**Vinod Konakan (Certified Salesforce Developer)**

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**Summary**

Certified Professional with Around 5 years of experience in Salesforce CRM Implementations, Analysis, Design, Development, Configuration, Integration, Supporting the cloud applications, communities and migration from classic to lightning, lightning components development.

**Technical Expertise:**

* **SFDC development** using Visual Force Pages, VF Components, Apex Classes, and Custom Controllers, Controller extensions, tests, test cases, SOQL, SOSL, MVC architecture and Force.com IDE from scratch
* **Salesforce.com Applications Build and Design** using the best practices
* Good exposure on **Salesforce Lightning Design System**
* Expertise in building **Lightning components** for Record pages and Quick actions
* Used **Lightning Component Framework**, Dashboards and Reports in Lightning Experience
* **Salesforce Development Life Cycle implementation** covering Sales Cloud, Service Cloud, Call Center, Chatter and App-exchange applications
* **Salesforce CRM UI customization** using Apex, Custom Controllers, Visual force, CSS, JavaScript libraries
* **CRM Business processes** like Forecasting, Campaign management, Lead Management (Web-to-Lead), Order Management, Account Management, Case Management (Email-to-Case and Web-to-Case)
* **Salesforce Integration** with Oracle, SAP ERP using Apex web services WSDL and outbound messaging
* **Salesforce.com** **implementation and customization** using Apex (Classes, Controllers, Triggers), Apex Scheduler, Batch Apex, Apex Web Service, Visualforce Pages, Custom Tabs and Objects, Analytic Snapshots, Dashboards
* Writing **Apex batches, Schedule classes** by implementing interfaces to process large data sets.
* Have in depth Knowledge and understanding of business processes like **Forecasting, Campaign Management, Lead Management, Order Management, Account Management, and Case Management**. **Plug-In’s** with **MuleSoft.**
* **Customization of Salesforce.com** Accounts, Leads, Opportunities, Cases, Campaign, Solutions, Standard Objects and Custom Objects; Data Validation, Sales, Marketing, Customer Service and Support Administration
* **Implement Security and Sharing rules, Configuring Permission sets, Field level security, Object level security, Profiles, Triggers, Resource monitoring** usingCustom objects, Triggers, Workflow rules, Approval process for Automated alerts, field updates, SOQL, SOSL, Visual force pages and Apex classes
* Experienced in **JIRA** in bug tracking, issue workflow, Labelling, linking issues and in creating projects and story points.
* Experienced in **Jenkins** and **developed & successfully implemented SFDC-TFS bidirectional Sync for our clients.**
* **Eclipse IDE** with Force.com plug-in for writing business logic in **Apex programming language**
* **WSDL, SOAP API, REST API, Call Outs, Batch and Schedule Apex programs**
* **Implement data security/visibility rules** using Sharing rules, configuring OWD (Organization wide default), create criteria-based and owner-based sharing rules across objects and sharing data to different set of roles
* Worked with **N Cinco** for handling the Mortgage and Financial process with **Internal Auditing**
* **Salesforce.com** **governor limits** understanding with ability to optimize code to respect the limits.
* **Salesforce Integration Tool:** **Apex Data Loader**, SOAP, web Services, WSDL, Eclipse Force.**com IDE Plug-in**, Connector, **Informatica Cloud Data Wizard**, Data loader, Force.com Apex Explorer, Workbench, Composite, Scribe, Force.com Platform (Sandbox and Production), **Oracle CPQ (Big Machines)**, **Maven Connector** with Salesforce, Ant Connector with Salesforce, Force.com Excel Connector

**Certifications:**

Salesforce Certified Administrator

Salesforce Certified Platform Developer (PD1)

**Education Details:**

Masters, MSITM, Campbellsville University, Kentucky (Pursuing Masters)

Masters, Computers Information Science, Kent State University, OH.

Bachelor, Electronics and Communication Engineering, Amrita Sai Institute of Science and Technology, India.

**TECHNICAL SKILLS**

* **Programming Languages**: APEX, Visualforce, JavaScript.
* **Web Developing Languages:** HTML, CSS, jQuery.
* **Web Services:** SOAP, WSDL, SOA, RESTful, XSLT.
* **Database Management:** SQL Server, Oracle, MySQL.
* **Office Tools:** MS-Word, MS-Excel, MS-PowerPoint.
* **Technologies:** Salesforce.com, Force.com, Salesforce Lightning, Salesforce CRM, AURA UI Framework,Sales cloud, Service cloud, Marketing cloud, Community cloud, Apex Classes, Apex Triggers, Test Classes, Apex Custom Controllers and Extension, Visual force (Pages, Components & Controllers), Validation Rules, Work Flows, Dashboards, Reports, Custom Objects, Force.com Eclipse IDE Plug-in, Apex Web Services, Apex Explorer, Sandbox development and testing, Apex Data Loader, Connect Offline, S-controls, SOQL, SOSL, App Exchange Data Loader
* **Tools:** Apex Data loader, Developer Console, Data Loader, Demand Tools, Cast Iron, Jitterbit, Force.com explorer, Workbench, Force.com Migration tool, Eclipse, CPQ, Lightning, Salesforce-to-Salesforce.

