

**Name: Kanth**

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**Salesforce Developer and Administrator**

**Professional Summary**

* **Certified Salesforce.com Developer, Administrator** and **Marketing Cloud Email Specialist** around 8 years of IT experience in the Salesforce.com CRM platform as both **Administrator** and **Developer.**
* Good Understanding of **salesforce.com**, **Sales Cloud**, **Service Cloud**, **AppExchange**, **Marketing** **Cloud** and **Salesforce Communities**.
* Interface with vendor partner's and Designed, Developed, maintained and implemented systems in Salesforce to support automation for **CRM,** **SaaS** **operations**, **IT**, and **customer support** processes.
* Experience in **Change Management**, **Application Lifecycle Management** using **Sandboxes Environments**.
* Hands on Experience in **Data Management**, **Data Security**, **Data Modeling**, **Workflow Automation**, **Formulas** & **Validations, Chatter**.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Responsible for Customization of the **Salesforce Sales Module** for capturing the **Lead Generation**, **Accounts**, **Opportunities**.
* Experience in **Configuration** and **code deployment** **across multiple Orgs**.
* Experience in deployment and working on version control tools like **GIT**, **GitHub**, **Jenkins**
* Knowledge on the **Field Service Lightning** **mobile app** how it works and aids on - site job management to a mobile workforce.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience.
* Good knowledge 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**.
* Understanding on how to Create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Used refined global search in **Lightning** by developing **Apex classes** and **Controllers**.
* Basic knowledge on how to setup **multi-level territories** of technicians, create maintenance plans to view **service tasks**, generate **service reports** in turn to manage work orders, scheduling and **mobile workforce**.
* Creating Lightning Components and used Salesforce SLDS to convert existing Visualforce pages to lightning components.
* Integrating Marketing cloud with sales and Service cloud using the API functionality and making the Synchronization.
* Create a customized dashboard in Salesforce with Tableau data visualization tool .
* I worked on **Agile** environment using JIRA.
* As a member of an **Agile scrum team**, work with product managers to help clarify requirements for complex development projects and develop software solutions to those requirements.
* Worked with **development team**, **testing team**, **release management teams** to resolve specific problems, make changes in programs to overcome issues/limitations.
* Actively participated in **Organization meetings**, involved in application and tools **training sessions**.
* Worked with **Business** and **Product owners** for application setup activities and customization of the apps to match the functional needs of the organization

**Technical Skills**

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| --- | --- |
| Salesforce Developments | Platform Events, Apex Trigger, Batch/scheduled jobs, Apex Class & Apex REST and SOAP Web Services, SOQL, SOSL, Visual Force (Page, Component & Controllers) |
| Administration | Reports &Dashboards, Validation Rules, Users, Roles and Profiles, Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Custom Metadata, Sharing Settings. |
| Lightning Experience Development: | Salesforce Lightning Design System and Lightning Components, LWC, Aura Framework, JavaScript Controllers, Server-side Controllers**.** |
| Data Migration | Data Analysis, Data Cleansing, **Data Migration**, Data Loader |
| Programming Languages | Apex, Visual force, Java Script, XML, HTML, CSS |
| Tools/Utilities | Visual studio code, Eclipse, Force.com, Data Loader, Workbench. |
| Project Management | Waterfall, **Agile, Rally, Jira** |

**Education:**

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| --- | --- |
| Bachelor’s in Computer Science | Jawaharlal Nehru Technological University Hyderabad - 2014 |
| Master’s in engineering Technology | Kent State University - 2016 |

