**Martin  
Sr. Salesforce Developer  
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melchizedekbusiness@gmail.com**

**PROFESSIONAL SUMMARY:**

* Over 7+ years of overall professional IT experience including 5+ years of extensive experience in Salesforce.com CRM and Force.com platform as both Administrator and Developer with relevant certifications from Salesforce.
* Experience in all phases of project life cycle and implementing them along with Salesforce customization.
* Experience in Salesforce.com configuration, customization, administration, data migration and integration.
* Experience in developing Apex Classes, Triggers, Visual force pages, writing Workflows, Validation and Assignment Rules, Force.com API, custom tabs, custom objects, controllers, AppExchange package & custom application, analytic snapshots and dashboards.
* Designed, Implemented and deployed the Service cloud with various custom – built page layouts, custom tabs, custom apps to suit to the needs of the application, and also created various profiles to enable the service cloud specific to them.
* Experience in Sales cloud, collaboration cloud for all partner portal, customer portal.
* Experience with the Eclipse IDE with Force.com plug-in environment for writing Business logic in Apex programming language.
* Experience with integration of AppExchange applications (DocuSign, Apttus, Marketo)
* Experience in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Experience in creating SFDC Administrative tasks like roles, profiles, page layouts, record types, assignment rules, workflow alerts, actions, reports, dashboards etc.,
* Extensive experience in developing and designing Entity-Relationship data model, validation rules, components.
* Experience in Workflow Approvals, Sales, Marketing, Customer Service and Support Administration.
* Experience in integrating the web services for extracting the data from external systems to display in the pages of Salesforce.com.
* Experience in importing data from excel sheets in to leads, accounts, contacts and opportunities using Data Loader and Import Wizard.
* Experience in customizing Sales, Marketing, Customer Support and Call Center Applications.
* Implemented security and sharing rules at object, field and record level for different users at different levels.
* Experience in writing queries and stored procedures for oracle database.
* Have end to end knowledge on Agile Methodology, worked with Scrum Masters, IM PMs on requirements.
* In-depth experience with business CRM processes like lead management, pipeline management, case management, account management, reports & dashboards, forecasting and campaign management.
* Efficient in client management skills, presentation skills, operational metrics, time management, analytical, great communication and interpersonal skills.

**TECHNICAL SKILLS**

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| --- | --- |
| Languages | SQL, C, C++, Java, J Query, Ajax, JavaScript, SQL, CSS, Apex. |
| Operating Systems | Microsoft Windows 95/98/2000/XP/7/8, Linux, Macintosh. |
| Salesforce | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform. |
| Force.com | Salesforce CRM, Salesforce SFA, Apex Custom Controllers, Apex triggers, Apex classes, Apex web services, Visual force Pages, Eclipse 3.4, Force.com IDE, Apex Data Loader, SOQL, SOSL, Analytical snapshots, Workflows and Approvals, Jitter bit, Case management Automation, Sandbox testing. |
| Databases & Tools | MS Access, Toad, Oracle 8i, Oracle 9i, 11g. |
| Web Services | DHTML, CSS, JSP, SOAP, WSDL, XML |

**WORK EXPERIENCE**

**Charter Communications, St. Louis, MO Feb 2019 – Present  
Salesforce Developer**

Charter Communications Inc. is an American telecommunications company that offers its services to consumers and businesses under the branding of Spectrum, providing services to over 25 million customers in 41 states. Charter Communications took over developing and implementation of Service level and frontend projects, which include Care API and Sales projects.

**Job Responsibilities:**

* Involved and integrated with various business user groups for gathering the requirements for CRM implementation.
* Created profiles, Roles based on organization role hierarchy and implement record level and field level security and configured their sharing settings.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed Data Model and Data Dictionary for the application with the required objects and fields.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Designed various WebPages in VisualForce for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Generated Apex Classes using WSDL and developed business logic layer for integration with external web services to the system for functional needs.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Designed Batch Classes to handle bulk logic and invoked the trigger Handler classes from Trigger Context.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Customized the Out of the box Lead Conversion functionality to support business requirement with a combination of Triggers, Classes and Visual Force Pages.
* Developed various Custom Objects, Visualforce Tabs, and Entity-Relationship data model, validation rules on the objects and Components and Visual Force Pages.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Extensively used HTML tags, Frames and CSS (Cascading Style Sheets) to maintain uniformity in the Web page.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Worked with Data loader for Data Migration loading the attachments like CSV files into salesforce.com, related to objects and custom Objects using VLOOKUP functionality.
* Used SalesForce.com Ajax Toolkit to make asynchronous calls to the SFDC data store for optimizing data retrieval speeds and used Force.com developer toolkit including visual force pages, Apex classes, Apex controllers and Apex triggers to develop custom business logic.
* Worked with Dynamic Apex to access S-Objects and field describe information, execute dynamic SOQL, SOSL and DML queries.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDES and Jenkins.
* Used asynchronous Metadata API to manage setup and customization information.
* Worked on designing SOAP/REST APIs integration architecture to provide the programming interface to interact with Informatica, Kafka, Data Lake, BRE (Internal downstream systems) and MuleSoft.
* Worked with External objects in Salesforce which is another feature introduced with lightning components.
* Created summary reports, matrix reports, pie charts and Dashboards to assist the business team and created workflows rules, field updates, tasks & email alerts.
* Responsible for setting up OAuth to enable external client applications to communicate with SFDC platform and Configured Single Sign-on SSO using SAML with Ping federate identity provider.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com and Integrating Salesforce.com with Marketo and facilitate bi directional flow of data.
* Created a user interface in Lightning using Aura Framework, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Manage the software testing process, which includes devising test scripts, creating test cases, establishing protocols and appropriate testing environments and coordinating actual software testing.

