**Vinod Kumar**

**Salesforce Developer/Admin**

**Salesforce Certified Platform Developer 201 (21722588)**

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**Professional Summary:**

* Having 8 **years** of experience in **Administration**, **Configuration**, **Customization**, **Implementation**, **Data Migration** and **Integration** with External Systems and also developing **Salesforce Lightning** Apps, **Lightning Web Components LWC**, Controllers and Events.
* Developed **Lightning web components LWC** and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Customized existing Visual Force to align with **Salesforce** new **Lightning UI** experience.
* Experience in developing Client-specific solutions on force.com platform using **Apex Classes** and **Triggers**, **Web service API**, **Force.com IDE**, **Validation rules**, SOQL, SOSL and integrating tools.
* Enhanced the UI with **Page layouts, Record Types** and extensively worked with Organization wide defaults, Permission Sets, Profile & Users.
* Extensive experience in using **Roles, Profiles, Email Services, Page Layouts**, Workflow Alert and Actions, and Approval Process in Salesforce.com.
* Working knowledge in generating **Reports, Dashboards, customized reports** and analyzing the data in Salesforce.
* Acquainted and well versed with CRM processes like Sales, Marketing, Customer Service and **Customer Support, Business Processes** and recommended solutions to improve their processes using SFDC.
* Experience in using different tools - **Apex Data Loader, Eclipse**, Import Wizard, SFDC Data Export, Mass Delete, Change sets etc.
* Experience on creating **Object/Tab/Field, Formula, Record Types, Folder Management, Activity Management, Queues, Groups** and **Analytical Snapshots.**
* Extensive experience in implementation of Salesforce Chatter and Communities.
* Experience on various **SDLC** methodologies such as **Agile, Waterfall, Hybrid and KANBAN.**
* Worked with the product owners to define User Stories, created process/workflow Models, change tickets, attended SCRUM calls, Standup sessions and conducted backlog grooming & JAD sessions for **Agile** Model based clients.
* Expertise in developing, deploying and integrating Salesforce.com.
* Experience in Database **Design, functions, triggers, DDL, DML SQL** queries.
* Extensively worked on Meta Data Migrations in Salesforce using Sandboxes. Worked with Restful web services along with SOAP and WSDL for third party Integration.
* Experience in SFDC Integration using Web Services and **Apex Programming**, Service Cloud, and Sales cloud functionalities.
* Capable of rapidly learning new technologies and successfully applying them to projects and operations.
* Developed test classes for unit testing the code and to make sure the required code coverage is attained.
* Involved in full life-cycle implementation of Salesforce **CRM** for Educational and commercial organizations including Sales Cloud, Service Cloud and Marketing Cloud.
* Experience in programming languages C++, Java and other java technologies which include JSP, jQuery and Servlets.
* Experience in web technologies like **HTML, XML, DHTML, CSS** and **JavaScript**.

**Technical Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Apttus CLM,Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, LWC, Visual Force Pages / Components, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Platform (Sandbox, and Production). |
| **Web Technologies** | SOAP, REST, Apache 2.2, HTML, CSS, AJAX, jQuery, JavaScript, JSON, XML, SOAP, WSDL, Web Services, REST |
| **Programming Languages** | APEX, JAVA, C, C++ |
| **Databases** | MS SQL Server, Oracle |
| **Custom Integration** | Outbound Messages, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy. |

**Professional Experience:**

**Client: Merck & Co, Kenilworth, NJ Nov 2019 – Present**

**Role: Salesforce Developer**

The company had previously implemented the Salesforce CRM platform in Sales, Service and Marketing Cloud. The project Focuses on customizing and improving the existing functionality and also developing the standard application using the LWC on the Sales cloud platform which offers a 3-way seamless service between sales persons, doctors and pharmacists, thereby reducing the time factor And generating information and appropriate content to provide to the customers without any obstacles.