**Professional Experience:**

**Client:** **DISH, Littleton, Colorado Sep 2022 – Till Date**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Involved in Requirement gathering and development of Design Document and Technical Design Document.
* Responsible for implementing APEX (Salesforce) based **RESTFUL** Services for providing bi-directional integration between Salesforce (Cloud Platform) and Documentum (On-Premises Application).
* Setup the custom Approval Process with Email alerts, Field updates and **Web Services integration**.
* Experience in aura framework, **Lightning Components** and Salesforce Lightning Design System.
* Develop Lightning Components, CSS Styling and UI Design to enhance look and feel of the Lighting apps and Leveraged Server-side apex Controllers to retrieve data from various API's and display on the Lightning Components.
* Worked on **Lightning Web components** (LWC), Converted buttons to LWC.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Implemented **Apex Triggers**, **Apex REST** Services and custom **Apex Controllers**.
* Responsible for setting up oAuth to enable external client applications to communicate with SFDC platform.
* Customized the views by using custom Visualforce pages and **Standard Apex Controllers**.
* Debug Apex scripts using **Debug Logs** and **System Log Console** to catch Exceptions and execute Governors and Limits.
* Worked as a release coordinator for two teams during every deployment.
* Resolve the Cases and support the team on urgent bases, implementation and working with real-time **troubleshooting**.
* Responsible for implementing **RESTFUL** Services for performing all system functions (Search, Retrieve Metadata and Content, Create Documents) against a Documentum Repository.
* Participate in Backlog grooming to refine stories on Service Now, estimate the stories using story points.
* Participate in Sprint planning and identify detailed tasks that need to be carried out in the -week sprint.
* Participate in daily SCRUM and provide updates on done, planned and impediments.

**Environment:** Salesforce.com platform, Workflow and Approvals, Service Cloud, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, JavaScript, Eclipse IDE Plug-in, Data Loader.

**Client:** **Principal Financial Group, Des Moines, Iowa March 2020 – Aug 2022**

**Role: Sr. Salesforce Developer**

* The work consists of several new data integrations and customizations are done to B2B Salesforce.com. Worked on Salesforce.com apps development using Apex (classes, triggers and web services) and Visualforce.
* Developed **Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers** for various functional needs in the application. Migrated data from external sources and performed **insert**, **delete**, **upset**, **export** operations on millions of records.
* Created modern Enterprise Lightning Apps combining Lightning Aura components and Lightning Web Components.
* Involved in developing salesforce Lightning applications using **Lightning** **Components**, **controllers.js**, **helper.js** and used **CSS** style sheets in the components.
* Upgraded some Apps from **Salesforce Classic** to **Lightning** experience to develop rich user interface and better interaction of pages.
* Leveraged **APEX Controller** to make a call for **external requests** **to retrieve data from** **various API’s** and displayed them on to the **component**.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for **Events** to focus on Logic and Interactions in **Lightning Applications**.
* Minimized code in**JavaScript Controllers** by adding **reusable** functions in **Helper Component**. Updated the **APEX Controller** and **Helper functions** regularly making the **Component** **Context** **Aware** as per business requirement.
* Expertise in **Visualforce**, **APEX Database**, **APEX Triggers** and **APEX Testing**. Designed **Visualforce** **pages** with **custom controllers** and **controller** **extensions** to build **custom user interfaces** for **mobile** and **web apps**.
* Experience in **APEX Programming** by creating **Custom Triggers** and perform **Asynchronous** **calls** to implement the business logic as per the requirements.
* Efficient in monitoring **Apex asynchronous processing** using **future methods**, **batch apex**, **controlling** **processes** with **queueable** **apex** and **scheduling** **jobs** using **Apex** **Scheduler**.
* Used **SOQL** and **SOSL** **Queries** within **Governor** **limits** for **data** **fetching** and manipulation needs of the application.
* Worked on Salesforce1 **Platform** to build Mobile App by enabling **Lightning Components** to make **Lightning Application mobile**.
* Created workflow rules and defined **related** **tasks**, **email** **alerts**, and **field** **updates**.
* Implemented **pick** **lists**, **dependent** **pick** **lists**, **lookups**, **master** **detail** **relationships**, **validation** and **formula** **fields** to the custom objects.
* Worked on various Salesforce.com **standard** **objects** like **Accounts**, **Contacts**, **Cases**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Architecture and created multiple lightning components and **LWC** to enhance the existing functionalities.
* Installed the **Field Service Lightning managed package** and enabled **dispatcher console** and **scheduling tools.**
* Created maintenance plans and templates to standardize field service tasks by using **Field Service Lightning.**
* Enabled templates for work orders to automatically add a service appointment to work order line items. And configured the number of days between the created date and due date on auto-created service appointments by using **Field Service Lightning**.
* **Enabled Field Service Lightning** to gain access to a suite of standard Salesforce and Custom objects to support its scheduling and optimization features in the Org.
* Prepared the **Data Modeling Design**.
* Installed the managed package PureConnect for Salesforce from the Salesforce AppExchange. Established connect between Principal web and the PureCloud agent interface.
* Experience in **Genesys** **Outbound Campaign Management**.
* Worked on CCaas cloud based system for contact centers and other interaction channels for routing and queueing inbound and outbound calls.
* Implemented Salesforce to Tableau Integration with in-built Salesforce Connector
* Configured the data source and embedded the dashboards into Salesforce.
* Extensively used **Agile Scrum methodology** to reach our business team goal by gathering day to day requirements and building them using Force.com platform.
* Working on building and embed **Lightning** **Components** in **Visualforce** **Page** by using new Lightning Out feature by event-driven programming, Where I write my handlers that respond to interface events as they occur. The events have been triggered by user interaction.
* Created and maintained **User Roles**, **Security**, and **Profiles** that was required for the Salesforce Knowledge implementation.
* Created many **reusable** **Lightning Components** with SLDS framework - like Spinner, Time Input, Date Input & Custom lookup Components etc.
* Installed **Salesforce Lightning Inspector** for chrome browser as an extension for debugging JavaScript code.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, LWC, Lightning, FSL, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Agile, Rally, Jira

