**CHAITANYA**

**Salesforce Developer/Administrator**

**Email: thota.chaitanya24@gmail.com**

**Mobile: 210-552-7021**

**PROFFESIONAL SUMMARY:**

* Around **11+ years** of IT Experience, in which **8+ years** of experience in **Salesforce.com Development and Administration** on force.com platform, including analysis, modeling, design, coding, testing and implementation on various business domains like Financial, Insurance and Manufacturing.
* Salesforce.com **certified Force.com Developer and Administrator**.
* Well versed in using **Salesforce Lightning Design System (SLDS)** in Lightning Components Development.
* Created a Generic Custom Lookup component in LWC (**Lightning Web Components**). Very well-versed and self-taught in LWC. Working extensively on LWC.
* Worked on creating pre-signed URLs for files stored in AWS S3 cloud with the help of AWS JavaScript SDK.
* Exposure to different types of software development life cycle methodologies including **Agile,** **Waterfall methodology** and have experience in using applications like **JIRA, ALM** and **Rally** for issuetracking and project management.
* Good understanding of **SAAS, PAAS** and **IAAS** cloud computing services.
* Hands on experience in creating **Business Requirement Documents**, **Functional Specification** **Documents** (FSD), **Use Case Diagrams**, **Sequence Diagrams** and **Activity Diagrams** using variousdesign tools like **Visual Paradigm**, **Vizio** etc.,
* Experience in **Sales cloud**, **Service cloud**, **Custom cloud**, **Chatter** and **App Exchange applications**.
* Excellent knowledge in customizing standard objects like **Accounts**, **Contacts**, **Opportunities**, **Products**, **Price books**, **Cases**, **Leads** and **Campaigns** as per requirement.
* Experience in creating **Custom Objects**, **Custom Formula Fields**, **Field dependencies**, **Relationships**, **Picklists**, **Custom Tabs**, **Validation rules**, **Workflows**, **Approval Processes**, **Page Layouts**, **Search Layouts** to meet the client's requirement and functionality.
* Hands on experience with **Profiles**, **Permission sets**, **Organization Wide Defaults** and **Roles**.
* **Deployment of code** from one environment to other using **Force.com IDE deployment wizard**, **Changesets**, **ANT tool, Jenkins**.
* Experiences working with AWS cloud using Jenkins.
* Parsers written in **Python** for extracting useful data from the design data base.
* Development of data structures, xml parsing using **Python.**
* Usage of advance features like pickle/unpickle in **python** for sharing the information across the applications.
* Representation of the system in hierarchy form by defining the components, subcomponents using **Python** and developed set of library functions over the system based on the user needs.
* Development of several Python APIs and harassers that works both in Linux and windows and maintaining them using the revision control SVN.
* Experience in handling tools such as **Informatica** and **Cast-iron** to integrate between SAP and Salesforce.
* Flexible, enthusiastic, and project-oriented team player with solid **communication** and **leadership** **skills** to develop creative solution for challenging client needs.
* Proficiency in administrative tasks like creating Profiles, Roles, Users, Page Layouts, Record Types, Workflows, Developed Formula fields, Validation rules, Relationships.
* Experienced in importing data from excels sheets into Leads, Accounts, Contacts using Data Loader and Import Wizard.
* Worked extensively on Asynchronous apex like Batch, Scheduled, Queueable and Future Apex.
* Experienced in developing Lightning community for end users.
* Thorough Experience and Knowledge on Test Classes and Test Coverage for Apex Classes and Triggers.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Experienced in using GIT for version controlling.
* Leading a team of 6 members and guiding the team to implement various business requirements.
* Involved in staffing activity for project to help get the deserving resources into the project.
* Worked on Lightning Process builder, Visual Flows, Chatter, and quick Action
* Experience in setting up **Continuous Integration** and **Salesforce DX**.
