**Professional summary**

* Total 7+ years of experience in IT, 5+ years in **Salesforce.com** and **CRM Platform** and 2+ years of experience on development of software applications using front end developing methodologies.
* Strong Knowledge in **Salesforce Administration** and **Customization**,**Data Validation**,**Sales**, **Marketing**, **Customer Service** and **Support Development team**.
* Hands on working experience in **Role Hierarchy**, **Custom Profiles**and**public Groups** creation and user management.
* Extensive experience in analyzing organization processes, converting business workflows into exact **Salesforce.com** workflows and configuring **Salesforce.com** to meet business requirements.
* Hands on Experience in creating **Custom Objects, Custom fields**, **Page layouts**, **Custom Tabs**, **Reports** and various other components as per the client and application requirements.
* Extensive business knowledge and customization experience on various salesforce.com standard objects like **Accounts**, **Contacts**, **Opportunities**, **Products** and **Price books**, **Cases**, **Leads**, **Campaigns**, **Forecasting**, **Reports** and **Dashboards**.
* Experience in Creating **Roles**, **Profiles**, **EmailTemplates**, **Page Layouts**, **Workflows**, Workflow Actions and Approval Process.
* Worked with Apex Data Loader tool to migrate the data from other data base.
* Have good working knowledge in querying Salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Implemented security and sharing rules at Object, Field, and Record level for different Users at different levels.
* Trained users on the **Salesforce CRM platform**for the awareness **in Sales and Marketing Cloud**
* Hands on Experience in **Data Management, Data Security, Data Modeling, Workflow Automation, Formulas & Validations, Chatter**.
* Sound knowledge on **Visual Force Pages, Apex Triggers**, **Apex Classes**, **Batch Apex, HTML** and **JavaScript**, **SOQL**, **SOSL**, **Process Builder, Workflow, Visual Workflow and Approval Process, Reporting and Dashboards**to support process automation.
* Supported projects and initiatives like **Data migrations**, **business process implementations**, and A**utomation**. With strong administration and support expertise in Salesforce.com, including Security.
* Involved in Data Migration by using **Data loader, Workbench** and **Command Line Data Loader.**
* Performed detailed analysis of business and technical requirements and designed the solution by customizing standard objects of Salesforce.com (SFDC) and other platform based technologies such as **Visual Force and Force.com API**.
* Created **Visual Force Pages** and components to render data from associated controllers and embedded **Java Script** and **HTML**.
* Experience in developing web applications with **User Experience Design (UX)** like **Visual Design**, **Interactive Design** and extensive Human Computer Interaction Concepts.
* In designing web applications and web contents utilizing various **SEO** techniques.
* Experience on working with **CSS** Background, **CSS** Layouts, **CSS** positioning, **CSS** text, **CSS** border, **CSS** margin, **CSS** padding, **CSS** table, **Pseudo classes**, **Pseudo elements** and CSS behaviors in CSS.
* Strong Experience in database design using **PL/SQL** to write Stored Procedures, **Functions**, **Triggers** and strong experience in writing **complex queries**, using **Oracle**, **DB2**, **SQL** Server and **MySQL**.
* Strong experience in writing and updating the technical documents on daily basis with the changes made to the existing environment on daily basis.
* Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.

**Technical Skills:**

|  |  |
| --- | --- |
| **CRM** | Salesforce |
| **Salesforce Technologies:** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), Apex Web Services, Apex Data Loader, Custom Objects, Case Management Automation, Workflow & Approvals, Dashboards, Reports, AppExchange Products. |
| **Programming Languages/Scripting Languages** | Transact SQL, C, C+, Java, HTML, VB Script. |
| **Force.com Tools** | Eclipse, Workbench, Data Loader, Force.com Explorer, Force.com Explorer |
| **Databases** | Oracle 10g, SQL Server 2000/2005/2008, MS Access |
| **Web Technologies** | JavaScript, HTML/HTML5, CSS2/CSS3, DOM, DHTML, XML, XHTML, XSLT. |
| **JavaScript Libraries** | Angular 6, Node.js, React |
| **Application Servers** | Apache Tomcat, IBM WebSphere, JBuilder, BEA WebLogic |
| **Web Services** | RESTful, SOAP, XML |
| **IDE's and Tools** | Eclipse IDE, NetBeans, Dreamweaver, Developer Tools, WebStorm, Edit Plus, YUI, IntelliJ Idea, DataStream, Sublime, Stash, Hibernate |
| **Development Tools** | Google AdWords, Yahoo Search Marketing (spring tool suite) Publishing Tools Adobe PageMaker, MS Office. |
| **Wireframe Tools (wireframe)** | Adobe Illustrator CS6, Adobe Photoshop CS6 (basic idea on wireframe and visual design) |
| **Version Control** | CVS, GIT, Bitbucket. |
| **Tools** | SQL Server management Studio, SQL Profiler, Performance monitor, Microsoft visual studio2005 / 2008, Microsoft Office Suite |
| **Data Modeling** | UML, MS Visio |
| **Load Testing/ Defect Tracking Tools** | LoadRunner, Test Director |
| **Operating Systems** | Windows, MS Dos, Windows Server, Linux, MAC OS X |

