Summary:

* **Over 7 Years** of experience in Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of Projects in SalesForce.com.
* Good Knowledge in dealing with the **functionalities**related to the Service cloud, Sales Cloud, Call centre, Chatter and App-exchange applications.
* Highly Skilled in upgrading Apps from**Salesforce Classic** **to Lightning Experience** to develop rich user interface and better interaction of pages. Worked on **Salesforce1** Platform to build Mobile App by enabling Lightning Components.
* Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Expert in Setting Advanced **Security Model**, Security Settings and controls, Creating Email, Profiles, Roles, Services, designing and creating complex relationships, Page Layouts.
* Expert in understanding of **CRM business** processes like Lead Management, Account Management, Case Management, Quote and Forecasting.
* Hands on Work on **Salesforce** **lightning schema builder**, **process builder, app builder, components** and **lightning connect.**
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Data Loader Utility**, **Apex Data Loader** Used **Salesforce1**simulator during the development to test if the lightning components works properly on the mobile device.
* Delivered a best-in-class Patient Services capability leveraging SFDC Service Cloud, integrated with peripheral systems (zPaper, DocuSign, Veeva Network, Veeva CRM, Domo).
* Experience in running Confidential services on AWS infrastructure and Virtualization Based technologies
* Expert in using Force.com **Web services API** for implementing web services in the application for access to data from different users using **REST**and **SOAP**.
* Highly Skilled in Understanding and writing users stories for implementing of visual forces,**SOSL, SOQL, WSDL**, partner **WSDL** and enterprise **WSDL**, **visual force (page, component and controllers)** and **custom user interfaces** using **HTML**.
* Pro in understanding **Software Development Life Cycle (SDLC)** and **Agile** with expertise in Requirement gathering, **Analysis, Designing, Development** and **Testing**.
* Expert in working in Cross-functional teams, identifying business requirements and supporting sales/marketing efforts.
* Strong exposure to Security and sharing rules implementation at object, field and record level for different users at different levels of organization.
* Experience in **Apex programming Language, Apex classes, Apex Triggers, Apex Scheduler**and**Batch Apex.**
* Hands on experience customizing saelsforce.com CRM using Apex classes, Visual force, Custom controls, HTML.
* Experienced working with various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ), IBM sterling CPQ, APPTUS.
* Having good experience in organization automation processes like workflows, process builder, validation rules and approval process.
* Experienced in consuming REST and SOAP API.
* Integrated the existing system with force.com platform using Cast Iron.
* Used eclipse, change sets and Ant scripts to deploy changes between environments.
* Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Well versed in analysing CRM business processes that include Campaign management, Lead management, Role Hierarchy, Order management, Account management and case management.
* Sound understanding of **SOSL** and **SOQL** for Querying and searching Data for Force.com platform.
* Experienced on Force.com platform using apex classes and triggers, web services integration using **REST** and **SOAP**, **force.com IDE** and validation rules.
* Good understanding of salesforce.com governor limits with ability to optimize code and to respect those limits.
* Good knowledge and experience in various software development methodologies like Agile and Waterfall Model from a developer point of view, which involves requirement elicitation, requirement analysis, functional design, implementation and enchantment of projects.
* A strategic thinker with attention to detail, Detail oriented energetic team player, motivated with multi-tasking capabilities, problem solver, and hands on leader with exceptional presentation and client related skills.
* Capability of learning new concepts, Applications and successfully applying them to projects and operations.

**TECHNICAL PROFICIENCY**

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| **Salesforce.com Technologies** | Apex Language, Lightning Application, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components & Controllers, S-Controls, Apex Web Services, Apex Data Loader, Force.com Apex Explorer, AJAX, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in, Workflow rule, Approvals, Case Management Automation. |
| **Programming Languages** | Java (J2SE, J2EE), C#.Net, PL/SQL, Perl |
| **Business Processing** | Service Requests and Activities, Opportunities, Quotes and Proposals, Order Management, Campaign Management, Case Management, Contract Management, Pricing, Approval, Partner Deal Registration, Data Cleansing, and De-duplication, Agreements and Entitlements. |
| **Scripting Languages** | HTML, XML, Java script, CSS |
| **Web Services** | WSDL, SOAP/REST API |
| **Databases** | Oracle 10g, 11g, MySQL, Microsoft Access, SQL Server 2000/2005/2008 |
| **Packages** | MS Word, MS PowerPoint, MS Excel, MS Project, MS Visio, Macromedia Dreamweaver, Rational Rose, Google Drive, Eclipse IDE |
| **ETL/Integration Tools** | Apex Data Loader, Informatica, Cast Iron, Force.com Workbench, TIBCO. |

**Client: Monsanto, MO April 2019 to Till Present**

**Role: Salesforce Developer / Admin**

**Roles & Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Involved in various activities of the project like information gathering, analyzing the information, documenting the functional and non- functional requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Involved in project technical design plan, conversions, Mapping, configuration of portions of the SFDC application.
* Implemented SFDC CRM to deliver various reports in departments of Sales, Administration and Marketing.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Custom Objects.
* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Developed Apex Classes, Controller Classes & Apex Triggers for various functional needs in the application.
* Stored procedures and triggers are created for high performance.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse and also Apex Classes, Apex Language Apex Triggers.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
* Strong working knowledge on Marketing cloud connector (Formerly Confidential v5 Integration), Mailchimp,Hubspot,Marketo.
* Confidential with recursive AWS IDE Instances for clients utilizing GitHub and Amazon for stability,APEX, Visual Force, MSSQL/MySQL/Oracle and Dynamo DB
* Moved all servers from in-house server to cloud based AWS with Salesforceorgs.
* Migration of Existing application to AWS cloud and automated regular AWS tasks like snapshots creation.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Responsible for Data load operations using Force.com Apex Data Loader.
* Developed Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* 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.
* Created and deployed several Reports using salesforce.com platform.
* Developed and deployed wor-\_flows wherever necessary.
* 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.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Assisted business users and provided ongoing production support after implementation.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, work-flow.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Developed and maintain visual force, Force.com pages and integration to other third-party solutions.
* Maintained multiple user roles, security, profiles, workflow rules, etc.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Demonstrated ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.

