

CHANDAN KHERA

SFDC Developer

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Professional Summary:

- Over **5+ years** of IT experience in application design, customization, development, support which includes **SalesForce.com CRM** platform as **Developer and Administrator**.
- Expert Level understanding of **Salesforce.com CRM, Software Development Life Cycle (SDLC)** and its technologies.
- Experience in setup, Configuration, Customization and Support of **Salesforce.com CRM** and related applications.
- Experience in **Apex Classes, Controllers and Triggers** considering governor limits and various other components as per the client and application requirements.
- Experience in implementation using **Apex Language, Classes, Controllers, extensions and Triggers, Web Services, and Visualforce pages**.
- Experience in Salesforce Customization of **Sales Cloud, Service Cloud - custom objects, Validation rules, Sales, Marketing and Support Administration**.
- Extensive experience over creating Workflows, Approval Processes, Validation Rules sharing & security rules for automated lead routing, lead escalation and Email Alerts.
- Experience in installing, evaluating the **AppExchange** application under the **Salesforce.com platform**.
- Experience in designing and developing **Force.com based Apps / Products** using Apex, Visualforce Pages, Force.com IDE, Data Loader, **Apex Explorer** environments.
- Experience in developing **Salesforce Lightning Apps, Components, Controllers and Events**.
- Customized existing **Visualforce** to align with **Salesforce new Lightning UI** experience.
- Experience in realizing the Business Requirements to design on **salesforce.com** platform by designing the required entities like custom objects.
- Extensive work experience using **Force.com Web services API** for implementing web services in the application for access to data from different users.
- Experience in developing SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
- Excellent Hands on Experience in creating **Custom Objects, Custom fields, Role based Page layouts, Custom Tabs, Custom Reports, Report folders** and also worked on the designing of various other components of **Visualforce Pages, Snapshots, Dashboards** as per the client and application requirements.
- Experience in creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, **Classes, Interfaces, Workflows and Workflow rules, triggers, Email alerts** and business logic.
- Strong Hands on experience in integrations using Web Services via **SOAP API**.
- Expert level skills in interacting with Business users and Product Owners to analyze and understand the Business Process requirements.
- Good at other administrative tasks such as setting up audit trail, field history tracking, creating email templates and list views.
- Ability to work under pressure and deliver stiff targets with time management, excellent analytical and problem solving skills.
- Self-motivated Team player with excellent interpersonal and communicational skills.

TECHNICAL SKILLS:

Languages	Apex, Java
Salesforce Technologies	Salesforce Lightning, APPEXchange, Apex, Visualforce, Triggers, SOQL, SOSL, Workflow & Approvals, Formulas, Validation Rules, Email Templates, Roles & Profiles, Dashboards, Reports, SFA, Force.com IDE, Eclipse, Sales Cloud, Service Cloud, Apex Data Loader and Web Services.
Salesforce Tools & Integration	Force.com Eclipse IDE Plug-in, Force.com Migration Tool, Force.com Data Loader, Force.com Platform.
Methodologies	Agile, Waterfall
Web Technologies	SOAP, XML
Data Bases	Oracle, Ms Access.
Operating Systems	Windows XP/Vista/7 and UNIX.

PROFESSIONAL EXPERIENCE:

Company: Learning Links Foundation

May 2020- Till Date

Role: SFDC Developer

Responsibilities:

- Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
- Designed, and developed **Apex Classes, Controller Classes**, extensions and **Apex Triggers** for various functional needs in the application.
- Developed **Apex Classes and Apex Triggers** for various functional needs in the application.
- **Worked on various AppExchange products according to the needs of the organization.**
- **Worked** real-time troubleshooting **on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.**
- Designed, and developed the **Custom objects, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
- Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and **Visualforce pages** to develop custom business logic.
- Implemented **Salesforce Lightning** Components for small set of users within the organization.
- Created multiple **Lightning** Components, added CSS Design Parameters that makes the Lightning component look & feel better.
- Created modern Enterprise **Lightning Apps combining Lightning** Design System and Lightning Component features. Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange** applications.
- **Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.**
- Performed large and small-scale **Data Migration** using Migration Tool and **Data Loader**.
- Developed Custom Validations to override the **Salesforce** default validation rules.
- Complete bulk **imports** of data using **Apex Dataloader**.
- Developed workflow rules for various tasks and **Email alerts** as per the requirement.
- Developed **Visualforce** Pages to customize the view and functionality of the page that were required by the Organization.
- Created custom links, formulas, Layouts, workflow and approval processes. Set both object-level and record level security.
- Used **Cast Iron integration** tool for synchronizing master list of customers such as **leads, accounts, opportunities** and forecasts. It is used for data configuration.

