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**Professional Summary:**

* Over 9+ **years** of IT experience in various stages of Software Development which includes **6+ years** of experience as **Salesforce CRM Developer** which involves **Development, Integration, communities** andlightning like **classic to lightning migration and lightning component development.** 3 Years of experience on Java.
* Implemented **Sales** **cloud,** **Service** **Cloud** and Custom Applications.
* Extensively worked in developing Salesforce **Lightning Components using Aura Framework**.
* Developed new **Lightning Web Components.**
* Having Strong experience in **Lightning Framework** and **Components.**
* Strong Experience on **ServiceMax** Field Service.
* Have good experience in **i**mplementing **Apex classes** and **Apex Triggers, APIs, Visual Force, S-controls, SOQL, and SOSL.**
* Experience working on **Apex Batch Jobs, Scheduled Jobs.**
* Strong Experience in developing **Quable Apex, Inbound Email Services.**
* Expertise in **APIs, REST API, SOAP API** and **BULK API.**
* Created **Web Services** for handling requests and **API** based applications using **REST or SOAP**-based web services (SOA).
* Strong experience with Salesforce-Navman, Salesforce-Tourmaline, Salesforce-Legacy systems **Integration** using **REST API.**
* Strong experience with **Salesforce-Oracle Integration** using **SOAP API.**
* Strong hands on experience in **Oracle-Salesforce** migration.
* Have experience in creating **Process Builder, Workflows, Approval Processes, Flows, Validation Rules, Sharing Settings, Permission Sets**.
* Have experience on generating **Reports** and **Dashboard** in Sales Force.
* Experience in data migration using **Apex Data Loader**, **Import Wizard**, **Jitterbit Data Loader** and **Lexiloader.**
* Exploring **App exchange applications** and integrating them with Salesforce.
* Strong Experience with Salesforce Code migrations using **Changeset, ANT** **Migration and Autorabit** tool.
* Having Good Knowledge in Salesforce CI/CD Tools like **GIT, GITHUB, BIT-BUCKET.**
* Extensively worked on web technologies like **HTML, XML, CSS, JSP**, JavaScript, WSDL, J-query, Tool tip & Auto Complete widget, SOAP, REST, BULK and METADATA API.
* Good working experience with **Rally and JIRA Agile** Tools.
* Extensive Experience in **HP QC**, **HP ALM, SharePoint** and **HPSM** tools.
* Ability to handle multiple projects at the same time
* Extensive work experience in complete software development life cycle **Agile methodology** including Business interaction, Requirement Analysis, Software Architecture, Design, Development, Testing and Documentation phases.
* Excellent communication and presentation skills.
* Have Knowledge on Control which CRM fields are displayed in **JIRA** Display data from multiple CRM records.

**Certifications:**

* **Certified Salesforce Administrator.**
* **Certified Platform Developer -1.**

**Technical Skills:**

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| Salesforce Technologies | Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, Component & Controllers), Standard objects, Workflow & Approvals, Sales Cloud, Apex Data Loader, AppExchange, Web Services, Reports, Dashboards, Force.com IDE, SOAP, POSTMAN, Eclipse, SOQL, SOSL, Custom objects, S-Controls, Analytic Snapshots, Sandbox development and Testing. |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Force.com Explorer, Offline Edition, Force.com Platform (Sandbox and Production), Data Loader, |
| Programming Languages | Apex, Java, JavaScript, PL/SQL, SOQL, SOSL. |
| Web Technologies | HTML, XHTML, CSS, XML |
| Operating Systems | Windows 7/2003/XP, UNIX |
| Databases | SQL Server, MYSQL, Oracle 10g/9i, MS Access |
| Methodologies | SDLC, Agile, Waterfall |
| Tools | Eclipse, Apache Tomcat, MS Visio |
| Service Cloud | Cases, Solutions, Ideas, Customer Portal, Customer Self Service portal, web to case, email to case |

**Professional Experience:**

**Client: Cisco Systems March 2019 – Present**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Developed **Lightning Components**, added **CSS and Design Parameters** that makes the **Lightning component** look and feel better.
* Created new **Lightning Web Components**.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and

Interactions in Lightning Applications.

* Worked **on Salesforce Lightning Process Builder** and **Lightning Flows** to easily automate Business Processes. Developed re-usable

UI Components with **Lightning Component Framework**.

