**SANTHOSHI**

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**PROFESSIONAL SUMMARY:**

* Salesforce Developer having around 6+ years of IT experience, which includes 5+ years of experience in Salesforce.com CRM and almost 2 years of experience as Tableau Developer.
* Hands-on on all SDLC's phases like Requirements study, Design, Development and Implementation and Maintenance stages of various projects.
* Experience and Expertise in Salesforce Administration, Configuration, Customization, Implementation and Integration.
* I have provided Salesforce solutions to clients nationwide, ranging from Salesforce Commerce Cloud, Sales Cloud, Service Cloud, Marketing Cloud Desk.com, Salesforce1 Mobile, Salesforce Lightning Components and Lightning Apps.
* Skilled in Customization of Salesforce Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Reports and Dashboards according to the requirements.
* Experienced in Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow.
* Experience in Creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail.
* Major role in Designing and implementing Continuous Integration and Continuous Deployment Process Using SVN, GIT and AutoRabit CI - CD Tool.
* Experience developing solutions for the Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ) systems including X- Author for Word &Excel, development of clause libraries and contract templates.
* Extensive administrative experience in designing custom and junction objects, look-up and master-detail relationships, pick lists, custom fields, page layouts and custom tabs.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, APTTUS CPQ and Dashboards.
* Experience in creating, maintaining and enhancing visual flows, workflows, approval processes, formula fields, validation rules, field dependencies, automated alerts, managing users, and field updates according to application requirements.
* Experience in SFDC development using Apex, Classes, Triggers, Batch Class, Schedule class, Test Methods, Visualforce page, Visualforce Components and Controllers Force.com IDE, SOQL, SOSL, WSDL, REST, SOAP.
* Experience in configuration and maintenance of security settings such as implementing organization wide defaults, role hierarchies, criteria/ owner-based sharing rules, profiles and permissions, setting login hour, and IP ranges in compliance with organizational needs.
* Integration of Salesforce.com with Siebel, Java, using Web Services API, Metadata API, SOAP & REST.
* Worked on building Salesforce standard/custom report types, Reports and Dashboards across various objects for different business groups.
* Conducted Gap Analysis on Vlocity Insurance Cloud functionality to shore up any process gaps between current and future state capabilities. Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile and software analysis.
* Performed data analysis for data migration, integration to Salesforce from other data bases and performed Data migration using Data Loader, Import/ Export Wizard.
* Experience in creating Custom Objects, Triggers, Workflow rules, Visualforce Pages, Page Layouts, Controller Classes and Apex Classes using Apex Language.
* Worked on developing rich user interfaces using Visual force pages with standard components, CSS, JavaScript, and jQuery and developed Custom Visual Force Components.
* Worked on Vlocity, for 360-degree customer views, customer history feed, and complete policy information in simple, card-based formats, driving new business and renewals, and tracking producer credentials. Coordinated and transferred knowledge to the offshore team.
* Strong experience in writing/manipulating salesforce.com platform data using SOQL, SOSL queries and worked with large data volume manipulations.
* Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder.
* Knowledge and experience in developing Custom Lightning Components, using Standard Lightning Components, building Lightning Apps using Lightning App Builder and Lightning Pages using Lightning framework, aura framework and Lightning Locker Service.
* Good experience with SQL, HTML, XML, CSS and JavaScript.
* Knowledge in UTM parameters and pushing information into salesforce to measure performance of the different marketing campaigns.
* Ability to independently perform implementation, documentation, testing and updating as it relates to the Salesforce.com business requirements.
* Worked on the FSC and very good understanding about it.
* Experience in managing DevOps pipeline and in AWS services.

**TECHNICALSKILLS:**

**SFDC:** Lightning, Aura, Validation Rules, Work Flows, Process Builder, Assignment Rules, Escalation Rules, Outbound Messages, Dashboards, Reports, Custom Objects and Tabs, Force.com Eclipse IDE Plug-in, Apex Classes, Apex Triggers, Test Classes, Apex Custom Controllers and Extensions, Apex Web Services, Apex Explorer, Sandbox development and testing, Apex Data Loader, Visualforce (Pages, Components & Controllers),Connect Offline, SOQL, SOSL, Ajax Toolkit.

**Salesforce API Tools:** Force.com, Eclipse, Mavens Mate, Apex Explorer, Offline Edition, App Exchange Data Loader, workbench.

**Salesforce Integration Tools:** Data Loader, Informatic, Oracle ICS (Integration Cloud Service)

**Clouds**: Sales Cloud, Service Cloud, Community Cloud

**Languages:** Apex, Java, JavaScript

**Database:** Oracle 12c, SQL Server 2014

**Web Services:** HTML, XML, CSS, JavaScript, WSDL, Adobe Photoshop, Flash, Dreamweaver

**Platforms:** Windows 10/8/7, Windows Server 2008/2012

**Project & Document Management / Productivity**: MS Office (Word, Excel, PowerPoint), MS Visio, Lucid Charts, JIRA, SharePoint, Google Docs, Office 365.