- Provided support ongoing **Salesforce.com** maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management, Triggers.
- 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: Salesforce.com, Salesforce Lightning, Apex Classes, Controllers, Triggers, Visualforce Pages, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Data Migration, Dash Boards, Data Loader, Cast Iron, Custom Objects, Tabs, Accounts, Fields, Leads Emails and Windows.

Company: WebPlanet Infocom pvt ltd

Client: GrandPoint Bank, Los Angeles, CA

June 2018 – April 2020

Role: SFDC Developer

Responsibilities:

- Conducted review meetings to help team understand Business Requirement and Functional Specification.
- Worked closely with Product Managers and acted as scrum master in daily status meetings and sprint planning.
- Collaborated closely with the developers and product throughout the development process and till the product release.
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Involved on creating Lightning Pages inside Lightning community Builder.
- Worked on Reports and Dashboards in Salesforce Classic and Salesforce Lightning.
- Created and maintained JSON scripts for mobile configuration of the insurance app.
- Worked on Pricing module of the hybrid communications app.
- Used workbench to test the APIs related to all the standard objects like Accounts, Opportunity, Order, Assets.
- Created various Custom Objects, Tabs, Page Layouts, and Validation Rules.
- Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
- Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Created Inbound Email Services, Batch Classes etc.
- Configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Migrating large volume of data in multiple batches initially without any ETL tools.
- Customized existing Visual force to align with Salesforce new Lightning UI experience.
- Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Created and deployed several Reports using salesforce.com platform.
- Developed and deployed workflows wherever necessary.
- Conducted data migration using the salesforce.com import tool. Migrated data from MS Excel CSV files to SFDC using Apex Data Loader.
- Created email templates and inbound emails using Visual force for the clients and customers.
- Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow etc.

Environment: Salesforce.com, Apex, Visualforce, Data Loader, lightning, Workflow & Approvals, Reports, Service Cloud, Email Services, HTML, Java Script, CSS, Web Services, Sandbox, Eclipse IDE Plug-in, SDLC, UAT, Agile, Windows.

Company: WebPlanet Infocom pvt ltd
Client: R P Ryan Insurance, Phoenix, AZ
Role: Salesforce Developer

Jan 2017 – May 2018

Responsibilities:

- Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development.
- Closely worked with Business users, Business Analysts and large team for Analysis of the existing system and specifications.
- Involved in various activities of the project like information gathering ,analyzing the information documenting the functional and non-functional requirements.
- Designed, developed and deployed custom objects consisting of validation rules with effective formula fields, workflow rules necessary to suit the needs of the application.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created workflow rules and defined related tasks, email alerts and field updates.
- Developed Triggers, Apex classes and visual force pages as per the needs of the application.
- Created VF components used repeatedly in VF pages to reduce the redundancy when needed.
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
- Developed various Batch Apex classes and scheduled those using Apex schedulable classes.
- Developed Test Classes for unit testing and Apex Triggers for various DML events and functional needs in the application.
- Worked on SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- 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.
- Giving production support for Integration part and at the same time performing some security update to salesforce.
- Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound classes and used Http Request methods to call external application REST API endpoint.
- Involved in minor corrections and enhancements to SFDC application required by business users from time to time.
- Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
- Reviewed the code and other components developed by the team and also performed functional Testing.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Coordinating with the UAT teams and making the necessary development changes and follow-up with UAT team thereby providing UAT support.

Environment: Salesforce.com platform, Apex Language, Lightning, Visual force(Pages, Component & Controllers), REST API, JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP

Company: WebPlanet Infocom pvt ltd
Client: IBC Bank, Laerdo, TX
Role: Salesforce Developer

Jul 2016 – Dec 2016

Responsibilities:

- Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services.

- Agile Development Methodology was followed for the implementation.
- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
- Designed and deployed custom tabs, validation rules and auto-response rules for automating business logic.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created workflow rules and defined related tasks, email alerts and field updates.
- Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Developed Apex Classes, Apex Triggers, and Apex Controllers to develop custom business logic.
- Developed various Batch Apex classes and scheduled those using Apex Schedulable classes.
- Developed Visual force pages and dynamic pages using JavaScript, Ajax toolkit and JQuery.
- Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Configured Data Loader and uploaded data in CSV files into Salesforce, checking for the correctness of the data.
- Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Performed code review of the application to make sure the source code conforms to industrial coding standard and followed good programming practices.
- Developed custom report types, custom reports and dashboards to meet the reporting needs of the organization.

Environment: Salesforce.com platform, Apex Language, Visual force (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP

Education: Bachelor's in Technology(CS)

Location: New Delhi