## The Life of a Salesforce Certified Administrator | Silver SoftworksSUMBUL

Salesforce Developer / Administrator

**Professional Summary:**

* Over 8+ years of professional experience in IT, maintaining a cutting edge of technical and management skills with up-to-date industrial knowledge and involved in implementation, administration, development, integration with other systems and cloud applications, analysis, modeling, design, coding and testing in various business domains.
* Proficient in Salesforce Administration and Development with Programmatic Development and Configurative Development with over 5+ years’ experience in Salesforce ecosystem – Sales Cloud, Service Cloud, Communities Cloud, Integrations and Data Migrations, Classic to Lightning Migration and several salesforce add-on products and app exchange products.
* Experience in implementing Apex Classes, Triggers, Batch Apex, Test Classes, Visual force pages, Web Service APIs, etc. to achieve complex business functionalities.
* Experience in Administration, Configuration, Implementation (Soap API, Rest API, and Metadata API as Call in and callout services) and Support of Salesforce CRM applications.
* Experience in modifying Visualforce pages to support the Lightning Experience and good understanding of lightning mode and its features.
* Strong experience in writing/manipulating salesforce.com platform data using SOQL, SOSL queries, and worked with large data volume manipulations.
* Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Involved in estimation and analysis for migration from classic to lightning.
* Highly experienced with Zuora for Salesforce for commerce, billing, and financial subscriptions.
* Responsible for design and code review, and release management.
* Hands-on experience in several mid-size, global implementations using Apttus CPQ.
* Creating and managing custom fields, page layouts, Visual Force pages, triggers, search layouts, record types, workflows, approval processes, and validation rules
* Experience in integration of Salesforce.com Applications with Other applications with an emphasis on the Web Services/XML.
* Experience in working across various SFDC implementations like Sales Cloud, Service Cloud, Chatter, Community Cloud.
* Worked in Agile Methodology and used various Tools such as Jira, Azure.
* Utilized SFDX CLI and DevOps Process for Deployments using Visual Studio Code.
* Well acquainted with all phases of the Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC) with expertise in Requirement gathering, Analysis, Designing, Development, and Testing.
* Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Performed administration activities for SFDC including System Configuration, Analytics Reporting, Data Migration, User Acceptance Testing, End User Training Development & Delivery, and System Testing.

**Technical Skills:**

**Salesforce Technologies:** Apex Triggers, Apex Classes, SOQL, SOSL, Visual force Pages, Components, S-Controls, Apex Web Services (SOAP and REST), Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects.

**Salesforce Tools:** Force.com IDE, Force.com Explorer, Data Loader, Informatics Cloud Connector, Outlook Connector, Excel Connector, Workbench.

**Web Technologies:** HTML, CSS, XML, AJAX, Java script, Web Logic, Apache Tomcat.

**Databases:** Oracle, Microsoft SQL Server, SQL & PL/SQL.

**Operating Systems:** Windows NT / 2000 / XP Pro / Vista/7, Windows Server 2000 / 2003 / 2008, Linux, Macintosh, UNIX.

**Programming Languages:** C, Java, Java Script, jQuery, SQL, UML, HTML, XML, XHTML, DHTML, CSS, BOOTSTRAP, AJAX, C#, CSS Dreamweaver, PHP, Servlet, Bootstrap.