**Professional experience**

**Capital One, Schaumburg, IL Jun 2019 to till date**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Developed Four Custom modules using **Apex Classes, Triggers, Visualforce pages** and **Controller Classes, Batch Apex, Email Services using SOQL, SOSL queries**forbusiness functional needs.
* Modified and Implemented Approval processes and created Approval steps, which used **Email Alerts**, **Field Updates, related tasks, Time-based Triggered tasks to implement business logic.**
* Developed SFDC **Customized Reports, Dashboards** and Processes to continuously monitor data quality and integrity.
* Used**Salesforce Lightning Environment**for creating quick response UI page through**Ajax and Json calls.**
* Worked with**Customer and Partner Communities**to extend Salesforce capability with thecustomers by giving access to**Sobjects**like**Chatters, Cases and Solutions.**
* Enabled**communities** to thousands of users in salesforce from**Contacts standard object**in the organization**.**
* Developed hundreds of Cross Object **Formulas**, **Validation rules** to maintain the quality of the data.
* Experience with**AppExchange** market place apps like **Docusign, Congo Compressor, Rain King** and **partner products.**
* Developed Visualforce pages with the help of **Community Builder** and **force.com sites**in the**community cloud**for **customers**and**partners.**
* Experience in using Integration tools like**ESB, Informatica, AutoSys**for**synchronization**withsalesforce**.**
* Developed and Customized **page layouts, Record Type, Entity-Relationship data model, validation rules**, Components and VisualForce Pages on the standard & custom objects and tabs
* Created **Many-to-Many relationships** and created Junction objects to implement Roll-up Summary fields with aggregate data from child records to the parent.
* Used **SOQL** and **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in **CPQ** to manage **configuration**, pricing, quoting, discounts, incentives, & proposals by using Apptus.
* Maintained CPQ (Configure Price Quote) steel brick tool updated with latest functionality by Installing Apttus CPQ releases.
* Designed **Lightning components** for Quick actions using**Aura** and lightning components like **Schema Builder** and **Process Builder**.
* Created and modified custom buttons using **JavaScript**and**jQuery**.
* Designed various Web pages in Visual Force for functional needs within Salesforce along with **Process Builder** and other **Lightning Components.**
* Created **Record types and its page layouts, compact layouts, search layouts**to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed and configured **Custom Objects, Custom Reports and Dashboards** and configured the Analytic Snapshots to dump the data on a regular basis for the sales performance and lead generation statistics for different user profiles based on the need in the organization.
* Deployed applications from **Sandbox to** Production using force.com IDE (**Eclipse)** and **Change sets**
* Involved in SFDC Administrative tasks like creating **Profiles, Roles, Users, Custom Permissions**, OWD settings, Sharing rules.

**Environment:**Salesforce.com, Apex, Visual Force, Sandbox Testing, Eclipse IDE Plug-In, Data Loader, Dream Force.com Explorer.

**Zurich Insurance Group, Palatine, IL Feb 2017 to May 2019**
**Role: Salesforce Developer/Administrative**
**Responsibilities:**