**Environment:** Salesforce.com platform, Apex Language, Lightning, Data Loader, Workflow & Approvals, Email Services, Rest API, Soap API, Reports, Dashboards, Custom Objects, Custom Tabs, Eclipse IDE Plug-in, Salesforce Sandbox, Controllers, REST API, HTML, Java Script.

**Client: Citigroup, TX May2017 to March 2019**

**Role: Salesforce Developer / Admin**

**Roles & Responsibilities:**

* Worked closely with Business managers to understand the Use Cases, Business requirements and further converted them the technical specifications
* Involved in analyzing the implementation gap between Salesforce Classic and Salesforce Lightning
* Developed Lightning Components and Lightning Apps to provide better and more interactive interfaces to help with the enhancement of Sales to End users
* Designed and developed Lightning Community website for Sales team using Lightning Community Builder, Lightning Components, Lightning Events, HTML, CSS and Lightning Controllers
* Implemented user interface using JavaScript and CSS on top of Visualforce
* Installed App Exchange applications including Eloqua, Zuora, DocuSign, InGenius, Forseva to leverage built in functionality and to serve business immediately
* Worked on Analytics Cloud
* Enabled Preview Thumbnails for all Lenses and Dashboard on Wave Analytics
* Wrote Custom Web service classes in Apex to integrate the salesforce with third party application by REST API, SOAP API
* Customized objects, page layouts, record types, workflows, validation rules, formula fields, reports, dashboards and chatter as per business requirements on Salesforce Lightning Platform
* Implemented CTI to serve both sales and service purposes for both inbound and outbound calls
* Wrote scheduled classes to perform the data manipulations on nightly or weekly bases using the batch apex
* Created the APEX classes, custom controllers, controller extensions, visual force pages and APEX Triggers to develop the custom functionality and meet the business requirements
* Used GIT for version controlling system and used source tree as an UI to perform the code push/pull operations
* Worked on various Salesforce.com standard objects link Accounts, Contacts, Opportunities, Leads, Cases, Reports and Dashboards.
* Worked on migrating components using Force.com Change sets, ANT from DEV to QA, UAT and production instances.
* Provided support for in house GIT/GitHub and Subversion.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Worked on Sales cloud such as Web-to-lead to support online lead capture, with auto-response rules.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Configured complete PLI with different charge types and charge type criteria combinations for all the products and services using Steel brick CRM.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.Installed and configured Apex Data Loader and involved in migrating data into Salesforce application using Apex Data Loader through CSV files
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects
* Participated in weekly change control meetings and performed application and global impact analysis. DAP Directory integration for Salesforce.com
* Worked on SFDC, CRM, SFA and Billing Modules (Sales Process Automation, Lead and Marketing Automation, Mass Marketing Automation, Customer Care, Accounts Receivables, Credit Limit process, Collections, Rating, Billing, Discounts, Catalogues, Invoicing, Reporting)

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Marketo configuration and customization, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows.

**Client: American Family Insurance, Madison, WI March 2013 to April 2017**

**Role: Salesforce Developer / Admin**

**Roles & Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Advanced skills in oracle database programming using PL/SQL (Stored Procedures, Functions, Packages and triggers), standard built-in oracle packages.
* Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Interacted with the Salesforce.com premium tech support team on a regular basis Interacted with various business team members to gather the requirements and documented the requirements.
* 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 Sales Force Automation (SFA) for Sales Lead Management, Account and Contact Management and Approvals and Workflow.
* Implemented Apex Data loader "Command Line Interface (CLI)” to automate the data loading process for the sand box refresh activity.
* Designed various Webpages in Visual Force for customers to select a variety of services offered by the org and integrate them with pricing team.
* Experience working with Customer Communities and Partner Communities.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Migrating Components to different environments using ANT Eclipse and Change Sets.
* Integrated Salesforce.com with an external application using SOAP, REST based web services.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* regular basis for the sales performance and lead generation statistics.
* Created CPQ process using Apptus CPQ and CLM AppExchange tool in Quote.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation and Workflow Rules, Auto-Response Rules, Components, Visual Force Pages to suit to the needs of application.
* Familiar with CTI experience and worked on many AppExchange Apps on mobile Salesforce1 Platform.
* Installed and configured GIT and communicating with the repositories in GitHub.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Evaluated Salesforce.com Support module for call-center / help desk application.
* Created data migration document for import/export of data from Salesforce.com environment
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Integrated Salesforce.com for mass Email management and designed various custom Email templates.
* Used Data Loader for insert, update and bulk import or export of data from Salesforce.com S-Objects Used it to read, extract, and load data from comma separated values (CSV) files.
* Developed and configured various 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 statistic.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.