* Experience in SFDC development using **Visual Force Pages**, **VF Components**, **Apex Classes**, and **Custom Controllers, Controller extensions**, **SOQL, SOSL**, **MVC architecture** and **Force.com IDE**.
* Used data migration tools such as **Apex Data Loader**, **Salesforce Import**, **Infosphere**, **Export Wizard** and **Informatica** on Demand for migrating data from other applications.
* Good experience in developed **custom reports** and **dashboards** to continuously monitor data quality and integrity.
* Developed **Visualforce pages**, **components** and **customized UI** using **HTML**, **Java script**, **jQuery**, **AJAX** and **CSS** for rich look and feel.
* Good knowledge in Implementing **Salesforce Lightning Components, Aura framework, SLDS** for building responsive applications for any device.
* Good experience in roll-out of Lightening Experience to users and developed visual force pages with lighting design system styles to support Lightning experience.
* Developed Lightning components using salesforce Lightning framework and experience with Components, Controllers and Handlers.
* Hands-on lightning application development experience using SLDS and used custom CSS, Images, Icons in the Visual force pages, Components to have lightning experience.
* Good experience working with the **community cloud**.
* Highly experience in working with both **sales and service cloud** by assisting internal team for managing the Customer relationship with company.
* Experience in writing apex test classes for unit testing, batch classes, Schedule Apex, http callouts, dynamic apex, single e-mail methods, mass e-mail methods, test classes, wrapper classes.
* Good experience in managing **Salesforce.com sandbox** and **production environments**.
* Handsome experience in developing **Communities**.
* Worked on **Declarative tools** like Quick actions, Page layout customization, Formula fields and roll-up summary fields, Validation rules, Workflows and approval processes and Custom fields and Objects.
* Implemented best practices for **Apex triggers**, **Apex classes** to avoid governor limits.
* Experience in building the **CTI adapters** to integrate with Desktop applications and third-party CTI systems.
* Integrated Salesforce with external applications using **Force.com APIs (SOAP and REST)** and developed Salesforce **apex SOAP** and **REST web service classes**. Experience working on **XML** and **JSON formats** also by creating Parsers.
* Experienced in all phases of **Software Development Life Cycle** (SDLC), **quality management** **systems** and **project life cycle processes**.
* Good experience in **managing Salesforce.com sandbox** and **production** environments.
* Have handsome experience in database languages **SQL** and **PL/SQL** as well as in databases **MS Access**, **Oracle, MS-SQL**, and **MySQL Server**.
* Hands-on experience with development tools like **Force.com IDE**, **Eclipse IDE**, **Force.com Explorer,** and **Version control tools**: **SVN**, **Bit Bucket**, **GIT Hub**, **Flossum**.
* Hands on experience working with various **CPQ applications** like **IBM Sterling CPQ** and **APTTUS** **CPQ**.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Sales Force Technologies** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, |
| **(force.com)** | Visual Force Pages & Components, Lightning components, Aura |
| framework, SLDS, Cloud Testing, S-Controls, Apex Web |
|  |
|  | Services, Apex Data Loader, Chatter, Dashboards, Custom |
|  | Reports, Analytic Snapshots, Custom Objects, Force.com, Eclipse |
|  | IDE Plug-in, Process Builder, Custom settings, labels, metadata. |
|  |  |
| **Lightning Experience Development** | Lightning Web Components, Lightning Aura Framework, SLDS, JavaScript, HTML, CSS. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, |
|  | Force.com Platform (Sandbox and Production), APP Exchange |
| **Operating Systems** | Tools, Mavernsmate, Apttus CPQ, Flossum. |
|  |  |
| **Mail Servers** | Microsoft Outlook |
|  |  |
| **SDLC Methodologies** | Waterfall, Agile, Spiral, RUP. |
|  |  |
| **Languages** | Apex, C, C#, Java, HTML.Python |
|  |  |
|  |  |