Professional Summary

**Salesforce Lightning Developer**

**Riverbed Technology, Sunnyvale, CA Aug 2019 – Present**

**Responsibilities:**

* Collaborated with sales team and **business analysts** to analyze business, **technical needs** and design solutions by **customizing standard objects of SalesForce.com (SFDC);** developed project templates as per **SDLC methodology**
* Developed various **lightning** components that integrate to form a single point of interactive payment calculator to generate a payment plan.
* Developed **various Apex Classes, Triggers, Controller classes** and **methods for functional needs** in the application compatible with **lightning**.
* Involved with **Salesforce.com Premier Support** and handled **the support cases** with the help of salesforce.com support.
* Strong Experience in **testing, SFDC platform fundamentals** including **security and sharing model**
* **Provided development, implementation, and updating focusing** **on PRM Sales cloud Service** cloud and **marketing cloud.**
* Built **validation rules** and **workflows** to support **business processes and maintain data integrity**.
* Developed **Apex program and Apex triggers** for various functional needs and worked with dynamic Apex to access objects and fields to describe information, execute **SOQL, SOSL and DML** queries from scratch
* Supported the **data migration and data export** activities through various business centers using **Apex Data Loader, Apex Data Export, Force.com Excel Connector** and **Import Wizard**.
* Employed **Data Loader to migrate data** from **Oracle to Salesforce database** and **configured** in **Oracle application to Salesforce platform; migrated leads, accounts** and **contacts** to Sales Cloud using third party tools
* Worked on **sales cloud** and customized objects Accounts, Contacts, Opportunities, Products, Price Books and custom objects, implemented **Web-to-Lead and custom Lead conversion**.
* Experience in working on **Sales Cloud (Partner Portals)** as well as **Service Cloud (Customer Portals)**. Good knowledge in writing test classes before deploying into production.
* Implemented on Force.com/ service cloud functionality leveraging **web and email services/web-to-custom object/email-to case** functionality.
* Assisted in **Plug-In’s** with **MuleSoft.**
* Triggered interface events by user interactions, which includes **Lightning Component** framework and involved in building **Lightning Field Services** using the **Aura framework**. Integrated **web services** by making **WSDL** files to extract data from external systems to display in salesforce.com
* Established **SOAP API** with the aid of a two-way communication between Salesforce and other applications. Code deployment was done using the **Eclipse IDE, Deployment Change Set** and **Snapshot.**
* Designed and deployed **custom tabs and objects, page layouts, components, visual force pages, validation rules, approval processes and auto-response** rules; added fields and functionality using **custom controllers and extensions**
* Salesforce **Lightning** Design System and **Lightning** App Builder.
* Developed enterprise **Einstein Analytics** strategy to replace the tableau dashboards.
* Experience in **Powerful command-line interface (CLI)** removes the complexity of working with your Salesforce org for **development, continuous integration, and delivery using Salesforce DX.**
* Configured product and pricing setup using **CPQ**/Product consoles Formatted and migrated the user data into **Lightning** Experience.
* Worked on **Partner Portals for clients** and updating **price books** often for the vendors.
* Worked with **Accounts, Contacts, Leads, Campaigns, Cases, Solutions Standard Objects and Custom Objects.**
* **Implemented pick lists, dependent pick lists, lookups, master detail relationships** and **record types** to enforce data quality setup **marketing campaigns and assignment rules**
* Implemented **search, filtering** and **tagging** features on page layouts for sales to locate relevant marketing content and documents in SalesForce.com CRM content; ensured effective ways to leverage Saleforce.com CRM features
* Developed enterprise **Einstein Analytics** strategy for data integration, mobile first approach in designing the dashboards.
* Worked with different record types to setup page layouts based on profiles.
* Used **Sandbox** for testing and migrated the code to the deployment instance after testing
* Created **summary reports, matrix reports, pie charts and dashboards** and setup report folders to authenticate users based on profiles permissions; created objects screen that compares **databases** and **schema** changes
* Performed **periodic data cleaning** and administered custom objects, workflow and campaign management
* Involved in project documentation review cycles and followed-up for reviews to see them through to completion

