: Hereford, TX
Duration: Jul 2017 – Jun 2018

Role: Salesforce Admin/Developer

**Responsibilities:**

* Worked on security models, developed apex-based sharing rules to meet security requirements.
* Expertise in all stages of SDLC. Experience in presenting proof of concept to idealize the complex customer requirement, requirement impact analysis, creating integration and application technical design documentation, estimating project timelines and highlighting potential risk.
* Worked on email to case and web to case services, implemented custom development to meet user requirements.
* Enabled the side bar search for the sales representatives to search the Leads, Accounts, Contacts.
* Actively participated in developing the REST webservice by passing the Access token and establish the connection between the external system and Salesforce.
* Experienced in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* Configured the Connected App for the consumer key and other details for establishing the connection.
* Coded two complex Apex classes which had the logic for the Leads and Accounts field updates and to capture the required field information based on filter conditions given by the client.
* Hands on experience with POSTMAN in testing the webservice. Used POST method in Postman for testing.
* Used Workbench for importing and exporting data and testing the webservice.
* Developed and deployed workflows and approval processes for custom objects as per the business requirements.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Developed various web services classes for integrating with middleware software to import the data to Salesforce.
* Built various agent-specific and management-specific reports and dashboards to track and provide key leading and lagging indicators for same day resolution and average queue times of cases.
* Build eight dashboards for client and configured to be the landing page.
* Very good at all the four types of reporting. Mainly worked on summary reports.
* Supported code deployments to QA and Production environments. Reported daily delivery status and weekly project status.

Client: Grub hub
Location: Chicago, IL
Duration: Dec 2015 – Jun 2017

Role: Salesforce Developer

**Responsibilities:** s

* Actively involved with Business analysts, other developers, involved in enhancement of business modules using Standard and Custom Objects, formula logic, APEX classes, Triggers, Test Methods and writing SOQL queries.
* Worked in Agile methodology environment including Test Driven Development with Continuous Integration/Delivery, using JIRA for monitoring the projects.
* Worked on enhancements to SFDC application required by business users from time to time.
* Worked on Salesforce implementations from inception to delivery.
* Hands on experience on Roles, Profiles and Security and Sharing settings.
* Created SFDC Approval Processes, Queues, Public groups and Email Templates.
* Implemented communities.
* Developed and tested SFA based application on Force.com Platform in Salesforce.com environment with Apex programming language at back-end and Visualforce Pages as user interface.
* Actively participated in the design and development of custom Visualforce Search pages On Accounts &Oppurtunities and the Visualforce Controllers.
* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of Salesforce and using other Platform based technologies like Visualforce.
* Designed Apex Classes, Controller Classes and Apex Test Classes for various functional needs in the application.
* Designed technical design documents from BRS/FRS.
* Used Dev Sandbox (config. only) for development and unit testing. Used Change sets to deploy the code changes into QA Sandbox. Used QA Sandbox (Full Sandbox) for regression testing and deployed code into production instance.
* Involved in the data validation / Integration of the source system with Salesforce.com.

Client: NIIT/Sellglobally
Location: India
Duration: Jan 2011 – Jun 2014

Role: Java Developer

**Responsibilities:**

* Involved in all phases of the software development life cycle and prepared the Functional Specifications Document.
* Developed the application.
* Developed Use Case Diagrams and Class Diagrams using Rational Rose.
* Participated in the design and development of application using JSP, HTML, CSS and JavaScript.
* Used Eclipse as IDE tool to develop the application and JIRA for bug and issue tracking.
* Developed the presentation tier of the application using Struts framework and MVC design pattern.
* Developed the User Interface using CSS/HTML JSTL and jQuery.
* Developed web GUI involving HTML, JavaScript, CSS, JSP, Servlets and Beans.
* Extensively used Core Java concepts like Multithreading, Collection, Data Structures, Algorithms and Exception Handling.
* Managed connectivity using JDBC for querying/inserting and Data Management including Triggers and Stored Procedures.
* Developed various components of the application and unit test them.
* Involved in coding reviews and application enhancements.
* Used Struts and Java Script for web page development and front-end validations.
* Developed DAOs, Stored Procedures and SQL queries to support system functionality.
* Experience with application DocuSign. Involved in the data validation / Integration of the source system with Salesforce.com.