**Educational Details:**

* **Bachelor’s in electrical and Electronics Engineering from Jawaharlal Nehru Technological University-Hyderabad, India in 2009**
* **Masters in Department of Electrical and Computer Science Engineering from Texas A&M University, Kingsville, Texas in 2017**

**PROFESSIONAL EXPERIENCE:**

**Client: Principal Financial Group, Des Moines, IOWA**

**Role: Salesforce Developer /Salesforce Administrator**

**Duration: March 2020 – Present**

**Description:**

Principal Financial Group is a global financial investment management and insurance company. Four segments comprise the company: Retirement and Income Solutions, Principal Global Investors, Principal International, and U.S. Insurance Solutions. Working on Retirement & Investor Services (RIS) as well as with Sales & Marketing team for development of various applications in improving customer experience and support, provide the ability to improve upon existing products and services.

**Responsibilities:**

* **Involved on salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, lightning design system.**
* Experienced in migrating the standard and custom objects in standard experience to **lightning experience.**
* Creating REST API’s for another salesforce app called as **UDA Catalog** with Compliance and audit requirements which was manually earlier but now trying to automate the process through **Salesforce AI** (Automation Process)
* Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better. **Leveraged** **APEX** Controller to make a call for external requests to retrieve data from various **API's** and displayed them on to the component.
* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* Handling all basic administrative functions including user account maintenance, reports, dashboards, workflows, and other routine tasks.
* written code in **Python** allowing to connect any software through ODBC drivers, JDBC drivers, or Web Services. Used Connect Bridge to access not only Salesforce data but also data from many other programs.
* Experienced using **Salesforce Lightning UI**. Created Components and Apps in **Salesforce Lightning and Salesforce1 Mobile Experience.**
* Expertise in creating web applications using **HTML/HTML5, CSS/CSS3(SASS, LESS), Bootstrap, JavaScript (ES5), jQuery, AngularJS (1.0&2.0), AJAX, and JSON, Node.js, and ReactJS**.
* Worked on **Salesforce Communities** and created VF pages for Communities.
* Worked on Community/Portal functionality in support of **Cloud Craze**.
* Worked on integrating salesforce with external web application to send salesforce data by making Apex callout using **HTTP Request, Http Classes**.
* Proficient with Unix Tools, shell scripting (**Bash, Perl, Python**, etc.), **SQL queries, PL/SQL, and SQL\*Loader**; or equivalent
* Hands on experience with **Omni Script, Vlocity card UI framework**.
* Development of test framework using the **Python**.
* Development of **Python APIs** to dump the array structures in the Processor at the failure point for debugging.
* Debugging the failure issues by capturing the array and register dumps using **Python** scripts, traces and performing several experiments by interacting with the design team.
* Experience as a team member of successful software project implementations related to **Vlocity CPQ**, and experience in the capacity of a Solution Architect in my organization.
* Worked on creating log-in authentication modules using **AngularJS** and **JavaScript.**
* Utilized **AngularJS UI-Route** for managing the State Transition and URL route.
* Ability to scope, define and manage work packages using **Community cloud**. The TA will potentially be implementing work packages or managing work packages to be built by other team members or teams.
* Created Core **Field Service Lightning** Features by scheduling and optimizing from a managed package.
* Driving the system configuration which meets security, architecture, and support requirements.
* Responsible for controlling security and sharing of confidential reports and dashboards, providing regulated, auditable cross-functional access for anyone in the team via Cloud.
* In-depth knowledge of **Quote to Order, MACD, Policy Management** and similar key processes in industry-specific **CRM solutions**
* Experienced in **Vlocity CPQ** implementing Salesforce **Vlocity CPQ** products with enterprise clients.
* Experienced in **Vlocity** with a customer centric digital experience on drag and drop tools that allow us to quickly configure layout flows, configure policy terms and generate proposals.
* Implementation of salesforce service cloud from business case to operations.
* Developed Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Oversee current Sales Cloud & Service Cloud environments while assisting with the vision and standards for new Salesforce.com solutions.
* Migrated **Aura components** to **lightning web components.**
* Understand existing business and application functionalities and work on new enhancements.
* Working with **SOQL & SOSL** queries with Governor Limitations.
* Creating various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Built a lightning component using two programming models: **lightning web components**, and the original model**, Aura components.**
* Working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex.
* Load/Managing the data using **Apex Data Loader**.
* Developing the code and making review of code once done.