**Certifications:**

Salesforce Certified Platform Developer I

Salesforce Certified Administrator

**Professional Experience:**

**Salesforce Developer**

**Client: Hanger Clinic, Austin, TX**

**Jan 2019 - Present**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed Visualforce components and pages, Visual Workflow and Lightning components to achieve desired business process solutions in Salesforce.
* Wrote components using HTML, CSS, JavaScript, and Angular Web UI frameworks within Visual force pages or Lightning components.
* Written complex relationship SOQL, SOSL queries in Apex Classes, Batch Processes Triggers to retrieve data from standard and custom objects.
* Developed Apex Custom, Extension Controller classes, Triggers, Visual force pages in the application for customizing Lead Conversion, Campaign, Opportunity, and Custom objects.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created Lightning Component Tabs and Visualforce Tabs using Lightning Components.
* Developed component using Lightning Aura Framework which also included client-side AngularJS.
* Implemented Community Cloud lightning components in working ability for conversion of visual force pages into lightning.
* Developed Lightning Web Components using core Web Components standards. Developed Lightning Web Component with custom HTML elements, built using HTML and modern JavaScript.
* Created many app pages, home pages integrating the custom components for Salesforce lightning and salesforce1 mobile app and responsible for developing Salesforce.com custom application using Apex, Visual force, and AppExchange.
* Installed and maintained AppExchange apps in Salesforce Production Org and Sandbox Orgs and manages user license assignments and configurations of managed package products.
* Worked on Third-party tools like Zuora used for Automatic billing and Manage recurring revenue.
* Developed and supported Extraction, Transformation, and Load process (ETL) using Informatica.
* Involved in customizing Customer Portal and partner portal and managing Community applications such as Ideas and Answers.
* Worked on release management items i.e., component tracking, pre-deployment activities, Code backup, Data backup, code migration through change-sets and Force.com IDE and SFDX CLI and Eclipse and Visual Studio Code and performed post-deployment activities.
* Responsible for the Release Management, migrating code from development, UAT to production.
* Involved in onsite-offshore coordination, the daily handover of tasks, etc.
* Implement Salesforce.com Communities and on-board users utilizing standard profiles and objects.
* Experience in SFDC Integration using Web Service and Apex Programming Salesforce.
* Experience in bulk data migration and integration using Apex Data Loader.
* Responsible for Unit testing and performance testing of SFDC API/Web Service.
* Worked on Visual flow for automating the user actions and displayed appropriate information on the screens.
* Worked on Process Builder for calling the apex methods for updating the contact information with zip code.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop the rich user interface and better interaction of pages.
* Worked on designing part like enabling Aura framework- migration from standard Salesforce static to lightning for better UI purpose. Build Lightning controllers with the AURA framework.
* Extensive experience in the Integration of Data from Traditional Applications to Salesforce using REST/SOAP API, and bulk API.
* Worked on the Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in the 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.
* Configured Live Agent, created visual force pages, and deployed those using Force.com Sites.
* Used the JIRA tool for tracking the stories and creating tasks. Worked in an agile environment with Scrum Methodology.

**Environment:** Saleforce.com platform, Apex Language, Apex Classes, Controller Classes, Sales Cloud, Service cloud, Apex Triggers, Visual Force Pages, HTML, XML, Web Services, Eclipse IDE Plug-in Objects, Tabs, Email Templates, Roles, Profiles, HTML, Force.com ID

**Salesforce Developer / Admin**

**Client: Abbvie, Lake County, IL**

**July 2017 – Dec 2018**

**Responsibilities:**

* Involved in Analysis, Design, Development, and testing in agile methodology.
* Interacted with clients to create end-to-end specifications for solutions and articulate business needs in documentation and stories and develop the features and functionalities and ensure they meet acceptance criteria.
* Worked on installing and upgrading AppExchange apps like Cipher cloud, Grid buddy.
* Worked on Replicating data from Salesforce to Oracle to generate reports, find missing records from Siebel to Salesforce.
* Developed various Visualforce Pages, Apex Classes, Apex Triggers, and Apex Controllers.
* Created Batch jobs and scheduled jobs to run at scheduled times and created bulk jobs to handle large records.
* Created list views, Reports, Dashboards, Page layouts, Custom objects, custom fields, validation rules.
* Created picklists, dependent picklists, lookup, master-detail relationships, and formula fields on custom objects.
* Provided ongoing support and configuration for JIRA projects, workflows, screens, fields, permissions, and other administrative tasks.
* Worked on version control of metadata using GIT (GitHub), Jenkins and Static Code Analysis using SonarQube and PMD Apex.
* Worked on release preparation steps on sandboxes and version-controlled new metadata, which came with new releases using Git.
* Worked on Classic to Lightning Migration of org – including but not limited to review of org, impact analysis, lightning readiness report, and working on adjusting and rebuilding some visualforce pages to work in Lightning framework and created new lightning Aura components and apps and pages using lightning framework.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features
* Involved in developing Salesforce Lightning applications using Lightning Components, Controllers, and Events and used custom CSS in the components.
* Worked on data import and export using data loader, import wizard, and using Salesforce API.
* Handled deployments between orgs and made all sandboxes sync with Prod org.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Creating sync of contacts, email alerts, events, and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Interacted with testing and the development teams for the development and testing of the code.
* Resolve the Cases and support the team on urgent bases, implementation, and working with real-time troubleshooting.

