**Name: Shaswot**

**Email:** [**bam.shaswot@gmail.com**](mailto:bam.shaswot@gmail.com)

**PH: +1 443-837-5435**

**Professional Summary:**

* 5+ years of IT experience in all phases of Software Development Life Cycle (SDLC) which involves analysis, requirement gathering, design, development, implementation, testing, integration & enhancement of projects in Salesforce.
* Certified Salesforce Developer and Certified Salesforce Admin with 5+ years of Salesforce application development.
* Demonstrated expertise in **Sales Cloud, Service Cloud, Partner portal and Customer portal.**
* Proficient with understanding of CRM business processes like Account, Contact, Opportunity, Lead, Campaign and Case Management.
* **Experience in Aura framework, Lightning Web Components and Salesforce Lightning Design System (SLDS).**
* Good experience with Salesforce out of the box data model and modeling in Salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies, creating new relationships using Lookup, Master-Detail and Junction Objects.
* Experience creating Users, Profiles, Permission Sets and Roles & designing Reports and Dashboards and managing Communities.
* Strong Salesforce development experience with Apex Classes, Apex triggers, Batch Apex, Schedule Classes.
* Good experience with Steel brick.
* Experience integrating Pardot into Salesforce for improving web lead information by configuring Pardot.
* Extensive experience in creating Visualforce pages and integrating with external source by developing SOAP, REST, Apex Web Services and Force.com API.
* Experience on Set up field service features according to client unique business needs. This includes **installing the Field Service Lightning managed package and Field Service Lightning mobile app.**
* **Developed Salesforce Lightning Apps, Components, Controllers, and Events.**
* Worked on **embedding the Wave dashboards into Visualforce pages and Lightning using Lightning components and App Builder.**
* **Created many Lightning Web Components and server-side controllers to meet the business requirements.**
* Extensive experience in writing **SOQL, SOSL queries**, relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
* Worked extensively in developing, customizing of **Visualforce pages with Visualforce components, Custom, Extension controllers and developed dynamic components.**
* Hands-on experience with **Inbound and Outbound Integration of Salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound class and wrote Apex callouts for invoking outbound applications.**
* Design and develop customer solutions in Visualforce, Apex, CSS, JavaScript and other technologies.
* Experience working across various SFDC implementations that are covering **Sales Cloud, Service Cloud and Apttus CPQ** (Configure Price Quote).
* Good experience in rollout of Saleforce1 for mobile and **customizing Visualforce pages with Aura components.**
* Proficient in building business logic using Salesforce declarative programming like Validation rules, Formula Fields, Workflow Rules, Approval process and its actions Field updates, Email alerts, Outbound messages and Creating Tasks.
* Extensive experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility.
* Performed Data Analyst roles and used tools: **Apex Data Loader**, Informatica, Demand Tools, Import Wizard, Workbench and Excel for data analysis, transforming, importing and exporting.
* Deployed Salesforce components from Sandbox to other Sandboxes and Production instances using **Force.com Migration tools (Ant based),** Change Set and Eclipse IDE.
* Extensive experience with different methodologies like Agile and Waterfall.
* Interacted with Customers in requirements gathering, brainstorming sessions, preparing BRD, Technical Solution Design (TSD) for Salesforce.com implementations.
* Proficient with **Object Oriented Programming and development** web-based applications **using Java Technologies:** HTML, DHTML, CSS, XML, JavaScript, and J2EE.
* Good experience developing Salesforce Apps, Components, Controllers and Events.
* Expertise with Salesforce.com administrative activities: Creating Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Approval Process, Reports and Dashboards.
* **Excellent Communication skills,** ability to grasp things quickly, good team player with ability to work as a part of both large and small teams.