* Extensively Used **Salesforce DX** for the Development.
* Developed **Apex Classes, Triggers, and Controller Classes, Visualforce Pages** for various functional needs in the application.
* Worked on **ServiceMax Managed product** and configured **SFM Wizards, SFM Transactions** **and Dispatch console** settings etc.
* **ServiceMax and Navman GPS integration** to receive GPS data to track FSE location during working hours, display FSE routing for current day with current GPS Location on the map and configure geo fences.
* Updated the **APEX Controller and Helper functions** regularly making the Component Context Aware as per business requirement.
* Developed Real time integration between **Salesforce** and **Oracle** using **SOAP**.
* Developed Integrations between **Salesforce** and third-Party Applications using **REST**.
* Integration to **one Salesforce Org** with another **Salesforce Org** using **Connected Apps**.
* Created Batch Classes and Quable Apex Class to process the legacy Data.
* Implemented the requirements on Salesforce.com platform using APEX and Visual Force HTML and JavaScript.
* Created Custom Setting, Custom Meta Data and Custom Labels to store the Data and used in Apex logic to Handle the Code Dynamically.
* Implemented Service cloud functionalities like **Case Management**, **Case Assignment Rules**, **Case Escalation Rules, Case creation**, **CTI Configuration** etc.
* Implemented Field Service Engineering in Service Cloud like Work order Management, FSE process, Service Contracts, Entitle Management, FSE Skills, Install Products etc.
* Impact analysis of Salesforce release changes in Sandbox and Production.
* Worked on **Oracle-Salesforce Migration** for Salesforce rollout for multiple countries across the globe.
* Involved in Data Migration from external system to Salesforce using **Data Loader and Import Wizard**.
* Worked on various salesforce.com s**tand**ard objects like **Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards, Work Orders, Cases, Installed Products** etc.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Designed, and deployed Entity-Relationship data model, **validation rules, Process Builder, Approval Process**, **Workflow Rules, Auto-Response Rules, Page layouts.**
* Created Permission Sets, Sharing Settings, Email Templates, Formulae Fields, Users and Profiles.
* Involved in the **Data Transformation** and **Data Cleaning** activities while transferring the data to the external system using **Informatics** on Demand.
* Developed custom search functionality for accounts and contacts using SOSL.
* Involved in project technical design plan, conversions, Mapping, configuration of portions of SFDC application.
* Used **SOQL**&**SOSL** for data manipulation needs of the application using platform database (object level).
* Implemented web-based case management automation **Web-to-Case and Email-to-Case** (on Case Object) to track and solve customer’s issues.
* Worked on creation of Territories and Territory assignment.

**Environment:** Salesforce.com, Force.com, Data Loader, Lightning, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, **Workflow & Approvals**, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**Client:** **Realogy, Madison Nj**

**Role: Salesforce Developer Sept 2018 – Feb 2019**

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**Responsibilities:**

* Developed **Lightning component** framework include an **out-of-the-box** set of components, **event-driven architecture**, and a framework optimized for performance.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in Lightning App builder.
* Worked on **sales cloud, service cloud**.
* Developed various **Visualforce Pages, Apex Triggers**, **Apex Classes** to meet the business requirements.
* Created new **Batch and Quable Apex Classes**.
* Used **Web Services** like **SOAP API** and **Rest API** to integrate with external systems**.**
* Worked on Integrating with external systems using **REST and SOAP API.**
* Created **Custom Setting and Custom Labels** to store the Data and make use in Apex Logic**.**
* Developed **email Services** for **Inbound email** processing.
* Worked in **Data Migration** from Traditional Applications to Sales Force Using **Data Loader** Utility.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Designed **Custom formulae fields, Work flow field updates, field dependencies and email generation** as per the application requirements.
* Worked on salesforce Change Management. Hands on experience on deployment tool **Autorabit**.
* Designed and Implemented Continuous Integration and Continuous deployment in the company with **SVN and Autorabit tool**.
* Implemented Apex sharing on the custom object records as per the business requirement.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. **defined related tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
* Developed **complex workflows and approval processes** for automating business logic.
* Created Public Groups, Queues, Permission Sets, Profiles, Users & Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Created Custom Settings, Custom Labels and used in Apex Classes for dynamic Queries.
* Involved in various stages of **Software Development Life Cycle** (SDLC) in agile methodology. Strong implementation and rollout experience with salesforce.com CRM (Sales cloud, Service cloud, Marketing cloud), Sites, and Force.com platform.
* Configured **Sales Force Automation** (SFA) for Campaign management, Opportunity Management, Account and Contact Management, Data Quality Management.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Experienced in Unit Testing, for the customizations and developments done during the project.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Communities, lightning compatible VF pages, Lightning (Components), Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**Client: Bain Capital, Boston MA Oct 2017 – Aug 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Created **Apex Triggers, Apex Classes, Batch Classes, Schedule Jobs, Visualforce Pages using Standard and Custom Controllers.**
* Integrated Salesforce with other internal applications using **SOAP and REST services**.
* Created **Custom Settings, Custom Labels** and used in Apex Classes for Dynamic Usage in Apex Logic.
* Created **custom objects, Custom Tabs, Validation Rules, Formulae Fields, workflows, and approval processes** to assign various requests from users to administration based on their roles.
* Worked onsalesforce.com standard objects like **accounts, leads, contacts, opportunities**, reports, and dashboards.
* Developed reports and dashboards in the communities.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Written **SOQL, SOSL query language** necessary for the application in Apex classes and triggers.
* Involved in data migration from traditional apps to salesforce using **data loader** utility.
* Collaborated with teams to **design and** **implement salesforce integration, And Apttus CPQ** is used for creating quote and quote line items for order management system.
* Worked on **sales, lead management, opportunity management, account planning, and contact management**.
* Created workflow rules and assigned related **tasks, email alerts, field updates** as per the business scenario.
* Developed visual pages to include extra functionality and wrote Apex classes to provide functionality to the visual pages
* Configured user **accounts, roles, profiles, and sharing settings** by implementing role hierarchies to provide shared access among various users.