**Environment**: Salesforce.com, Assignment rules, Record types, Apex Language, Custom objects and Fields,Visual Force (Pages, Components &Controllers), SOQL, SOSL, Jenkins, Sales cloud, Service cloud, Security Controls, Apex Controller, Visual Pages, Escalation rules, Workflows, Rules, Data loader, Sandbox, Profile settings, WSDL, HTML, HTML5, XML, CSS, Java Script.

**Client: USAA, San Antonio**

**Role: Salesforce Lead /Salesforce Administrator**

**Duration: Oct 2018 – March 2020**

**Description:** USAA facilitates the financial security of millions of U.S military members and their families. Working on IIRD (Inventory of Information Release) a critical step in ensuring that data is being released to third parties is properly documented and has the appropriate security controls applied to ensure data is protected. Ensuring that all data released to third party suppliers align with an approved release record.

**Responsibilities:**

* Working with a team of Security Advisors who are directly involved with **Cyber Supply Chain Security (CSC)** and Vendor Risk Management for securing the data by Salesforce.Com application Security.
* Developing Data Matrix score cards in Salesforce.com for IIRD team to rate and scale the Supplier and vendor information.
* Implemented and execute the **IIRD (Inventory of Information Release and Data)** application in such a way so that the organization can measure and manage information security risks across hundreds of suppliers within all lines of business.
* **Involved on salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, lightning design system.**
* Experienced in migrating the standard and custom objects in standard experience to **lightning experience.**
* **Lead** a team of 3 developers in offshore, provide guidance to the team and involved in **design**ing phase of **Contract Lifecycle Management (CLM).**
* Implementation of **Contract Lifecycle Management (CLM)** project that is used to demonstrate compliance and provide information quickly **CLM** helps in bringing collaboration of tools and data together which was earlier scattered between different vendors and tools.
* Interacting from Salesforce.com with Eagle Eye (Self-Service Seating Chart tool) to create a bridge to pull the required data for Security advisors to work on assessing the data risk score and working on assessment forms
* Creating REST API’s for another salesforce app called as **UDA Catalog** with Compliance and audit requirements which was manually earlier but now trying to automate the process through **Salesforce AI** (Automation Process)
* **Lead** a team in implementing and Developing **Phantom integration** application with **IIRD** that takes care of large outbound calls by Analysts. This application lets them to automatically close a case when an exact match is found for an IIRD.
* Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better. **Leveraged** **APEX** Controller to make a call for external requests to retrieve data from various **API's** and displayed them on to the component.
* Worked with managed packages from **APTTUS, CPQ** and involved in integrating **APTTUS** business logic with current system.
* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* **Lead** a team in **ESG team (Enterprise security Group)** to integrate their data from Salesforce application to their Tableau (BI Tool) by creating a data adapter for continuous exchange of data.
* Developed EOCM Mat score cards for their internal assessment of performance of various business analysts.
* Handling all basic administrative functions including user account maintenance, reports, dashboards, workflows, and other routine tasks.
* Worked on several **python** packages like numpy, scipy, pytables etc.
* Developed the map-reduce flows in Microsoft HDInsight **hadoop** environment using **python**.
* Developed **Hive UDFs** and **Pig UDFs** using **Python** in Microsoft HDInsight environment.
* Wrapper developed in **Python** for instantiating multi-threaded application and running with other applications.
* Experienced using **Salesforce Lightning UI**. Created Components and Apps in **Salesforce Lightning and Salesforce1 Mobile Experience.**