**Environment:** SaleForce.com platform, OOPs, SOQL, SQL, GitHub Sales Cloud, Jira, Sandbox Testing, HTML, XML, SOAP, REST web services, JavaScript, Eclipse IDE, Governor limits.

**Salesforce Admin / Developer**

**Client: CVS, Hartford, CT**

**January 2015 – June 2017**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and provided technical inputs for the user stories.
* Designed and created Custom objects, Relationships (Lookup, Mater-Detail), Junction objects, Fields (Formula and Rollup summary), Custom tabs, custom apps, Validation rules, Record Types, Page layouts, Search Layouts, Compact Layouts, List views on various objects and Connected apps for Integration.
* Created HTML, Text-based Email Templates, and Folder for different business groups.
* Built Workflow rules, Approval process, and created related actions Field update, Email alert, Creating a Task, and outbound messaging.
* Used Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Written complex validation rules on standard and custom object to perform based on the record type, login user, and profile.
* Configured Salesforce Outlook connector for a couple of business users for synchronization of Salesforce Contacts, Activities from Salesforce to Outlook, and vice-versa.
* Enabled Salesforce1 mobile for mobile applications and roll out two-factor authentication.
* Configured Single Sign-On for sandbox and production instances with Active Directory as IdP and created my domain.
* Worked on customization of Sales cloud objects Accounts, Contacts, Opportunities, Price books, Products, and configured Account Teams for team selling.
* Configured Web-to-Lead, field mapping for conversion, and created Lead assignment rules.
* Created and configured Escalation, Assignment rules, Web-to-Case, Email-to-Case on Case object.
* Worked on customization using Apex language to build Custom, Extension Controllers for user actions performed by users in the UI.
* Used Developer Console, Force.com Explorer, and Eclipse with Force.com Plug-ins for development and Data Loader, CLI for data migration.
* Migrated bulk data from an external data source to Salesforce using Data Loader bulk API.

**Environment:** SaleForce.com platform, Force.com, Sales Cloud, Service cloud, Apex Data Loader, Salesforce Enterprise Edition, Apex, Visual force, Eclipse IDE Plug-in Objects

**Tableau Developer**

**Client: Fleetpride, Irving TX**

**June 2012– December 2014**

**Responsibilities:**

* Participated in requirements gathering and translate business requirements into report visualization specifications design documents.
* Effectively utilized features and Best Practices of Tableau and visual analytics to maximize impact and utility of visualization products.
* Managed a repository of re-usable data visualization templates and views.
* Supported Activities to document, evolve, and communicate artifacts developed using Tableau.
* Created and managed plans using JIRA Portfolio.
* Assigned the appropriate resources to the JIRA agile Portfolio - Story, Epics.
* Produce high quality and high value visualizations in Tableau that are widely adopted by CPI.
* Facilitated discussion, decision making, and conflict resolution to ensure consistent progresses.
* Tracked metrics that are important to the team in order to deliver success and continuous improvement.
* Helped the scrum team ensure they meet the definition of 'done' for each product feature and removed internal and external impediments to their progress.
* Quickly resolve any internal customers issues raised and publish new versions of dashboards on a regular basis.
* Building, publishing customized interactive reports and dashboards, report scheduling using Alteryx in Tableau Server.
* Produced Crosstabs to display underlying data based on various graphs and charts created for further data analysis.
* Responsible for creating dashboards using bars, stacked bars, pie charts, scattered plots, line charts, Gantt charts, and maps.
* Used advance features of Tableau like to link data from various sources merged on one dashboard and to filter data in multiple views at once.
* Created different views in workbook to visually analyze the data.
* Created extracts, published data sources to tableau server, refreshed extract in Tableau server from Tableau Desktop.
* Building, publishing customized interactive reports and dashboards, report scheduling using Tableau server.
* Created Tableau worksheet which involves Schema Import, Implementing the business logic by customization.
* Created many Dashboard reports for company's decision-making purpose and made them Key Performance Indicators (KPI).
* Created action filters, parameters and calculated sets for preparing dashboards and worksheets in Tableau.
* Developed Tableau visualizations and dashboards using Tableau Desktop.
* Developed Tableau workbooks from multiple data sources using Data Blending.

**Environment**: Tableau, SQL Server, MS Excel, Jira

**Education:**

**Bachelor’s in computer science**

Roosevelt University, Chicago, IL, 2002