**Technical Skills:**

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| --- | --- |
| Salesforce Technologies | Force.com Web Services API, Apex Classes, Apex Trigger, Visualforce, SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Force.com Explorer, Data Loader, Salesforce.com customizations like Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench, **Lightning,** Apttus. |
| Operating Systems | Windows 98/2000/XP/2003/Vista/2007. |
| Salesforce Tools | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, nCino. |
| Web Development | XML, HTML, CSS, Visualforce, JavaScript. |
| Languages | C, C++, Java Script, SQL, Apex |
| Version Control Tools | VSS, CVS, GIT. |
| Databases | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL. |

**Education:**

Bachelor of Computers, Bharathiar University, Tamil Nadu, India

**Certifications:**

Salesforce Developer - Certification 401

Salesforce Admin - Certification 201

**Professional Experience:**

**Trinity Health, Livonia, MI Mar 2021 to Present**

**Salesforce Lightning Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customizing the apps to match the functional needs of the organization.
* **Have created many Lightning Web Components and server-side controllers to meet the business requirements.**
* **Migrate the standard and custom objects in standard experience to Lightning experience.**
* **Experience in Aura framework, Lightning Web Components and Salesforce Lightning Design System (SLDS).**
* **Created multiple Lightning Components, added CSS and Design Parameters** that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various APIs and displayed them on to the component.
* Development, implementations and updates focusing **on Sales Cloud and Service Cloud.**
* Developed various Custom Objects, Tabs, validation rules, Components.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* **Performed Steel brick CPQ-related configuration for product setup, approval matrices, approval rules, process builders and flows.**
* Enhanced Apex Class and Visualforce Page to create a custom Related List, showing activities for selected contacts or clients.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases and Solutions.
* Implemented Quote-to-Cash solution using Apttus CPQ. Good understanding of the Apttus CPQ.
* **Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.**
* Performed administrative tasks such as managing Accounts, Contacts and Cases, setting Workflows and Approval Process for approving new accounts and another business process.
* Administered, configured and maintained Salesforce.com application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Created and maintained Reports and Dashboards to provide fast access to key business metrics.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* **Customized Chatter objects and tabs to view progress and discussion on business process.**
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* **Implementation of Batch Classes, Scheduled Classes** as part of the Business Requirement.
* Wrote an Apex Trigger on Contact for cross-object field update for reporting purposes.
* Visualforce Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visualforce Pages.
* Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* Case Assignment Rules to direct the case to appropriate group such as Stories & PCS Central Support.
* **Case Management by configuring Email-to-Case for the end user to submit a case through Outlook.**
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* **Used SOQL & SOSL for data manipulation needs** of the application using platform database objects.
* **Worked on different Sandboxes for development & testing**; Involved in migrating the code to production instance in installments using Change Set.
* **Involved in Test configuration Apttus within Sandbox environments** to ensure that once users are granted access, all the aspects are fully functional.
* **Configured Chatter** to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly Data Export, updates and backup for the organization.
* Used **Apex Data Loader** to Insert, Update and Import data from Microsoft Excel into Salesforce.com.

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

**Arvest Bank Atlanta, GA Aug 2019 to Feb 2021**

**Salesforce Developer/Admin**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC.
* According to the business user’s requirement, creating Reports and Dashboards.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Working with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud and Integration.
* Developed a landing page using the Visual force. Worked as a legacy for creating new roles and profiles in the organization.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Works with the Pre Sales Team to drive Sales Growth for the Community Cloud Products.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Configured and bulk data load of Products, Price Lists and Price List Items by using workbench and also validating the security products from Apttus to CSP application.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component 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.
* Developed integration between salesforce and Dousing for signing ceremony, viewing signed documents and update salesforce data based on user actions.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
* Using Data Loader and Import Wizard for Data Export, Updates and Backup for the organization.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts & Custom Coaching Plans.
* Implemented Single Sign-On with SAML on force.com
* Created Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, and Visual Force Sites) for business support and technical support for its channel customers.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.
* Experienced in designing UI using Visual Force Pages. Wrote Test Scripts for various scenarios.
* Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
* Used Web Services like SOAP API and Rest API to integrate with external systems.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Performed Unit, Integration, Regression and User Acceptance Testing.

