**Summary:**

* Sr. Salesforce Developer/Lead with MS in Comp Science and around 7+ years of experience.
* U.S. Army veteran as an intel and language cryptologist.
* Expertise in Sales cloud, service cloud, salesforce administration, development, customization, CI/CD through Copado
* US Citizen legal to work for any employer.
* Holding secret clearance.

**Skill set:**

Salesforce.com, Salesforce admin, Salesforce Developer, Salesforce Implementation, Apex, Flows, Sales cloud, Service cloud, Visual Force, Copado, Java scripts, HTML, Web Services, REST API, SOQL, Strong knowledge on SQL, AWS cloud.

**Tools:**

Force.com IDE, Eclipse IDE, Developer console, Visual Studio, Apex, Aura, LWC, Data Loader, Workbench, GIT,Visual Studio, SVN, VersionOne, SQL Management studio, SQL Developer, Informatica ETL, MuleSoft, Service Now, ALM.

**Experience**

**TEKsystems/insight SEP 2021 – Current**

**Lead Salesforce Admin / Developer**

**Responsibilities:**

* Engage with business partner, stakeholders to drive Problem Management related improvements
* Effectively communicate through structured/planned meetings/presentations to Client FTEs and other stakeholders
* Gathering Business requirements and creating technical specifications along with creating design documents
* Collect, review, analyze, evaluate and prioritize business requirements and determine cost effective system solutions that meets business goals
* Participate in Daily Standup Meeting with the team to discuss on the status of the task assigned
* Iteration planning meetings to brainstorm the requirements and perform estimation and scheduling in consultation with Client
* Retrospective meetings with team at the end of every iteration to discuss on the best practices and lessons learnt to adopt in future requirements
* Analyze the business needs of the clients, review requirements and prepare mapping documents for the Source to Target data flow
* Engage with clients to understand business process and demo salesforce out of the box functionalities and features
* Engage with third party providers and implement applications like Copado, DocuSign, OKTA, Etc
* End to end implementation of **Copado Devops** and train teams to use pipeline
* Engage with integration teams (Abinitio, Jitterbit, Mulesoft) to integrate salesforce apps with ERP and upstream and downstream applications
* Work with teams on platform updates to keep salesforce org compliant and optimized
* Responsible for releases every month though DevOps automated **deployments with Jenkins, Visual Studio Code, Eclipse and code check-in to GIT**
* Responsible for data analysis, user requirement gathering, user requirement analysis, data cleansing, data transformations, data relationships, source systems analysis and reporting analysis
* Participating in Change Advisor Board Meetings and handling Tech review meetings for recent ongoing implementations
* Perform code reviews to maintain best practices
* Designed, developed and deployed **the lightning components, Flows, Custom Apps, Custom objects, Custom Fields,** **Custom buttons, Page layouts, Custom tabs, Components,Apex, Trigger classes** to suit to the needs of the application
* Worked on salesforce point to click automation tools like **Lightning** **Flows**,**workflow, process builders, flows**
* Perform code reviews and ensure to use salesforce best coding practices
* Work with the Client FTEs, identify process gaps and close them
* Issue resolution with external teams, Work assignment and tracking, conducting status review meetings, defining and maintaining of Interfaces to external
* Applications and involved in issue resolution, Q&A and co-ordination with customer

**Cross resource group/ Raytheon Mar 2018 – Sep 2021**

**Salesforce Admin / Developer**

**Responsibilities:**

* Gathering and analyzing business and functional requirements from customers, creating requirement and design specification documents, designing solution approaches, performing Impact assessments and generating efforts and cost estimates for Salesforce applications
* Enforce team to follow best code practices to maintain Salesforce Org limits
* Gather daily task report from teams and present it to clients
* Participate in internal, external SOX audits and maintain applications to meet the technical requirements
* Designed, developed and **deployed the Custom Apps, Custom objects, Custom Fields,** **Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex, Trigger classes** to suit to the needs of the application
* Created page layouts, **search layouts to organize fields, custom links, related lists, and other components**
* Created various Visual force/html email templates **for Email Alerts using triggers and approval process** for the clients and customers
* Created **workflow rules and defined related tasks**, time-triggered tasks, email alerts and field updates to implement business logic.
* Created quality unit test cases and integration plans/scripts to validate that application changes to meet technical specifications
* **Used SOQL & SOSL with consideration to Governor Limits** for data manipulation needs of the application using platform database objects
* Worked with **Data Loader** to update, insert and delete records using excel sheets as a part of the **data migration**
* **Code Migration** from Sandbox to Sandbox Using Eclipse IDE and with change sets, involved in production migrations
* Created **various profiles and Manage users, hierarchical roles, profiles, security controls**.
* Participate in system architecture design discussion with business to define integration modeling with different systems like **Workday, SAP, Veeva**
* Role of System Owner for applications and understand the applications/business to

suggest the service, process improvement and take forward for implementation

* L2 and L3 Application Support responsible for highly critical web applications developed in technologies like **Salesforce**
* Application hosting and migrations to **AWS cloud platform**
* **Resolving Incidents, identifying bugs and implementing** the fix in applications by following Change and problem Management process
* Prepare test cases and run them in ALM application
* Enhance the applications based on business process changes and implement continuous service improvements to automate and improve the business process in the existing applications
* Having strong knowledge on **ITIL process like incident, change, problem management**
* Handles change Management process which includes providing change record

information and guide changes through the lifecycle from creation to closure.

* Performs Idea champion role by working with business stakeholders, collect pain points,

proposes solutions, implement the improvements in applications and business process.

* Work with upstream and downstream systems to resolve dependencies, data issues and

clarify business queries

**SSTS / Ecinfosystems Jan 2016 – Mar 2018**

**Salesforce Admin / Developer**

**Responsibilities:**

* Participate in business and functional requirements gathering from customers, creating requirement and design specification documents, performing Impact assessments
* **Developed** and **deployed the Custom Apps, Custom objects, Custom Fields,** **Custom buttons, Page layouts, Custom tabs, Components, Visual Force Pages, Apex, Trigger classes** to suit to the needs of the application
* Created quality unit test cases and integration plans/scripts to validate that application changes to meet technical specifications
* Created **various profiles, Permission sets and Manage users, hierarchical roles, security controls**
* Data imports using data loader, work bench
* Sandbox creation, refresh and maintain by performing post refresh activities
* Monitor batch jobs and failures and work on data issues
* Work on deployments using hybrid deployment model using jenkin jobs and GITLab
* Developed flows, process builders and workflow rules and email alerts
* Working managed package installation and setups
* Developed schedule apex to process data from and to external system using REST API
* Resolving Incidents, identifying bugs and implementing the fix in applications by following Change and problem Management process
* Setup service cloud, worked on creating cases, updating knowledge articles, and resolving the cases
* Created reports and dashboards on business need and associated them to Dashboards
* Perform unit testing, system testing, and regression testing along with administrating salesforce.com needs
* Create component list, and deploy changes using change sets and work bench

**Education:**

Master’s in computer science, Eastern Illinois University, Charleston, IL