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| **Vikram** | **+1419-378-5380****vvvikram166@gmail.com****2219 Abbey Dr****Fort Wayne, IN 46835** |

**CARRIER OBJECTIVES:**

To obtain challenging and rewarding Salesforce position with growth and learning opportunities in supportive, challenging work environment that would take advantage of my job experience. Always seeking opportunity that will allow me to prove myself in various aspects of critical conditions and adding values to the prosperity and development of the company.

**SUMMARY:**

* **Salesforce Administrator and Force.com Developer** with 7 years of **IT experience**, which includes **Salesforce application development**and**Salesforce Administration**for 2000+ users in an enterprise sized company.
* Good Understanding of **Salesforce.com, Sales Cloud**, **Service Cloud**, **AppExchange,**and**Salesforce Communities**.
* Interface with vendor partner’s and Designed, Develop, maintain perform processes and implemented systems **in Salesforce to support automation** for **CRM, SaaS operations**, IT, and customer support processes.
* Experience in **Change Management, Application Lifecycle Management using Sandboxes Environments**.
* Worked on **Salesforce Lightning Environment**for developing**visual force pages**, and for better event driven responses in the **User Interface**.
* Expert in migrating data from various systems into Salesforce CRM using ETL tools - **Informatica on Demand, Cast Iron (CI), AutoSys experience**, to synchronize data between Sales.com and web service endpoints. Data Junction (Pervasive), **Excel connector** and **DQC**.
* The Developed **unique, compelling,**and **innovative customer solutions**leveraging the full power of the Salesforce platform.
* Executed SOQL queries in workbench and data loader to verify Product/Pricing staging data in **SFDC/ CPQ**
* Trained users on the **Salesforce CRM platform**for the awareness **in Sales and Marketing Cloud**
* Hands on Experience in **Data Management, Data Security, Data Modelling, Workflow Automation, Formulas & Validations, Chatter**.
* Sound knowledge on **Visual Force Pages, Apex Triggers**, **Apex Classes**, **Batch Apex, HTML** and **JavaScript**, **SOQL**, **SOSL**, **Process Builder, Workflow, Visual Workflow and Approval Process, Reporting and Dashboards**to support process automation.
* Supported projects and initiatives like **Data migrations**, **business process implementations**, and A**utomation**. With strong administration and support expertise in Salesforce.com, including Security.
* Involved in Data Migration by using **Data loader, Workbench** and **Command Line Data Loader.**
* Performed detailed analysis of business and technical requirements and designed the solution by customizing standard objects of Salesforce.com (SFDC) and other platform-based technologies such as **Visual Force and Force.com API**.
* Created **Visual Force Pages** and components to render data from associated controllers and embedded **Java Script** and **HTML**.
* Designed and developed **Salesforce**applications using **Apex Programming Language**and **Visual Force Pages, Process Builder, Visual work flows**and**Workflows& Approvals.**
* Successfully implemented **Security/Sharing Rules**, Configured **Permission Sets**, **Field Level Security**, **Record Level Security, Profiles, and Roles** etc. at the different hierarchical level of organization.
* Worked on **Lightning Components** and reused them in various phases of the application.
* Performed Bulk **Data Migration** from Traditional Applications to Salesforce using **Import Wizard, Excel Connector, Dataloader.io, Workbench, Backupify, Apex Data Loader utility** and ETL tools, Cast Iron, ESB, Autosys.
* Customized **standard objects**, created **custom objects**, **Interfaces, Relationships,**and**Triggers**.
* Successfully integrated Salesforce with the external application by using **Web Services API** and **SOAP**.
* Hands on experience in creating **Custom fields**, **Pick Lists,**cross Object**Formula Fields, Lookups**and**Master-Details** etc.
* Created **professional grade documents** with images.