**Environment:** Saleforce.com, Security Controls, Escalation rules, Assignment rules, Service Cloud Record types, Custom objects and Fields, Health Cloud, Relationships, Apex Classes, Visualforce (Pages & Components), Workflows, Rules, Eclipse, Force.com Explorer, Apex Data Loader.

**Sysco Foods- Houston, TX Feb 2018 to Jul 2019**

**Salesforce Developer/Admin**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer in the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Responsible for JIRA and Salesforce Administration.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Active contributor to Salesforce MVC Communities.
* Updated and repaired outdated SQL database.
* Worked within the Lightning Service Console for the organization through Omni-Channel.
* Development of SFDC B-2-B solutions using CloudCraze & Service Cloud Infrastructure.
* Worked in creating relationship models in Salesforce based on Current Siebel data model used.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Maintaining the Salesforce Applications and Veeva Instances for various operations.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Used Siebel data mapper to map external IO to Internal IO for web service calls.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like VisualForce, Force.com IDE.
* Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* Built a custom app with Lightning experience for sales to monitor their performance close details.
* Used Angular JS as the development framework to build a web-page
* Have built custom user interfaces using Lightning components and also used Lightning Components to create stand-alone applications that are hosted on Salesforce.
* Cloudcraze development and Salesforce backend development + APEX & Visualforce
* Worked with Angular-Js during the time of development environment.
* Worked towards explaining the capabilities of Veeva IMS to the business in layman's terms while also being able to be "hands-on"
* Expertise working on Visual force pages, HTML, CSS, JavaScript and JQuery.
* Worked on the different requirements from user on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Experience with Apttus CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Implemented in Pricing Configuration and Product Configuration into Apttus CPQ using Salesforce Principles.
* Involved in Developing Lightening pages using Aura, implemented lightening Controllers, Components using Lightening Design system (LDS) for Lightening Community builder.
* Developed a Human Resources Service Cloud and customer community.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Responsible for setting up new instances of JIRA, data import, customization, and backup
* Developed various Custom Objects, Tabs, Components and Visual Force Pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Designed and developed user interfaces using JSP, HTML and CSS.
* Developed Lightening Components, lightening apps using Lightening Design System (LDS) to provide more interactive interfaces to end users.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Working experiences on Salesforce.com intranet sites and Salesforce external sharing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Environment:** Saleforce.com platform, Apex Language, MuleSoft, Cloud Craze, Siebel, Apttus CPQ, Visual force Pages, JIRA, SQL, Data Loader, HTML, Java Script, Workflow & Approvals, Lightning design system (LDS), Reports, Lightening design system(LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Iptiq Americas, Armonk NY Nov 2016 to Jan 2018**

**Salesforce Developer**

**Responsibilities:**

* Involved in **identifying, planning and implementing new Salesforce.com features and functions** new screens, workflow, force.com objects, reports, Apex code) to meet business requirements.
* Developed various Custom Objects, Tabs, Components and Visualforce Pages and Controllers.
* Use of Data Loader, Data Exporter and migrated the attachments from legacy CRM to Salesforce, and also worked on Salesforce to Salesforce.
* Involved in End to end testing and also gathering requirements to feedback from business users.
* **Used Salesforce Automation (SFA) for Sales Lead Management, Account and Contract Management and Approvals and Workflow.**
* Implemented SFDC based products, including contract management, revenue and rebate management, and other related solutions.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs and implemented the business logic as per the requirements.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Involved in building the Customer Portal in the organization.
* Used **Data Loader** for insert, update, and bulk import/export of data from Salesforce.com subjects. Used it to **read, extract and load data from comma separated values (CSV) files.**
* **Configured Chatter** to track emails from Outlook to Salesforce by following a user.
* Worked with AppExchange Dup Catcher to filter and prevent duplicate records in the organization.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex Data Loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* **Tuned ETL jobs, procedures, scripts, SQL queries, PL/SQL procedures to improve the system performance.**
* Created and used Email templates in HTML 5 and Visualforce.

**Environment:** Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.