* Expertise in creating web applications using **HTML/HTML5, CSS/CSS3(SASS, LESS), Bootstrap, JavaScript (ES5), jQuery, AngularJS (1.0&2.0), AJAX, and JSON, Node.js, and ReactJS**.
* Worked on **Salesforce Communities** and created VF pages for Communities.
* Worked on Community/Portal functionality in support of **Cloud Craze**.
* Worked on integrating salesforce with external web application to send salesforce data by making Apex callout using **HTTP Request, Http Classes**.
* Hands on experience with **Omni Script, Vlocity card UI framework**.
* Experience as a team member of successful software project implementations related to **Vlocity CPQ**, and experience in the capacity of a Solution Architect in USAA organization.
* Worked on creating log-in authentication modules using **AngularJS** and **JavaScript.**
* Utilized **AngularJS UI-Route** for managing the State Transition and URL route.
* Ability to scope, define and manage work packages using **Community cloud**. The TA will potentially be implementing work packages or managing work packages to be built by other team members or teams.
* Created Core **Field Service Lightning** Features by scheduling and optimizing from a managed package.
* Driving the system configuration which meets security, architecture, and support requirements.
* Responsible for controlling security and sharing of confidential reports and dashboards, providing regulated, auditable cross-functional access for anyone in the team via Cloud.
* Worked on **Luminix Pulsar** for salesforce to complete end-to-end offline solutions for salesforce platform.
* Hands on experience working on **Luminix Pulsar** to easily sync millions of records for offline access to run validation rules, triggers, default values and formula fields.
* In-depth knowledge of **Quote to Order, MACD, Policy Management** and similar key processes in industry-specific **CRM solutions**
* Experienced in **Vlocity CPQ** implementing Salesforce **Vlocity CPQ** products with enterprise clients.
* Experienced in **Vlocity** with a customer centric digital experience on drag and drop tools that allow us to quickly configure layout flows, configure policy terms and generate proposals.
* Designed and developed various Web forms using **HTML, CSS, Bootstrap and JavaScript, React.JS.**
* Implementation of salesforce service cloud from business case to operations.
* Lead a team in Creating a **Field Service Mobile App** using **Field Service Lightning** for USAA Military Activities team for tracking all the internal activities.
* Developed Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Oversee current Sales Cloud & Service Cloud environments while assisting with the vision and standards for new Salesforce.com solutions.
* Migrated **Aura components** to **lightning web components.**
* Hands on front & back end **Cloud Craze** development experience.
* Develop specialties in Salesforce **Community Cloud** data management, lightning components, visual force pages, apex, and/or integrations.
* Understand existing business and application functionalities and work on new enhancements.
* Working with **SOQL & SOSL** queries with Governor Limitations.
* Creating various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Built a lightning component using two programming models: **lightning web components**, and the original model**, Aura components.**
* Implemented technical product knowledge on **Cloud Craze** B2B/B2C cross channel e-commerce platform.
* Working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex.
* Load/Managing the data using **Apex Data Loader**.
* Developing the code and making review of code once done.
* Working on User Interface Using **HTML, CSS, JavaScript,** and **Ajax** based on the forms provided for the requirement.
* Integrating using **REST, SOAP, BULK APIs,** and Data handling experience via Command line data loader.

**Environment**: Salesforce.com, Assignment rules, Record types, Apex Language, Custom objects and Fields,Visual Force (Pages, Components &Controllers), SOQL, SOSL, Jenkins, Sales cloud, Service cloud, Security Controls, Apex Controller, Visual Pages, Escalation rules, Workflows, Rules, Data loader, Sandbox, Profile settings, WSDL, HTML, HTML5, XML, CSS, Java Script.