**Environment:** Salesforce.com CRM, Apex Language, Triggers, Custom Objects, VisualForce (Pages, Component & Controllers), Web Services (SOAP, REST, WSDL), Page Layouts, Force.com IDE, HTML, CSS, Java Script, jQuery, Informatica ETL tool, Workflows, Approvals, Process Builder, Reports, MuleSoft, Data Lake, BRE, Eclipse, sandbox, Force.com Migration tool, Change Sets, Data Loader.

**GM Financial Company, Fort Worth, TX June 2018 – Jan 2019  
Salesforce Developer**

General Motors Financial Company Inc. is the financial services arm of General Motors. The company is a global provider of auto finance, with operations in the United States, Latin America, Canada, Europe and China. The Company is headquartered in Fort Worth, Texas.

**Responsibilities:**

* Gathered user and functional system requirements via workshops, interviews and workflow story boards and Working with stakeholders and project teams to prioritize collected requirements.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Used Chatter REST API to integrate mobile apps, intranet sites, and 3rd party Web applications with Salesforce.
* Used Metadata API to retrieve, deploy, create, update, or delete customizations in our organization
* Worked on various AppExchange products according to the needs of the organization.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Created many Email Templates and Mail Merge Templates and was involved in doing the Mail Merge for different standard and custom objects.
* Designed and Developed Dashboard to monitor case activities.
* Utilized X-Author to creating the clauses, inserting the templates into the system, creating smart clauses, and fields merging.
* Create and modify contract templates using Apttus X
* Created the Query Template, Agreement Protection, Agreement Rules and written Admin Rules.
* Experience with Apttus Advanced Workflow Approvals
* Experience with X-Author for Excel and Contracts
* Experience with Apttus Wizard
* Familiar with Apttus admin settings, Apttus custom setting and DocuSign settings.
* Created Agreement End to End process by using wizard.
* Created different wizards with Input rules and conditions from the wizard level.
* Configured various Custom Reports and Dashboards according to the application requirements.
* Conduct business analysis using knowledge of Apttus CLM process design, capabilities, architecture, data flows, and integration
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed Workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Implemented and Consumed Knowledge Base Dashboards & Reports AppExchange for providing Reports and Dashboards that monitors the Knowledge Base.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers by following the Governor limits in Salesforce.com.
* Involved in Lighting and Apex Development.
* Used Salesforce Lightning combines the new Lightning Design System, Lightning App Builder and Lightning Components to enable anyone to quickly and easily create modern enterprise apps build on Salesforce1 Platform.
* Implemented SFDC Sales Cloud, Service Cloud, Web Services, and marketing teams.
* Developed Cast Iron orchestrations that are used to synchronize data between Salesforce.com and web service endpoints.
* Experience in CPQ Application.
* Developed Custom Validations to override the Salesforce default validation rules.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
* Involved in Unit Testing, for the customizations and developments done during the project.
* Interacted with testing and the development teams for the development and testing of the code.
* Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, XML, JavaScript, Controllers, Sharing Rules, Visualforce Pages, Workflows, Email Updates, Web Services API, Jitterbit, Data Loader, Marketo Tool.

**Sprint Corporation, Kansas City, KS Mar 2016 – May 2018  
Salesforce Consultant**

Sprint Corporation, commonly referred to as Sprint, is an American telecommunication holding company that provides wireless services and is a major global Internet carrier. It is the fourth largest mobile network operator in the United States.