**Environment:** Salesforce CRM, Force.com, Apex, Visualforce Pages, Components and Controllers, JavaScript, Eclipse, Data Loader, Import Wizard, Email Services, Sandbox data loading.

**Client: Symbioun Solutions Pvt. Ltd, India July 2015 – Sept 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Using SFDC created detailed analysis of business and technical requirements and created solutions by customizing various standard objects along with Visualforce, Force.com API and web services.
* Developed and implemented **workflows, field updates, email alerts, custom tabs, validation rules, approval processes**.
* Developed and customized **visual force pages** using **standard controllers, controller extensions**, and custom controllers.
* Developed various visual force pages according to the needs of the application using different visual force components.
* Deployed SFDC package from organization to organization.
* Worked with various Salesforce.com objects **Account, Contact, Leads, Opportunity, Cases**, Order standard objects.
* Customizing the Application version using **Apex triggers, Visualforce pages and SOAP API** for Veeva online.
* Worked on **Validation Rules, Workflows and Approval Processes**.
* Integration using Web Sphere Cast Iron and Informatica cloud for data migration into the cloud.
* Created **Reports and Dashboards** to track Opportunity pipeline/Stages for Management visibility.
* Created triggers to enforce constraints on the fields and schedule tasks.
* Performed data migration into Salesforce App using **Data loader** with CSV files.
* Participated in Code review and suggested better ways of doing it.
* Used SOQL and SOSL conceding the **governor limits** to achieve the required result.

**Tools & Technologies:**

Salesforce.com, Visual force, Security Controls, Escalation rules, Assignment rules, Record types, Custom objects and Fields, Time based triggers, Triggers, Workflows, Rules, Data loader, SOQL, SOSL, Apex Schema Builders, App Exchange, Advanced use of Excel.

**Client: Sierra Atlantic, Hyderabad, India Aug 2011 – June 2015**

**Role: Java Developer**

**Responsibilities:**

* Responsible from requirement gathering to **design, development, testing and release**.
* Responsible for creating the presentation logic which was implemented in JSP, CSS.
* **Used Bugzilla for Task/issue tracking**.
* Responsible for quality and fix of issues/bugs.
* JQuery was used for the **client-side validations**.
* Used **EJB as the entry point of the service** and also handles the transactions.
* Implemented **Ajax calls in some places start background functionality**, while user enters data.
* Responsible for creating tags for each release.
* Written **procedures, functions, triggers** and views.
* Used MVC framework for the development of multitier J2EE application.
* Used **Web services (SOAP)** for transmission of large blocks of XML data over HTTP.
* Design and Modify UI and adding functionality using **HTML, JSP, JQuery, JavaScript**.
* Used tiles framework to design the JSP pages.
* Database design and **SQL** creation as needed in project development.

**Environment:** JSP, Servlets, EJB, Webservices, HTML, XML Beans, Java script, Maven, XMLSchemas, Weblogic 10.3, JUnit, Spring DAO SQL and Oracle

**Education:**

* Bachelors from Bapatla Engineering college in EEE in 2011.