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**SUMMARY**

* Over **11+ years** of experience in Information Technology, including 7 years of experience on **the Salesforce CRM Platform** as a Developer and Administrator.
* Experience in Development, Administration, Configuration, Requirements gathering, Implementation, Integration, and Support of Salesforce.
* Performed the full range of activities in the SDLC, i.e., reviewed and validated the functional design, Implementation, testing, deployment, and Maintenance.
* Maintained the Customer Portal/Partner Portals implementation to provide customer support and access.
* Good experience setting up **Organization Role Hierarchy** and provisioning data visibility rules by **configuring OWD**, Criteria/Owner based, and Apex-managed **sharing rules.**
* Robust Implementation and Integration experience using **Custom objects, Triggers, workflow rules, Approval Processes, Visual Force Pages, and Apex classes**.
* Good Knowledge ofcreating**Lightning components and Lightning Applications.**
* Proficient in using meta-data migration tools like **VS Code** and Salesforce **Apex Data Loader.**
* Integrated Salesforce with external applications like oracle systems using Force.com APIs (REST).
* Experience in using different tools like GitHub.
* Experience in integrating SFDC with 3rd party applications and tools.
* Worked with Jitterbit tool to load data into salesforce.
* Worked on Process Builder and workflow rules to add more user functionality.
* Report extractions to various formats, Reporting Snapshots, Dashboards, and Email templates according to application requirements.
* Customized compact layout and Navigation menu in the Salesforce Mobile App to meet the user requirements.
* Knowledge of various technologies like **Web Services**, XML, AJAX, HTML, JQuery, JavaScript, PL SQL.
* Maintained CPQ (Configure, Price, Quote) tool updated with the latest functionality by Installing Apttus CPQ releases.
* Experience with Agile environment.
* Resolve the Cases and support the team on urgent bases, Implementation and working with real-time troubleshooting.
* Highly motivated team player with communication, presentation, and interpersonal skills. Willing to work in a challenging and cross-platform environment.

**TECHNICAL SKILLS**

**CRM Tools:**Salesforce.com

**Salesforce Technologies:**Visualforce, Apex Controllers, Salesforce1, Triggers, Data Loader, Translation workbench, Custom Labels, Custom Settings, Data Categories, Article Management, SOQL/SOSL, Lightning Framework, CPQ, Import Wizard, Jitterbit.

**Languages:**SQL, Apex, JavaScript,

**Databases:**MS Access, Oracle 9, SQL Server, MySQL Ajax, JQuery, Bootstrap, Web Services, WSDL, HTML, Web 2.0, Ant, Visual Studio Team Suite, SaaS, Subversion, IE Web Developer, Tomcat Server, IBM Web Sphere.

**Operating Systems:**Windows Server, Linux, Unix.

**PROFESSIONAL EXPERIENCE**

**JPMC, Dallas Texas July ’22 - Present**

**Salesforce Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various Standard objects of Salesforce.com like Accounts, Contacts, Leads, and Opportunities.
* Created Custom objects, Validation rules, Approval processes, and Auto-response rules for automating business logic.
* Developed **flows** rules, tasks, emails, and alerts to track customer-related tasks and activities.
* Worked on Salesforce lightning components for building customized features to replace the existing ones.
* Developed **Apex classes**, Apex triggers, **Controller classes**, and extensions for various functional needs of the organization and managed the version of code through GitHub.
* Triggered interface events by user interactions, which included **the Lightning Component framework,**and was involved in building Lightning Components using the Aura framework.
* Worked on VF Customization by customizing **Visualforce pages** for different requirements.
* Implementing **Enterprise Territory Management 2.0** for our Salesforce Organization to manage and maintain the sales territories by Unique assignment of Territory types on Accounts.
* Creating Territory types and building a Territory model which organizes Territory hierarchy, Account assignments, and User assignments and helps in future Territory forecasts.
* Create and run assignment rules to automatically assign accounts to territories based on rules upon account creation or update.
* Implementing **Batch Apex**for Auto-assignment of Account ownership based on Territory Ownership according to the business requirements.
* Migrate Metadata from one sandbox to another using the Force.com IDE tool.
* Implemented mobile-friendly Field Service Lightning Application for Service users for mobile with a highly-customized UI.
* Worked with **Apex Scheduler**to invoke Apex classes at regular intervals.
* Developed single-page web applications using Angular JS, React JS, HTML, and CSS3.
* Worked on integrating two instances using Apex REST API callouts and parsed JSON responses from third-party systems connected via REST inside Apex classes.
* Worked with Dynamic Apex to access S-Objects and Field describe information and execute dynamic SOQL, SOSL, and DML queries.
* Working on Incidents in **the Service Now** tool and responsible for investigating, troubleshooting, resolving issues, and assisting business users.
* Created Custom profiles and assigned them to the users based on their roles in the organization.
* Managed critical information on the profile users by creating Roles, **Role Hierarchies, sharing rules**, and implementing **Object and Field Level Security.**
* Implemented **Web-to-Case** and **Email-to-Case** on Case objects to track and solve customer issues.
* Designed the **Live Agent** system and configured and customized it to suit the client's requirements.