* Performed the roles of **Salesforce.com** Administrator in the organization.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on **Salesforce.com** platform and **Force.comIDE** Plug-in using Eclipse.
* Used **Apex Data types**, **Variables**, **Expressions**, **Assignment statements**, **Conditional statements**, **Loops**, **SOSL**, **SOQL** queries, locking statements, Transactional control to invoke **Apex triggers**.
* Created **Visual Force Pages** to display search based record sets and paginated
* Worked on various salesforce.com standard objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**,
* Coordinated with users to determine requirements and prepared design documents.
* Performed detailed analysis of technical and business requirements
* Reports and Opportunities.
* Closely worked with **SalesForce.com** consultants while implementing the solutions for the requirements.
* Worked on various salesforce.com standard objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, Reports and Opportunities.
* Designed, Implemented and deployed the **Custom objects**, **Page layouts**, **Custom tabs**, and **Components**, to suit to the needs of the application.
* Created **Custom Objects**, **Custom Tabs**, and **Entity-Relationship Data Model**, **validation Rules**, **Workflows and Approval Processes**, **Auto-Response Rules and Page layouts**.
* Designed, developed and deployed **Visual Force Page**, **Apex Classes**, **Controller Classes** and **Apex Triggers** based on the business requirements.
* Implemented **Security and Sharing** rules at object, field, and record level for different users at different levels of organization. Also created profiles and configured the permissions based on the organizational hierarchy using permission Sets.
* Worked on SFDC Administrative tasks like creating **Profiles**, **Roles**, **Users**, **Page Layouts**, **Email Services**, **Approvals**, **Workflows**, **Reports**, **Dashboards, Tasks and actions.**
* Defined **Lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Created Page layouts to **organize fields**, **custom links**, **related lists**, and **other components** on a record detail and edit pages.
* Provided**support** for the **real time users** in the organization and also helped them through salesforce navigation
* Involved in creating and customizing the **Email template**and configuring them to the **Email alert** within the workflow rule for a standard/custom object.
* Integrated the Web Services for extracting the data from external systems, and used the **Sandbox** for testing to ensure minimum code coverage for the application to be migrated to production.
* Worked with junior team members to **Design and Review code quality** to ensure compliance with standards.
* Organized **Daily Scrum meetings** with all the team members to check whether we are on same page.
* Developed various Custom objects, **Tabs**, **Entity-Relationship** data model, **validation rules**, **Components**.
* Used Data Loader for insert, update, and bulk import or export of data from **Salesforce.com Objects**. Used it to read, extract, and load data from comma separated values **(CSV)** files.

**Environment**: Saleforce.com platform, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.

**Discover Financial Services, Rolling Meadows, IL Dec 2015 to Jan 2017**

**Salesforce Administrator**

**Responsibilities:**

* Created user groups and configure workflows and assignment rules to enable proper routing of leads to the marketing members.
* Designed and deployed **Custom tabs**, **validation rules**, **Approval Processes** and **Auto-Response Rules** for automating business logic.
* Configured **Profiles** and **Administrative permissions** to grant/deny users access to platform features. Created Customized dashboards for the case team members to keep track of the cases assigned to them and to share insight across the company.
* Involved in customizing the **Salesforce.com** application to match the functional needs of the organization.
* Involved in data mapping activities to import data provided by the internal data warehouse into **Salesforce**.
* Created and used **Email** templates in **HTML** and **Visualforce**.
* Created **Reports**, **Dashboards**, **Queues**, **PublicGroups** and **Email Templates.**
* Used Data Loader to import or export of data from **Salesforce.com** objects using **CSV** files.
* Implemented **pick lists**, **filed dependencies**, **lookups**, **master-detail relationships**, **validation** and **formula** fields to the custom objects.
* Customized Marketing application to create a web to lead forms, Campaign to lead forms, assigning tasks, and managing workflows.
* Involved in preparing Business Requirement Document and Functional Requirement Document.
* Redesigned through customization and applications within **salesforce.com**, including the implementation of Solutions and Leads Training of **salesforce.com** globally for the Sales and Marketing Teams.
* Directly support executive management on all levels in relation to **Salesforce.com**.
* Responsible for all aspects of organization's Salesforce platform.
* Provide in-depth training for Salesforce users in one on one and group settings.
* Maintain, create, manage and review all content within Salesforce.
* Train organization on new sales processes and enhancements.
* Provide the company with the creation of Salesforce custom reports, **dashboards**, **objects** and **views**.
* Responsible for the creation of new **Salesforce ID's**, **roles**, **teams**.
* Develop best practices of the usage of **Salesforce**. Maximized sales productivity.
* Provide Outlook-to-Salesforce synchronization installation and training on user's computers.
* Answer all Salesforce help desk questions that are placed via a custom object; trouble-shooter for software issues; resolved issues.
* Responsible for the integrity of the organization's confidential database.