**TECHNICAL SKILLS:**

**Salesforce CRM:**Visualforce pages, Workflow rules, Approval Process, Components, Sales, Service, Profiles, Permission sets, Relationships, Validation Rules, Custom objects, Dashboards, Reports, Search Layouts, Page Layouts, Record Types

**Force.com Tools:**Eclipse, Developer Console, Force.com Eclipse IDE plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform, Informatica, Apttus CPQ

**Languages:**SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java, jQuery

**Web Technologies:**HTML, HTML5, XHTML, XML, CSS, JavaScript JSP, WSDL, SOAP, REST

**Database:**SQL Database, Oracle

**Platform:**Windows, Linux, MAC

**IDE:**Visual Studio, Eclipse

**PROFESSIONAL EXPERIENCE:**

**Salesforce Lightning/Integration Developer Sep 2020 – Present**

**Bank of America,**

**Lake Mary, Florida (Remote)**

**Responsibilities:**

* Experienced in performing the roles of **Salesforce.com Admin** and **Developer** in the organization.
* Gathered and documented the requirements by interacting with different business teams.
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend, **Visualforce pages and Salesforce Lightning Experience** as user interface.
* Used **sales**cloud to Maintain Leads, contacts, and opportunities. Used **service**cloud for maintaining cases and customer support.
* Developed various **Custom Objects**, **Tabs**, **Entity-Relationship data model**, **validation rules** on the objects and tabs, Components and **Custom links**.
* 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.
* Used Salesforce.com developer toolkit including **Apex Classes**, **Controllers and Triggers, Force.com IDE**, **Migration Tool**, **Web Services API**.
* Developed various **Visualforce pages**, **Apex Triggers** to include extra functionality and wrote **Apex Classes** and **Controller** to provide functionality to the Visual pages.
* Worked on adding Marketing cloud products, pricing agreements and terms to existing sales flow process. Developed complex custom validations for Marketing cloud products at each stage in the quoting process.
* Worked on creating Lightning Pages inside **Lightning Community Builder.**
* Using Community Builder create community pages for customers and used the SLDS for styles and apex classes for DML operations.
* Worked on **JIRA** for the requirements gathering and moving the requirements to various levels once they are being done.
* Implemented new buttons and actions for Lightning components. Involved in creating and debugging lightning components, building with **Lightning App Builder** and **Visualforce** with the new Lightning Design System.
* Developed re-usable UI components with the **Salesforce Lightning Component Framework.**
* Used **Force.com**platform for developing feature rich and user-friendly Visual force pages for enhancing **Salesforce UI**.
* Created **lightning actions,** **lightning apps**and more than 30 components using Salesforce **lightning framework.**
* Used **the Aura framework**and Salesforce lightning Design System (SLDS).
* Worked with admin team to create profiles and implemented Object and field level security to hide critical information on the profile users.
* Worked on **Steel brick** and **salesforce integration** for automating, quoting, contracting, and billing process.
* Worked on maintaining, integrating, and configuring with Apttus CPQ.
* Worked on Apttus configuration, Pricing, discounting, approvals, and proposal generation.
* Run APEX data loader to import/load the data into Salesforce object after these files are successfully transferred.
* Created Executive and other Dashboards using **wave Analytics.**
* Performed data migration using **Informatica**on demand and data loading using Data Loader, Import Wizard
* Performed Data Validation and usage of data utilities including Data Loader and Mass Delete.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Hands on experience on using languages **like HTML, DHTML, HTML5**in attaching page content like data, images, and videos.

**Environment:**SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, Marketing Cloud, Apex Language, Visual Force, Lightning Compatible Visualforce pages, Lightning components, HTML, JavaScript, APTTUS CPQ, Custom Objects, Tabs, Workflows, Email Alerts, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO

**Salesforce Developer/ Administrator Nov 2018 – Sep 2020**

**Steel Dynamics, Inc.**

**Fort Wayne, Indiana**

**Responsibilities:**

* Developed Four Custom modules using **Apex Classes, Triggers, Visualforce pages** and **Controller Classes, Batch Apex, Email Services using SOQL, SOSL queries**forbusiness functional needs.
* Modified and Implemented Approval processes and created Approval steps, which used **Email Alerts**, **Field Updates, related tasks, Time-based Triggered tasks to implement business logic.**
* Developed SFDC **Customized Reports, Dashboards** and Processes to continuously monitor data quality and integrity.
* Used**Salesforce Lightning Environment**for creating quick response UI page through**Ajax and Json calls.**
* Worked with**Customer and Partner Communities**to extend Salesforce capability with thecustomers by giving access to**Subjects**like**Chatters, Cases and Solutions.**
* Enabled**communities** to thousands of users in salesforce from**Contacts standard object**in the organization**.**
* Developed hundreds of Cross Object **Formulas**, **Validation rules** to maintain the quality of the data.
* Experience with**AppExchange** marketplace apps like **DocuSign, Congo Compressor,** and **partner products.**
* Developed Visualforce pages with the help of **Community Builder** and **force.com sites**in the**community cloud**for **customers**and**partners.**
* Experience in using Integration tools like**Informatica, AutoSys**for**synchronization**withsalesforce**.**
* Developed and Customized **page layouts, Record Type, Entity-Relationship data model, validation rules**, Components and Visual Force Pages on the standard & custom objects and tabs
* Created **Many-to-Many relationships** and created Junction objects to implement Roll-up Summary fields with aggregate data from child records to the parent.
* Used **SOQL** and **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in **CPQ** to manage **configuration**, pricing, quoting, discounts, incentives, & proposals by using Apptus.
* Maintained CPQ (Configure Price Quote) steel brick tool updated with latest functionality by Installing Apttus CPQ releases.
* Designed **Lightning components** for Quick actions using**Aura** and lightning components like **Schema Builder** and **Process Builder**.
* Created and modified custom buttons using **JavaScript**and**jQuery**.
* Designed various Web pages in Visual Force for functional needs within Salesforce along with **Process Builder** and other **Lightning Components.**
* Created **Record types and its page layouts, compact layouts, search layouts**to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed and configured **Custom Objects, Custom Reports and Dashboards** and configured the Analytic Snapshots to dump the data on a regular basis for the sales performance and lead generation statistics for different user profiles based on the need in the organization.
* Deployed applications from **Sandbox to** Production using force.com IDE (**Eclipse)** and **Change sets**
* Involved in SFDC Administrative tasks like creating **Profiles, Roles, Users, Custom Permissions**, OWD settings, Sharing rules.

**Environment:** Agile, Salesforce.com platform, Service Cloud, Marketing Cloud, Apex Language, Chatter, Visual Force Pages, Data Loader, Custom Settings, Email Services, Web Services API, Workflow & Approvals, Custom Objects, Sandbox data loading, Apex data loader, Microsoft Excel, Eclipse IDE Plug-in, Java Script, CSS, Test Classes, Test Scripts, DML Queries.

**Salesforce Administrator/Developer Apr 2018 – Nov 2018**

**Robert Half International**

**San Ramon, California**

**Responsibilities:**

* Performed the roles of Salesforce.com **Admin** and **Developer** in the organization.
* Analysed the business requirements and mapped to Salesforce. Created user Roles and Profiles, security controls and sharing settings.
* Dealing with Customer Acquisition and customer retention and worked with various SFDC implementations covering Sales cloud, Service cloud, Marketing Cloud and Communities.
* As a part of the **marketing cloud** implementation worked with **email studio** and **Social Studio**.
* Marketing cloud implementation, automation of lead process.
* Involved in data migration from **Excel**to **Salesforce**using **Apex Data Loader.**
* Developed several **Visualforce pages**to support data collection from practices.
* Worked on SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud, Call Centre, Chatter & App-exchange applications.
* Experience supporting **Service Cloud**features like Cases, Entitlements and Creating Escalation rules for different customer support group.
* Developed **Apex Classes, Visualforce pages**and **Apex Triggers**to develop the custom functionality as per the requirements.
* Implemented the requirements on **Salesforce.com**platform and **Force.com IDE Plug-in**using Eclipse.
* Configured and customized Service Cloud Cases, Assignment rules, Escalation & Auto response rules and Email-to-case in the exchange server
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Responsible for all the activities related to configuring **Data Loader,** uploading data in CSV files into Salesforce.com, checking for the accuracy of the data.
* Worked on **Apex classes, controllers, controller extensions.**
* Implemented **marketing cloud integration**with service cloud to manage cases.
* Implement Service Cloud to handle internal & external support.
* Customized page layouts for Accounts, Contacts, Campaigns, Leads, Opportunity depending upon user roles and groups.
* Worked on migrating Meta data from one **Sandbox**to another sandbox by using **Change Sets**and **Force.com IDE**tool.
* Created Visualforce pages and Visualforce components to achieve custom functionality.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Used**Apex data loader** to Insert, Update, and Import data from **Microsoft Excel**into Salesforce.com.