**Responsibilities**:

* Worked extensively on **APEX Triggers, APEX Classes, Apex Test Classes**, Visual force pages to fulfill various business requirements.
* Worked on web technologies like **HTML** **XML** and **JavaScript** **ExtJS** and also worked with **data** **structures** to manage large amounts of data efficiently.
* Designed very complex Visualforce pages using **JavaScript** **CSS** **HTML** **jQuery** and **Controllers**.
* Developed Visualforce Pages using Standard **Controllers**, **Custom** **Controllers**, Extension Controllers & **Web** **Services** **API**.
* Creating a new User Interface using **JavaScript**, **HTML** and **CSS** in Visual Force Pages.
* Implemented components and wireframes using cross-browser compatible **JavaScript** **jQuery** and **AJAX**.
* Created multiple **Lightning Web Components LWC**, added CSS and Design Parameters that made the Lightning web component **LWC** 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 on **Agile** project methodology.
* Designed and developed SFA based Application on **Force.com** Platform in **Salesforce.com** environment with **Apex** programming language at backend and **Visual-Force** pages as user interface.
* Used **HTML** **CSS** and **JSP** for developing web pages and **JavaScript** for client-side validation.
* Used **JavaScript** for performing client-side validations.
* Handled Regression testing for various scenarios and logged the bugs in **JIRA.**
* Handled various support issues and defects on a day-to-day basis and updated **JIRA** and **HP QC** accordingly.
* Worked closely with the Java development team in **Agile** Environment to build and support current dashboards and portals.
* Experience in using the **JIRA** Project tracking tool.
* Adopted **Agile/ SCRUM and PMI** methodologies to monitor, steer and develop project objectives.
* Developed the business logic of the application using **APEX classes**.
* Designed the application to be created module wise using the schema builder.
* Performing the UI related activities including **Page layout configuration**.
* Made the configurations in the applications time to time as per the requirement gathering.
* Created and deployed various **Triggers**, Apex classes and Visual force pages as part of the **implementation**.
* Constructed a new **sandbox** Plan and assembled all the Requirements for Project.
* Involved in Working with Standard Salesforce features like Objects, Workflows, **Record Types, Page layouts, Workflow Rules, Case Assignment Rules**, and Escalation rules, **Validation rules, Profiles, Roles, Reports and Dashboards** etc.
* Involved in Custom Integration of **Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services Security Controls, AppExchange Package & Custom Application, Sandbox data loading.**
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and **created permission** sets where necessary.
* Performing the mass **data activities** in the organization.

**Environment:** Saleforce.com platform, Apex Data Loader, SOSL, SOQL, CSS, AJAX, MS Excel, Visual Force Pages, Sandbox, Lighting Controller, Lightning Web Components, SSO, LWC, Service Cloud, HTML, jQuery, JavaScript, Communities, MS Visio, Outlook and Eclipse IDE Plug- in.

**Client: UnitedHealth Group, Minneapolis, MN March 2018 – Aug 2019**

**Role: Salesforce Developer/Admin**

Enterprise Drug Restricted Portal allows the users in the pharma company to get details of the drugs that has been distributed to their stores in each region and district. This also allows the user to restrict the movement of drugs to restricted region. The application gives the user the data of the drugs that has been distributed to each region and district. The system also allows the user to fetch the details during a particular time period.

**Responsibilities:**

* Worked with the business team members and stakeholders for requirement gathering throughout the planning and implementation.
* Used **Data Loader** for insert, update, and bulk import or export of data from **Salesforce.com** Objects and it to read, extract, and load data from comma separated value files.
* Created various **Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule** andapproval process including **Field updates** and **email alerts.**
* Developed the web front end layer using **JSP**, **JavaScript** for the registration application where different users, employees, contractors, and clients can login to their maintenance pages and manage their accounts.
* Designing the custom web pages with **Visual Force**.
* Implemented **Apex Controllers**, **Apex Classes & Triggers** and linked them to manage the **workflows** Implemented in the system and Created profiles and implemented Object and field level security to hide critical information.
* Run weekly reports to ensure end users are following data entry standards and make changes when necessary.
* Coded **APEX Triggers and S-Controls** and created rule based **automated workflows**.
* Developed **Visualforce Pages** to show customized content for certain things according to client need.
* Worked with various Salesforce.com objects like **Accounts**, **Contacts**, **Leads**, **Opportunities**, **Reports**, and created custom objects based on Business need.
* Worked on approval processes, High availability, workflow rules and customizations within salesforce.com.
* Created Custom Objects and fields for transactional and contractual information and used **SOSL** query to search all objects including custom objects.
* Created **page layouts, search layouts** to **organize fields, custom links, related lists**, and other components on **record** pages.