**Environment:**Lightning Components, Apex classes and Controllers, SalesforcePlatform, Force.com, Apttus CPQ, Force.com, IDE, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, API, REST API.

**Wipro, Hyderabad India August ’19 – June ‘22**

**Salesforce Developer**

**Responsibilities:**

* Designed and developed SFA based Application on the force.com platform in the salesforce.com environment with Apex programming language at the backend and **Visual-Force pages** as the user interface.
* Involved in various stages of the Software Development Life Cycle (SDLC), including analysis, requirement gathering, design, implementation, Testing, Deployment, and testing.
* Used **ETL cloud** for integrating with third-party applications by **SaaS.**
* Worked on VF Customization by customizing Visualforce pages for different requirements.
* Involved in **API management,**implementing the Metadata API by managing the changes and deploying the changes to Production through Sandboxes.
* Implemented**Salesforce Lightning Framework** to drive the client-server management and **Lightning App builder** to build Visualforce pages **for Lightning Experience**.
* Extensively worked on VF pages to Lightning components, URL buttons to quick actions, App pages, and lightning tabs.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which helped in sales enhancements.
* Integrated Salesforce.com with third-party applications like Apttus CPQ, Java, GitHub, and Oracle.
* Implemented various **Cloud integrations**with REST APIs and wrote functional designs using Agile methodology using sprints and standups.
* Closely worked with the business users to gather the requirements and assisted in implementing them.
* Used **SOQL**& **SOSL**within Governor Limits for data manipulation needs of the Application using Force.com Explorer.
* Involved in migrating data into the Salesforce application using apex data loader through CSV files.
* Experience in using Apex Data loader for Data migration.
* Customized the **Dashboards** to track usage for productivity and performance of their sales teams and migrated leads, accounts, and contacts to the **Sales cloud** using the Jitter-bit Data loader tool.
* Used Sandbox environment for testing and migrated the code to the Production after testing.
* Implemented web-based case management automation - **Web-to-Case**and **Email-to-Case**(on Case Object) to track and solve customers' issues.
* Involved in the lead management process in the Salesforce.com Sales Cloud module for channels like IVR, the company's web portal, and existing customers from Marketing Analytics.
* Involved in SFDC Configuration and design of Sales Cloud and force.com solutions, emphasizing service cloud solutions.
* Used Field-level security and page layouts to manage access to specific fields.
* Supported end users and helped them get used to the Application and the new salesforce system changes generated reports per their requirements and saved them for further access in the future.
* Written Test classes to check code coverage for Apex classes using Force.com IDE.
* Involved in **Agile**methodology and Scrum that dramatically improved productivity and reduced errors.
* Attended scrum meetings and participated in code reviews and design sessions.
* Created test scenarios on the Sandbox environment, created packages, and moved them between Sandboxes and Production environments to place final implementations.

**Environment:** Force Builder**,**Saleforce.com CRM, Apex Language, Apex Triggers, Visualforce (Pages, Component & Controllers), Pages, Data Loader, GITHUB, HTML, Apttus CPQ, JavaScript, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Windows XP.