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Integrated with Informatica Power Center for data import/export from Salesforce.
* Expertise in integration of Salesforce using REST, SOAP API and end to end product development experience.
* Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Cases, Activities, Dashboards and Reports
* Created new Custom Objects, Assigned Fields.
* Designed Page Layouts, Custom Tabs, Components, Visualforce Pages, Custom Reports
* Designed, Developed and Deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Relationships and created Junction Objects to implement Roll-Up Summary fields to aggregate data from child records on the parent.
* Implemented Data Security Features with secure hardware tokens to create a Failsafe Login Authentication Process
* Solid ETL (Extract Transform Load) data integration and Data Warehouse experience using Informatica PowerCenter and Informatica cloud Generated Different Reports like Standard, Summary and Matrix for quarterly and half yearly sales.
* Integrated ERP systems with Informatica Cloud to get the live data to different Salesforce Objects.
* Developed Visualforce pages to pre-populate certain fields and embedded it in the application.
* Developed Client side pagination process with all the details and Created Labels to set the predefined values for the client side pagination process.
* Introduced Source Control and Version Control in the project.
* Involved in Administrative work, created and maintained Users, Roles and Profiles.
* Involved in writing case escalation rules, the workflows for automated lead routing.
* Interacted with testing and the development teams for the development and testing of the code.
* Creating Email Templates, Custom Reports, Dashboards and Analytic Snapshots.
* Provided knowledge transfer to the key users and to the support team.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home-grown applications by using the home-grown web services.
* Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Environment:** Saleforce.com platform, Salesforce chatter, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in, Windows XP.

**Mavin Infotech, Hyderabad, India Aug 2014 – Dec 2015  
Salesforce Administrator**

Mavin Infotech is one of the fastest growing SaaS providers in the industry with a 97% renewal rate. Their applications deliver some of the most diverse feature sets in the industry through simple and easy-to-use interfaces. They are built on an open platform architecture, which allows easy integration with third-party applications.

**Responsibilities:**

* Interacted with various business user groups for gathering requirements for Salesforce implementation and documented the Business and Software requirements.
* Developed Custom business logic using Apex Classes, Triggers, Components, Visual Force pages and Controller Classes for various functional needs.
* Set up Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules.
* Configured Campaign Management, Campaign Influence and Lead Conversion.
* Configured the Case Management Process.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Worked with Apex Scheduler to invoke batch Apex classes at regular intervals.
* Implemented CSS for VisualForce pages and experience working with Partner portal system.
* Added methods that can be called from Visualforce pages to Controller Extensions.
* Created Custom Visualforce components and attributes to override the look and feel of standard Visualforce components.
* Created Visualforce pages that could be rendered as PDF's, build dashboard components and define email templates.
* Used Pick lists, Dependent Picklists, and Record Types to enforce data quality.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Worked with Approval processes that use Email Approvals and parallel Approval steps.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Participated in JAD sessions involving Business Users and Sponsor groups to analyze and understand the business requirements.

**Environment:** Salesforce.com Platform, Apex language, Apex Custom Controllers, Visual force pages, Data Loader, HTML, JavaScript, Workflows, Approvals, Reports, Custom-Objects, Reporting Snapshots, SOQL, SOSL, Integration, Force.com Platform (Sandbox and production), Force.com IDE.

**INTERNSHIP:**

**Symbiosys Technologies, Visakhapatnam, India Jul 2011 – Apr 2014  
Jr. Business Analyst**

**Responsibilities:**

* Interacted with the users to understand the new business requirements and enhancement requests. Translate the business requirements into product-specific designs and configuration detailed requirement specifications and use case.
* Worked with the Dev and QA teams, technical writers, subject matter experts, and other translation team members to develop terminology data banks to support projects; demonstrated experience using analytical and creative problem-solving skills.
* Conducted JAD sessions and participated in user focus groups and requirements workshop, vendor training and demonstration.
* Experience in Software Development Life Cycle (SDLC) methodologies - Traditional Waterfall Model and iterative approach to software development as per Agile (Scrum) methodology
* Used JIRA and Rally to maintain system protocols by writing and updating procedures and business case requirements, functional requirement specifications documents. Expertise in using MS Excel, MS Word, MS PowerPoint and VISIO, SharePoint.

**EDUCATION:**

**Master’s in Engineering Management April 2018**Oklahoma Christian University, Edmond, OK

**Bachelor’s in Mechanical Engineering May 2014**Jawaharlal Nehru Technological University, Kakinda, India

**CERTIFICATIONS:**

* **Salesforce Certified Administrator** - 19253477
* **Salesforce Certified Sales Cloud Consultant** - 21169942
* **Salesforce Certified CPQ Specialist** - 21357039
* **Salesforce Certified Platform Developer 1** - 21347069