**Environment:** Visual Force (Pages, Component & Controllers), Page Loader, Workflow & Approvals, UML Tools, Email Services, Security Controls, Sales cloud, Salesforce.com platform, JavaScript, jQuery, Apex Language, CRM.

**Client: Aress Technologies, Hyderabad, India May 2015 - Jan 2018**

**Role: Salesforce Developer/Admin**

The objective of the project was to create a more effective and efficient means to communicate with consumers as it is a highly competitive market that automates the processes and makes the service, sales and marketing campaigns more effective.

**Responsibilities:**

* Worked on Standard objects such as **leads, Opportunities, Accounts, Contacts, Campaigns** associated with **Sales Cloud**.
* Created and Managed Requirement Traceability Matrix (RTM) and Technical Design Documents.
* Developed various **custom objects, Tabs, Components** and **Visual Force pages** and **Controllers**.
* Implemented **pick lists, dependent picklists**, and **validation formula** fields to the **custom objects**.
* Coded **JavaScript** for **AJAX** and client-side data validation.
* Created and deployed several reports using **force.com** platform.
* **Apex code** to convert **lead** to a **contact** and associate the **contacts** with **accounts**.
* Developed and deployed approval processes for **leads** conversion, **opportunities** and products/Assets management.
* Implemented the requirements on **Sandbox and Force.com IDE plug**-in during Eclipse and deployed it in production.
* Created **Custom Objects** and defined **lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Created **workflow rules** and defined related tasks, **email** **alerts** and **field** **updates**.
* Created **page** **layouts**, search layouts to organize **fields**, **custom** **links**, **related** **lists** and other components on **record** **detail** **pages** and **edit** **pages**.
* Closely worked with **Salesforce.com** consultants while implementing the solutions for the requirements.
* Experienced with **Web**-**to**-**Lead** and **Web**-**to**-**Case** scenarios along with **Escalation** **rules** and **Assignment** **Rules**.
* Used **SOQL**, **SOSL** queries for Salesforce database.
* Imported data into custom objects from various sources using Data Loader.
* Worked on **role** **hierarchy** & **sharing** **rules** to **configure** visibility.
* Hierarchy created **Profiles**, **Roles** and maintained **Sharing**/**Security** for **Field** **Level** **Security** and **Record**-**level** **Security.**

**Environment**: Saleforce.com platform, Data Loader, CRM Fusion Support, SDE, Visio, Wave Analytics, Sandboxes, Eclipse IDE Plug-in, Eclipse, JavaScript, Windows XP Pro.

**Client: Rudhra Info Solutions, Hyderabad, India Sep 2012 - Apr 2015**

**Role: Salesforce Administrator**

The scope of the project was to list the sales of the organization in the most effective manner and track the sales in a more specified model and then generate reports and dashboards based on the listed transactions.

**Responsibilities:**

* Maintained several Standard Objects like **Accounts**, **Leads**, **Contacts**, **Cases** and developed various **Custom** **Objects**.
* Developed several types of **Validation** **rules** using formulas, **Workflows** and **Approval** **processes**.
* As a part of development, implemented **Apex classes, Visual Force pages**, **Controllers** and **triggers** as per customization to overcome standard rules.
* Good knowledge on creating **Fields**, **Objects**, **Page** **layouts** for dependability and flexibility of the custom application.
* Used **Force**.**com** and Eclipse **IDE for** developing environments.
* Worked with **Data** **loader** to handle bulk data and timely backup the data as per customization using **Apex** **Data** **loader**.
* Implemented Integration techniques for handling data from external sources by using **REST/SOAP APIs.**
* Implemented **Object** and **Field level** securities for taking care of important data and information that will be available on **profiles**.
* Developed various reports using data provided from **objects** and **reports** for developing **Dashboard** **components** for better understanding.
* Created letterheads, **email** **templates**, and auto bounce messages for the automation process whenever **workflow** **rules** are triggered.
* Created **Record** **types** for switch among **layouts** for proper usage of **Object** **Fields**.

**Environment:** Salesforce.com platform, Apex Language, CRM, Visual Force (Pages, Component & Controllers), Page Loader, Workflow & Approvals, UML Tools, Email Services, Security Controls, Sales cloud, Sandbox data loading.

**Education: Bachelor’s in computer science from JNTU, 2012.**