**ICICI Bank Ltd, Hyderabad India October ’16 – July ‘19**

**Salesforce Developer/Admin**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Designed and developed Custom objects, validation rules, Page layouts, Custom tabs, Components, and Visual Force Pages to suit to needs of the application.
* Migrated data using Apex Data loader to centralize data and processes across divisions that previously used decentralized systems/databases.
* Used Apex classes and Visual force page to customize partner portal and make it convenient for customers to review and renew policies.
* Worked on Sales cloud with Accounts, Contacts, Cases, and Solutions to generate towards developing business.
* Created web-to-lead forms, assigned tasks, and managed workflows for managing the Marketing app.
* Worked on various SalesForce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, forecasts, Cases, Reports, and Dashboards.
* Created workflow rules to send auto-response emails, email alerts, field updates, and other tasks.
* Designed various HTML Email templates.
* Designed, developed, and deployed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in an application using Force.com IDE.
* Developed and configured various Reports for different user profiles based on needs in the organization.

**Environment:**Saleforce.com platform, Force.com API, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web services, Sales cloud, Pardot, Visual Force, SalesForce.com Data Loader, Security Controls, HTML, XML, CSS, JavaScript, Sandbox, Dashboards, Analytical Snapshot and Data Migration

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**ITC Infotech, Hyderabad India April ’14 – September ‘16**

**Salesforce Admin/Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com administrator and Salesforce.com Developer in the organization.
* Responsible for providing object-level/record-level/field-level security by creating roles and profiles.
* Experienced in creating permission sets and sharing rules according to the requirement.
* Developed and deployed workflows and approval processes for new job openings and hiring according to management policies.
* Involved in the Design, development, planning, testing, and integration of Salesforce Cloud Services.
* Created custom applications,objects, tabs, advanced custom fields, validation rules, assignment rules, and cross-object formulas.
* Implemented record types, lookup, and master-detail relationships for custom objects.
* Developed Apex Triggers, Apex Classes, and Test Methods.
* Developed various visual force pages using standard controllers, custom controllers, and controller extensions.
* Created reports and dashboards and shared them based on the profile's permissions.
* Created e-mail templates and used them in workflow and approval processes.
* Maintained user roles and profiles, created permission sets, and shared rules.
* Created page layouts and search layouts to organize fields, custom links, related lists, and other components to record detail and edit pages.
* Worked with SOQL and SOSL queries to store and download the data fromSalesforce.com platform database.
* Created various Batch jobs and time-based workflows to update the data regularly.
* Integration of Application with Salesforce.com using REST web services API

**Environment:**Salesforce.com, Apex, JavaScript, SOQL, SOSL, Data loader, IDE, HTML, Visual Force Pages

**Axis, Bangalore India September ’11 – March ‘14**

**Web UI Developer**

**Responsibilities:**

* Involved in developing the UI pages using HTML, DHTML, CSS, JavaScript, JSON, jQuery, and Ajax.
* Used jQuery core library functions for the logical implementation part on the client side for all the applications.
* Used jQuery plugins for Drag-and-Drop, Widgets, Menus, User Interface, and Forms.
* Involved in developing HTML and JavaScript for client-side presentation and data validation on the client side within the forms.
* Involved in gathering business requirements, analyzing the project, and creating UML diagrams such as Class Diagrams, Sequence Diagrams, and flowcharts.
* Involved in writing SQL Queries and Stored Procedures.
* Developed Page layouts, Navigation and presented designs and concepts to the clients and the management to review.
* Involved in writing application-level code to interact with APIs and Web Services using AJAX, JSON, and XML.
* Successfully executed all the test cases and fixed any bugs/issues identified during the test cycles.
* Responsible for checking cross-browser compatibility and hence worked on different browsers like safari, Internet explorer, Firefox, and Google Chrome.
* Involved in writing and modifying Procedures, Queries, Views, and Triggers and calling them from JavaScript.

**Environment:**HTML, CSS, JavaScript, JQUERY, AJAX, JSON, XML, Sub Version**.**