**Client:** **Bank of America, Pennington, New Jersey July 2018 – Mar 2020**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. Closely worked with other Salesforce.com consultants while implementing the solutions for the needs of organization.
* Created **Custom Objects** and defined **lookup** and **master-detail relationships** on the objects. Also, created **junction objects** to establish connectivity among objects.
* Created **workflow rules** and defined related tasks, **time-triggered** tasks, **email alerts** and **field updates** to implement business logic.
* Worked on **Service Cloud** and **Sales Cloud** implementations. Experience in developing and maintaining email templates within **Marketing Cloud**.
* Integrated **Apex** with External services in **JAVA** using **Rest API**.
* Worked in developing various **Apex classes**, components, and **Visualforce.**
* Experience in working with **Eclipse IDE** with Force.com Plug-in environment for writing Business logic in Apex.
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component** **features**.
* Developed Lightning apps using Lightning Components and made them with compatible with **Salesforce1** **mobile** app.
* Used **Lightning** **process** **builder** for visualizing and creating automated business processes.
* Developed a CRM marketing automation strategy and executed a lifecycle marketing to increase retention using email and other strategies.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work
* Tracked the location and status of our product inventory, services, and customer sites with **Field Service Lightning.**
* Familiar with **CTI** experience and worked on many **AppExchange** Apps on mobile Salesforce1 Platform.
* Designed and developed **Visual-Force** pages based on the business requirements.
* Worked with **Dynamic Apex** to access Objects and Field values based on user inputs, execute **dynamic SOQL**, **SOSL** and **DML** queries.
* Administrated and monitored the company's Salesforce CRM application. Created the workflows for automated **lead routing**, **lead escalation** and **email alert**.
* Being the Administrator in the organization created **Profiles**, **Roles** based on Organization role hierarchy and implemented **Record-Level** and **Field-Level** **security** and configured their sharing settings.
* Involved in **Data mapping** and migration of data from legacy systems to SalesForce.com Objects and fields**.**
* Performed Bulk **Data Migration** from Traditional Applications to Salesforce using **Import** **Wizard**, Excel Connector, Data loader, Workbench, Backupify, **Apex Data Loader** utility and **ETL tools**.
* Performed **Salesforce CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Created **Named Credentials**, **Connected Apps** for REST API resources using the **OAuth 2.0** to authorize and secure Data Sharing.
* Worked with a team of front-end UI developers in **designing**, **developing**, **deploying** and **unit** **testing** of **UI** **design** concepts and prototypes.
* Worked on **Salesforce1** **Platform** to build **Mobile App** by enabling **Lightning Components** for use in **Salesforce1** **mobile** **platform** to make **Lightning Application mobile**. Retrieved some data and its functionality from **Third-Party API’s** and displayed within the lightning component.
* Developed **Test cases** for **Unit Testing** of the Mappings and was involved in the **Integration Testing**.
* Performed **Continuous Integration** by automating tests run before and after each change is merged to master branches.
* Used **Tabular**, **Summary** and **Matrix** reports to create **Standard** **reports** and **Custom** **reports**.
* Worked on various Salesforce objects like **Accounts**, **Contacts**, **Leads**, **Opportunities**, **Reports** and **Dashboards**.