**Walgreens, Chicago, IL Oct 2014 toNov 2015**

**Front End Developer**

**Responsibilities:**

* Implemented the front end using **JSP**, **XHTML**, **DHTML**, **XML**, **CSS**, **React JS**, **Bootstrap**, **JavaScript**and used **AJAX** for dynamic web content.
* Experience in developing react components for the partner homepages using **React JS**.
* Involved in developing front end **(UI)** of the application using **Angular JS 1.4.7**, **JavaScript**, **jQuery**, **HTML5**, and **CSS3**.
* **Angular JS** tinplating uses a combination of customizable **HTML** tags and expressions.
* Designed various routing mechanisms and implemented **http** functionality in **AngularJS** in order to retrieve data from web servers.
* Implemented Angular controllers to maintain each view data and customized data tables and high charts into **AngularJS** directives.
* Used **Node.js** to run Webpack tasks and build the project.
* Implemented modules into **Node JS** to integrate with designs and requirements
* Experience with **AWS** accessed over http using **REST** architectural style.
* Customized the **Node.js** server to pick the local Package. son and run the applications without changing the local paths and variables.
* Implemented **UI** components and validations using **jQuery** and **DOJO** libraries
* Used React **JS** for creating reusable **UI** components
* Used Node **JS** to run Grunt tasks and build properly the project (compile, minify, concept etc.)
* Developed non-functional **HTML**, **CSS** pages from the mockups and involved in **UI** review with **UI** architect and Business Units.
* Using **AWS** for providing online services to other websites and client-side applications.
* Created **JSP's**, Conversations, **POJOs**, **Services** and **DAO**.
* Involved in implementing the **UI** to support all the major browsers like Internet Explorer, Mozilla Firefox and **Google Chrome**
* Developed the client interface for back office bolster and worked cooperatively in **Agile scrum** group on the outline and improvement of use based **MVC** system utilizing **AngularJS 2.0**, **HTML** 5.0 and **CSS3**
* Used **AWS** for providing online services to client-side applications.
* Involved in the development of Functions, **Triggers** for **PL/SQL** backend implementation and involved in Performance tuning.
* Used for development of Java related classes and components using **Eclipse 3.5** as **IDE** for developing the application.
* Developed Unit Tests and Test Suites using Junit and used Log4j for traces and logs.

**Environment:**WEBLOGIC, ORACLE ADF and ORACLE PL/SQL experience, Scala, Java 1.6, servlets, JSP, JSF, JavaScript, Subversion, API Development, jQuery, AngularJS, HTML 5.0, .NET

**Spinx Digital, Los Angeles, CAMar 2013 to Sep 2014**

**Web developer**

**Responsibilities:**

* Designed various modules using technologies like **React JS**, **JavaScript**.
* Developed **HTML** and **JavaScript** for client-side presentation and data validation on the client side in the forms.
* Coded extensively using **JavaScript** to make rich internet web application for a single page application.
* Designed business application using web technologies like **HTML**, **XHTML**, and **CSS** based on the **W3C** standards. Gathered the data from the backend using **AJAX** and **jQuery**.
* Produced content pages with **CSS** layout and style markup presentations with **React JS** methods properties.
* Designed dynamic multi-browser compatible pages using **HTML**, **DHTML**, **CSS** and **JavaScript** in React JS.
* Designed table-less layouts using **CSS** and appropriate **HTML** tags as per **W3C** standards.
* Implemented client-side validations in registration forms, login and logout forms using JavaScript.
* Used **HTTP**, **AJAX**&**JSON** communication for accessing **RESTful** web services data payload.
* Experience in consuming Web Services **API's** and **Web Services** in **HTML** pages.
* Developed **CSS3** style sheets and made use of **CSS** pre-processor **SASS** to give gradient effects.
* Wrote test cases, created specs, page objects and undergone End-to-End testing for whole application using Protractor for React Sonnad JS command line
* Implemented **AJAX** functionality using **jQuery**, **JSON** and **XML**. Used **Node.js**, **React JS**, and **MVC** Frameworks in the development of the web applications.
* Implemented user interface guidelines and standards throughout the development and maintenance of the website using **HTML**, **CSS**, **JavaScript** and **React JS**.

**Environment:**JavaScript, .NET, JQUERY, AJAX, ECLIPSE, MS Office, GIT, SVN, React JS.

**Education:**

BS in Computer Science and MS in Computer Science from DePaul University.