**Client: JPMC, NJ**

**Role: Salesforce Developer**

Duration: Mar 2017 – Sep 2018

**Responsibilities:**

* Created various Reports and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and Sharing settings.
* Works with the Pre-Sales Team to drive Sales Growth for the **Community Cloud** Products.
* Understands how the Salesforce Platform and its suite of products, especially the **Community Cloud** are built, structured, secured and how to integrate between legacy systems and cloud systems is integral to this role.
* Worked both on **Declarative Tools** as well as **programmatic** **Tools** on salesforce.com organization.
* Worked on **Point-and-Click** functionality in salesforce.
* Worked on embedding **Tableau** dashboards on salesforce.
* Implemented Salesforce Canvas that can embed **Tableau** dashboards into the account page.
* Worked on **Point-and-Click** tools like User interface, Lightning process builder, Schema builder, Reports and dashboards.
* Experience installing **Field Service Lightning's** managed package and guided setup configuration.
* Developed the map-reduce flows in Microsoft HDInsight hadoop environment using **python**.
* Wrapper developed in **Python** for instantiating multi-threaded application and running with other applications.
* Development of test framework using the **Python**.
* Used **Field Service Lightning's** core objects to complete essential field service tasks like managing work orders, defining your service territories, and tracking your workforce.
* Use **Field Service Lightning's** inventory objects to track the storage, request, consumption, return, and retirement of items in your inventory.
* Developed **Vlocity Omni Scripts** and their functionality based on the business requirements.
* Worked on **Vlocity Data Raptors** to extract, load and transform the data from Salesforce objects.
* Develop **Vlocity-Cards** which integrate with **Vlocity-Actions** for **Omni Scripts.**
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make **Lightning Application mobile**.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Involved in the Development of Apex Classes, Visualforce pages, Apex Custom and Extension controller classes, Apex Triggers, SOSL and SOQL for various functional needs in the application.
* Created the console on Service cloud and configured all components on this Service console.
* Customized application business logic using declarative programming like Formula fields, Validation rules, Workflow rules, Approval process, Record Type, Picklist, Dependent Pick lists, List views, Reports and Dashboards.
* Established **reports and dashboards** to outline **Sales**, **Service**, **Marketing**, and finical operations.
* Performed the detailed analysis of functional and technical requirements; designed and deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects.
* Worked on Client’s **CPQ Project, Salesforce integration with CPQ application**.
* Resolved issues connected to Call Centers, usage of **CTI adapters** and Mobile applications.
* Implemented **Service Cloud** including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Setting up **Service Cloud** Console, Cases (Web to case, email to case), Solutions, Case Assignment, and CTI Interfaces.
* Worked on **Salesforce.com Chatter** in connecting to the business process, taking actions within the community, monitoring the feeds, and answering the questions on any subject.
* Researched, diagnosed, and identified solutions to resolve customer issues related to application use, design and configuration.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Used **ANT** for building, and the application is deployed on WebSphere application server.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* 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.
* Day-to-day administration and support of company CRM (Salesforce), including but not limited to user maintenance, data access, automated processes, lead routing and distribution, page layouts, field creation/configuration, and general troubleshooting and issue resolution.
* Implemented AppExchange packages like **seismic**, **chatter compliance** etc.
* Moved Code from Sandbox to Production using **Jenkins** and Change Sets.
* Worked on tools like Workbench, Data loader, **Informatica & CastIron, Command Line Interface**, **ETL** tools for mass updates, import and export of data.
* Written **apex unit test classes** for code coverage of **apex classes** and **triggers** to promote code to production and implemented salesforce apex annotations like is Test, see AllData etc.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Modified Opportunity and Pipeline by customizing various stages to help prospect better and enabled forecasting.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Worked with Profiles and Administrative permissions to grant/deny users access to platform features.

**Environment**: Salesforce.com, Assignment rules, Record types, Apex Language, Custom objects and Fields,Visual Force (Pages, Components &Controllers), SOQL, SOSL, Jenkins, Sales cloud, Service cloud, Security Controls, Apex Controller, Visual Pages, Escalation rules, Workflows, Rules, Data loader, Sandbox, Profile settings, WSDL, HTML, HTML5, XML, CSS, Java Script.