**Environment:** Saleforce.com platform, Service Cloud, Apex Language, Visualforce (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lightning, FLS, Lookup and Maser Details Page, Security Controls, Marketing Cloud, Salesforce1 Mobile, Java Script, Web Services, Sandbox, Eclipse IDE Plug-in.

**Client:** **TD Bank, Mount Laurel, New Jersey March 2017 - June 2018**

**Role: Salesforce Admin/Developer**

**Responsibilities**:

* Interacted with various business user groups for gathering the requirements for Salesforce Implementation and documented the Business and Software Requirements.
* Worked on **Agile** **methodologies** where requirements, design, testing, deployment needs to be done as early as possible.
* Developed various interfaces, Apex classes, **controller classes** and **apex triggers** for various functional needs in the application.
* Written **Test Cases** to check code coverage in Apex Classes and **Apex triggers**.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com and other Platform based technologies like **Visual** **Force**, **Force.com** **API**, and **Web** **Services**.
* Responsible for Testing - unit testing & integration testing using **JUNIT**.
* Involved in **debugging** and **troubleshooting** the bugs and resolved those issues.
* Administered and monitored the company's Salesforce CRM application.
* Developed and implemented both the **time** **dependent** and **time** **independent** **workflows** as per the requirement.
* Schedule the Apex Classes to send **email alerts** on daily/weekly basis.
* Perform **Data Export** on weekly basis for data backup.
* Provide Production Support for CRM system developed on Salesforce.com platform.
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend and **Visualforce pages** as user interface.
* Perform **mass update** to update the data in SFDC using **Demand Excel** spreadsheets using **Apex Data Loader**.
* **Deployed** the code over sandboxes using **Change set**.
* Debug Apex scripts using **Debug Logs** and **System Log Console** to catch Exceptions and execute Governors and Limits.
* Created various **Profiles**, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Designed and deployed Custom tabs, **workflow** **rules,** **validation** **rules**, **Approval** **Processes** and **Auto-Response** for automating business logic.
* Developed Cascading Style Sheets **(CSS)** for creating effects in **Visual force** **pages**.
* Created **email** **templates** and **inbound** **emails** using Visualforce for clients and customers.
* Enabled Chatter for the Organization and effectively communicate with the users in the Organization.
* Developed **business documents** for Salesforce.com Custom objects.
* Worked on different portals like Self Service Portal, Partner Portal and **Customer Portal**.
* Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Involved in **Agile** methodology, **Scrum** that dramatically improved productivity and reduced errors.

**Environment:** Salesforce Force.com, Sales Cloud, REST API, Apex and Visualforce, SOQL, SOSL, Data Loader, Eclipse.

Client: **HP ISO**, **Bangalore, India** **May 2014 – July 2015**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Involved in Requirement gathering and development of Design Document and Technical Design Document.
* Created **profiles**, **roles** and implemented **object** **level**, **field** **level** and **record** **level** **security**.
* Responsible for implementing **APEX** (Salesforce) based **RESTFUL** **Services** for providing bi-directional integration between Salesforce (Cloud Platform) and Documentum (On-Premises Application).
* Setup the custom Approval Process with Email alerts, Field updates and Web Services integration.
* Implemented **Apex** **Triggers**, Apex REST Services and custom Apex Controllers.
* Responsible for setting up oAuth to enable external client applications to communicate with SFDC platform.
* Customized the views by using custom **Visualforce** pages and Standard Apex Controllers.
* Debug Apex scripts using **Debug Logs** and System Log Console to catch Exceptions and execute Governors and Limits.
* Resolve the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.

**Environment**: Salesforce.com platform, Workflow and Approvals, Sales Cloud, Reports, Custom Objects,

Tabs, Email Services, Apex Language, Visual Force Pages, JavaScript, Data Loader.