**Environment:** Agile, Salesforce.com platform, Service Cloud, Marketing Cloud, Apex Language, Chatter, Visual Force Pages, Data Loader, Custom Settings, Email Services, Web Services API, Workflow & Approvals, Custom Objects, Sandbox data loading, Apex data loader, Microsoft Excel, Eclipse IDE Plug-in, Java Script, CSS, Test Classes, Test Scripts, DML Queries.

**Salesforce Developer/ Administrator Nov 2017 – Apr 2018**

**Centene Corporation**

**Chesterfield, Missouri**

**Responsibilities:**

* Developed several **Apex Triggers, Classes**and **Apex API**based - Java classes during the project lifecycle.
* Wrote **SOQL**and **SOSL**statements within custom controllers, extensions, and triggers.
* Customizing the flex UI to show real time data consuming Sales force API.
* Modified existing Approval processes and created Approval steps, which used **Email Alerts** and **Field Updates**.
* Worked with **Informatica ETL team**for creating Data mapping for source and target systems.
* Developed Custom Objects, Custom Reports and configured the **Analytic Snapshots**to dump the data on regular basis for the sales performance and lead generation statistics.
* Developed Formulas, **Validation rules** to maintain the quality of the data.
* Packaged and deployed customizations from **Sandbox** to other environments using Force.com IDE’s
* Customized page layouts for standard objects and assigned Record Types by using **Visual Force components.**
* Deployed applications from **Sandbox to** Production using**Eclipse** and Change sets
* Created **Many-to-Many relationships** and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Used **SOQL** and **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Identified and documented **bugs and feature requests in the products**; determined workarounds for the software defects; worked closely with software engineers and customers to implement effective solutions along business-appropriate timelines.
* Created **Dashboards**using **customized Dashboard components.**
* Involved in**Unit Testing** and wrote **Test Methods** using Force.Com utilities

**Environment:** Salesforce.com, Apex, Visualforce, Sandbox Testing, Eclipse IDE Plug-In, SVN Repository, Data Loader,

**Salesforce Administrator/Developer June 2016– Nov 2017**

**Logging-in**

**Novi, Michigan**

**Responsibilities:**

* Created user **Roles and Profiles, security controls** and shared settings
* Worked on various **SFDC standard objects** like Accounts, Contacts, Leads, Reports and Dashboards.
* Implemented field level **security, profiles, and audit trail setup**
* Created the workflows for automated lead routing, lead escalation, alerts, and custom coaching plans.
* Involved in the budget analysis, proposals, and financial reporting processes
* Worked for gathering, analysing, and verifying business requirements and analysed business & technical processes
* Worked throughout the SDLC for detailed understanding of requirements, **data interfaces, processes & deployment**
* Facilitated stake-holders strategic planning of budget forecasting and proposed enhancements to the project through analysis, decision process facilitation, report preparation and tracked defects
* Developed a work plan detailing the tasks and effort required to achieve the scope of the project

**Environment:** Saleforce.com platform (Classic), Apex, Apttus CLM, Visualforce, Salesforce.com Data Loader, Workflows, Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, WSDL, Sandbox

**Salesforce Admin Jan 2012 - Feb 2015 Prisha Corporate Services**

**India**

**Responsibilities:**

* Created various **Custom Objects** as per requirement.
* Worked on various standard Objects like Accounts, Case, and Contact.
* Created **Security Settings for Roles and Profiles and managed Security Sharing** Settings.
* Developed **Validation Rules** for the Custom Objects and **Workflow rules** and Approvals for some fields.
* Restructured Custom objects, Master detailed relationship between objects to better suites the organization.
* Deploy **SFDC package** from one organization to other organization.
* Developed **APEX class, Controller class and APEX Triggers** from various functional needs in the application.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created various Reports **(Summary reports, Matrix reports, Pie charts, Dashboards**) and set up Reports folders.
* Importing and exporting large volume of data using **Data Loader**.
* Used **Sandbox** for testing and migrated the code to the deployment instance after testing.

**Environment**: Saleforce.com platform, Apex Language, Triggers, Visualforce, SOQL, Change Set, Data Loader, Force.com, Workflows-approval, Custom objects, Custom tabs, Email service, Html, Web service, Sharing Rules.