**Client: Amex, Phoenix, AZ**

**Role: Salesforce Developer**

**Duration: Sep 2015 – Feb 2017**

**Responsibilities:**

* Created user Roles and Profiles, security controls and shared settings.
* Involved in data migration from Excel to Salesforce using **Apex Data Loader.**
* 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.
* Developed Apex Classes, Apex Triggers, Apex Controllers to develop custom business logic.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Used Sales Cloud in Preparing and getting approval of design, functional and technical specifications from business. Created modern **Enterprise Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.**
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to better utilize Sales force as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Built **Lightning Component** Tab for Salesforce 1 Navigation and Custom Applications in **Lightning Experience.**
* Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Implemented SFDC Sales Cloud, Service Cloud, Web Services, Created Group, Deal Rooms provisioning and marketing teams.
* Assisted in the implementation of security practices by monitoring login and user activity, de-activating unused users, and auditing field and profile access and security permissions on **Service Cloud**.
* Involved in the Cloud Integration Templates built on “Informatic Cloud” for frequent customer integration “patterns”.
* 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.
* Interacted with Business Analysts and Developers to design better test plan and strategies based on the requirements of the business.
* Designed various types of Email templates in **HTML** and Visualforce for auto response to customers and also worked on assignment rules, auto-response rules.
* Created custom VF pages to leverage the functionality of displaying the information from different objects and also update them on the same page.
* Developed SOAP and REST Web services, which are based on XML and JSON, format also by creating parsers.
* Enhanced Force.com sites with JavaScript classes to cookie the campaign details and affiliate details on the browser.
* Integrated Salesforce CRM with Siebel CRM explicitly using web services API.
* Used the sandbox for testing and deployed the code to the different instances after testing.
* Used web technologies like HTML, XML, CSS, and JavaScript.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Visual Force Components & Controllers, Service cloud, AppExchange, Apex Data Loader, HTML, CSS, XML Java Script, Workflow & Approvals, Reports, Dashboards, Custom Objects, Tabs, SOAP API, REST API, Email Services, Sandbox, Force.com IDE tool.

**Client: CHANGE HEALTHCARE, Nashville**

**Role: Salesforce Developer**

**Duration: Mar 2014 - Aug 2015**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC.
* Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
* Using Data Loader and Import Wizard for Data Export, Updates and Backup for the organization.
* Working with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed **Service Cloud** and Integration.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts & Custom Coaching Plans.
* Implemented Single Sign-On with **SAML** on force.com
* Maintenance of installed **Managed Packages** in **Lightning** using Apex. Experienced in using **Data Migration** tool called **Data Loader**.
* According to the business user’s requirement, creating Reports and Dashboards.
* Worked on **Integrating SAP**and **Salesforce**systems using **SOAP and REST API's.**
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Experienced using **Force.com IDE**for creating, modifying, testing, and deploying Force.com Applications.
* Created Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Worked with **SOQL**, **SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on **Integrating SAP**and **Salesforce**systems using **SOAP and REST API's.**
* Worked on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.d
* Used Web Services like **SOAP API** and **Rest API** to integrate with external systems.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Performed Unit, Integration, Regression and User Acceptance Testing.

**Environment:** Force.com, Apex, Data Loader, Import Wizard, Eclipse IDE, Triggers, Custom objects, Layout, SOQL (Salesforce Object Query Language).