**Environment**: Saleforce.com Platform, Salesforce APIs, Reports, Dashboards, Email, Triggers, Chatter, Sharing Rules, Validation Rules, SOQL, SOSL, OOTB, Documentation, Data Loader, App Exchange, WSDL, Reports, AppExchange, Data Tools

**Salesforce Lightning Developer**

**Realtor.com, Scottsdale, AZ Jun 2017 - July 2019**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com Developer/Admin in the organization.
* Worked on standard objects like **Accounts, Contacts, Cases, Opportunities, Products**, Opportunity Line Items, **Leads, Campaigns, Reports** and dashboards.
* Customized page layouts for **Opportunity, Contacts**, and **Accounts** depending upon user roles, and groups.
* Created **workflow** **rules** and defined related tasks, **email alerts**, and **field updates.**
* Implemented the process covering **Campaign, Leads, Accounts, Contacts, Opportunities, Forecasting, Quotes, Pipeline management** etc.
* Knowledge on new release of **lightning components** and **Lightning App Builder**, experience building **lightning components**, embedding **lightning components** in **VF pages**, building apps using **lightning components** for mobile and tablets.
* Built Customized **Lightning Components** replacing the existing one's using **Java script** on the client side and apex on the Server side.
* Built Custom User Interface using **Lightning components** to insert custom object data on **Opportunity** by Sales representatives using **Aura Framework, CSS, Boot Strap** and **JavaScript.**
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Experienced in **Migration** of Class Applications to **Lightning**.
* Experienced in converting **Visualforce pages** to **lightning components**.
* Administered, configured, maintained Salesforce.com application **user** **profiles, roles,** assigning **Permissions, Validation Rule**, upgrade installation.
* Designed, and developed the **Custom objects, Page layouts, Custom tabs, Components, Visual force Pages** as a Salesforce consultant.
* Created several **reports** and **dashboards** using salesforce.com platform.
* Developed and deployed **workflows** and approval processes for **opportunities** and products/assets management.
* Designed, Implemented and deployed the **Custom objects, Page layouts**, and **Custom tabs** to suit to the needs of the application.
* Provided **Single Sign-On (SSO)** services for multiple resources on one domain, across domains, or even across organizations, allowing the use of just a single authentication credential to access all resources.
* Implemented **web-based case** management automation - **Web to Case** (on Case Object) to track and solve customer's issues.
* Created **Custom Objects** and defined lookup and **master-detail relationships** on the objects and created junction objects to establish many-to-many relationship among objects.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on logic and Interactions in **Lightning Applications.**
* We use **GitHub** to do the version Control.
* Use **Omni-Channel** to manage the priority of work items, which makes it a cinch to route important work items to agents quickly.
* **Omni-Channel** routes all these assignments to the correct agents automatically. Agents no longer have to pick and choose work assignments manually from a queue.
* Designed various **HTML** **Email templates** for Auto-Response to customers. Deployment of code from sandbox to production using **Force.com** IDE tool.
* Implemented Salesforce.com web services client using Sales force web services API ,XML and partner WSDL.
* Followed CI/CD process for deployments using Force.com Migration Tool.
* Worked on **Agile** and **Scrum Methodology** for Salesforce custom app implementation.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, HTML, JavaScript, Eclipse IDE, Windows XP.

**Salesforce Administrator**

**Sonata Software, Hyderabad, India Jan 2015 - Nov 2015**

**Responsibilities**

* Involved in analyzed requirements and developed detailed design of Sales force integration.
* Create & customize Salesforce objects, workflows, page layouts, fields, validation rules, reports, dashboards & user profiles.
* Implemented on demand pricing and products configuration using Ajax and JavaScript.
* Developed triggers, apex classes, custom Controllers to achieve the complex business functionality in the application.
* Created new custom objects, S-controls and apex class to enhance the functionality of custom objects.
* Implemented S-controls to manage sales plan call sheets within Salesforce, capturing data and call activity.
* Created Visualforce email templates and also automated Email Process to send customers.
* Administration of various objects, fields, Page layouts, tabs, custom reports, report folders, report extractions to various formats.
* Created and deployed several reports, developed various workflows.
* Packaged and Deployed customizations from Sandbox to other environments using Eclipse.
* Provided post-implementation support to assist end users in administration tasks.
* Assisted with data migrations using Data Loader and Import Wizard.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** SFDC toolkit (Visualforce, Apex, S-controls, Triggers, Chatter), Data Loader, Eclipse IDE, Permission Sets.