**Client: The Warranty Group, IL**

**Role: Salesforce Developer**

**Duration: Oct 2012 – Feb 2014**

**Responsibilities:**

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in Designing, Developing and Data Modeling of the application and ensured that they are within the Salesforce Governor Limits.
* Created productive documents, which will be used by rest of the team to have a better understanding of the related system; Salesforce.com CRM.
* As a part of Administrative tasks, Created custom objects, custom Fields, Validation Rules and Formula Fields. Wrote scripts to load Forecast Data fromSalesforce.com.
* Designed, and developed **Apex Classes, Controller Classes, and extensions for various functional needs in the application.**
* Wrote **SOQL** and **SOSL** statements within custom controllers, extensions.
* Installed Instant Service Chat and Email from the **AppExchange** to let agents click to create cases from chat and email.
* Created Visualforce pages, Apex Triggers, Apex Classes, Test Methods and Workflows.
* Worked on Salesforce.com Sales Cloud functionality, including Account Planning, Sales Forecasting, Opportunity Management, Lead Management, and the Configure/Price/Quote (**CPQ**) processes.
* Analyzed Integration flow and helped developers in implementing Service Max App within the organization.
* Developed **SOQL** query to pull data from salesforce.com instance to Right90 application. The process is set to run by default every 20 min and pull information that is changed since last successful sync run.
* Deploy using Force.com IDE tool, Changesets& Eclipse for the sandbox to production environments.
* Developed integrations to Integrate Data from Salesforce.com using **SFDC APIs**.
* Created Page Layouts to organize Fields, Custom Links, Related Lists and other components on Record Pages.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom Picklist fields.
* Wrote **Test Plan** and **Test Case**. Involved directly with Test Team and did **bug fixing** using **Clear Quest**.
* Implemented Case Assignment Rules to direct the case to appropriate groups such as Stories and PCS Central Support.
* Wrote Case Escalation Rules to escalate cases depending on timeframe and difficulty of case issues.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visual force, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**Client: L&T InfoTech, Hyderabad**

**Role: Sales force Developer/Admin**

**Duration: Mar 2011 – Sep 2012**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed Surveys using Click tools (AppExchange).
* Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader, Admin Garage and Lexi Loader.
* Responsible for writing **SOQL** & **SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Experience in Data Mapping from Salesforce to Infosphere tables.
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Worked with Ajax toolkit to invoke Apex through anonymous blocks and Public web service methods.
* Created several Visualforce pages, Validation Rules, Custom buttons and links on custom and standard objects.
* Salesforce.com Configuration and Design of **Service Cloud,** **Sales Cloud** and **Force.com** solutions, with an emphasis on Service Cloud solutions.
* Implement search, filtering and tagging features on page layouts to make it easier for sales to locate relevant marketing content and documents in SalesForce.com CRM Content.
* Integrated salesforce with **Pega CRM** and **iSeries**.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Created Page Layouts for various profiles to make users comfortable for inputting data into CRM from customers.
* Collaborated with other developers in performing unit testing and identifying bugs in the application.
* Lead discussions with the team about feasibility and effective way of leveraging Saleforce.com CRM features.
* Used JavaScript and libraries like jQuery with apex for the desired functionality.
* Created Managed **Package** using Eclipse. Migrated from **sandbox**to production using FORCE.IDE.
* Developed UI using **CSS, HTML** tags, Visual Force components and used JavaScript for front-end validation.
* Tested application on various levels like integration and system testing by utilizing various methodologies.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component and Controllers),Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Client: Emids Technologies, India**

**Role: Java/J2EE Developer**

**Duration: Aug 2009 – Feb 2011**

**Responsibilities:**

* Design and development of User Interfaces using **JSP, HTML,** and **CSS**.
* Developed business logic using **MVC** pattern by implementing Java, Struts, EJB, Spring JDBC and Web services.
* Involved in the design of the applications using Spring **MVC**.
* Developed JSP pages and client-side validation by java script tags.
* Developed Core Java classes and methods for handling data from database.
* Analyzed the specification documents to come up with the design and classes in UML for the modules that I am involved in using Rational Rose.
* Developed the application using Servlets, Struts Action classes, Action Forms, JSP and Session Beans.
* Designed Frontend within object-oriented JavaScript Framework like bootstrap, Require.js, ReactJS, Node.js, and Angular.js s
* Coding in Unix and Perl scripting, unit testing, implement the changes in test environments.
* Developed an own realm for Apache Tomcat Server for authenticating the users.
* Involved in writing JavaScript for validation of page data in the JSP pages.
* Configure the Eclipse IDE with Web Sphere Application Server for Entire Application.
* Responsible for Testing - unit testing & integration testing using Junit.

**Environment:** Eclipse Java, JSP, Struts, EJB, XML, JavaScript, CSS, Oracle, Junit, Unix, Apache Tomcat, RationalRose, Hibernate.