**Methodologies**: Agile SCRUM

**EDUCATION:** Master’s of Science in Applied Mathematics, India.

**PROFESSIONAL EXPERIENCE:**

***Client***: Arizona Canning Company, Tulsa, AZ(Aug 2019-Till date)

***Role***: Salesforce Admin/Developer

 Arizona Canning Company was founded to meet the needs of consumers in the United States by

providing quality staple products. The Company produces and distributes preserved foods made with

the best selection of ingredients, making Arizona Canning the best option for consumers.

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves the iterative development methodology.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Added Lightning Component to Lighting Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Responsible for performing all tasks required to develop, implement, and support the Salesforce.Com application integration of the Apttus CLM and CPQ.
* Involved in Design and development of Workflow Rules, Triggers, Validation Rules, and other customizations with Salesforce.com.
* Interacted with the Salesforce.com and Apttus premium tech support team on a regular basis.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Created Custom objects to build new application functionality in the Salesforce.com.
* Created workflow rules & defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API(XML, WSDL, SOAP,REST)
* Involved in creating and customizing Apps, Objects, Tabs, Workflows, Reports, and Dashboards using lightning experience.
* Using continuous integration using Grunt.js, and Salesforce.com development using Sublime Text and Mavens Mate/ Intellij Illuminated cloud.
* Integrated Apex with External Services by making callouts that used SOAP and WSDL.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Maintained CPQ Configure-Price-Quote tool updated with latest functionality by installing Apttus CPQ releases.
* Designed and implemented custom Vlocity Omniscript pages for customer information.
* Working on Commerce Cloud and Demandware.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* UTM parameters and pushing information into salesforce to measure performance of the different marketing campaigns.
* Worked on Multilanguage features of Salesforce Commerce cloud.
* Excellent work experience in designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Dashboards, and various other components as per the client and application requirements.
* Received approval to design and develop POC custom Data Integration Framework to prove viable options to replace Vlocity DataRaptor usage for high volume interfaces. Presented POC to executives/leaders and gained approval to implement. Led team to implement Discovery Advisor Load interfaces with much success. Led several teams to convert all Enterprise data interfaces to custom data service and to mature the framework.
* Migrated Data and associated the relationship for Standard as well as Custom objects using data

loader, Import Wizard.

* Created field filters, formula fields, relationships and validation rules to the custom objects.
* Was responsible for updating the checklist for testing sandbox environment after the sandbox refresh is done.
* Created and customized record types, managed Role hierarchy and Profiles.
* Performed the data validation to meet all test condition requirements.
* Used Inbound/Outbound change sets and Eclipse for deploying components from Sandbox to

Production Environment.

**Environment:** Salesforce.com, Apex, Lightning, Visualforce, triggers, test method, workflow, validation rules, SOAP, SOSL, SOQL, HTML, AppExchange, Reports, dashboard, Force.com IDE, Google Analytics, JavaScript, XML, Oracle, SQL Server, PL/SQL, Access, Excel.

***Client***: American Tire Distributors, Chicago, IL (Mar 2017-Aug 2019)

***Role***: Salesforce Administrator/Developer

American Tire Distributors, Inc. distributes motor vehicle parts. The Company offers custom wheels, tires, and other related products. American Tire Distributor serves customers in the United States.

**Responsibilities:**

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Custom Objects and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Integrated Salesforce.com with various legacy systems and in house applications using the Force.com SOAP and REST based web services API.
* Migrated consistently to Lightning from Classic in order the sales reps find Just-In-Time information about customers and prospects.
* Used Lightning process builder for visualizing and creating automated business processes.
* 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.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields.
* Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
* Used Data loader to load the records on to the force.com platform.
* Involved in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Knowledge on Apttus Product Setup

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Data Migration, SOAP, Informatica, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards, Oracle, Windows.

***Client***: VSP Vision Care, Sacramento, CA (June 2015 – Mar 2017)

***Role***: Jr. Salesforce Consultant

VSP deliver benefits, services, products, and solutions that are unmatched in the worldwide optical

industry. It is a technology driven, innovative idea fueled Company, the largest not-for profit vision

benefits and Services Company in the United States, with an exclusive network of more than 30,000

private-practice doctors.

**Responsibilities:**

* Performed detail analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Worked with management and other developers to translate marketing needs into design requirements.
* Designed and implemented Accounts, Contacts, Leads, Campaigns and Cases.
* Customized several Validation Rules, tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
* Experience in creating page layouts, search layouts to organize fields, custom links and related lists.
* Used field level security along with the page layouts to manage the visibility and accessibility of fields for different profiles.
* Develop Visual Force Pages, Visual Force Custom Controllers Components, Custom Objects, Tabs and Components.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Creating Reports and Campaigns (Campaign Hierarchies).
* Coordinated integration tests with various groups and generated/documented test cases and deployment plans.
* Profile based permissions on fields and objects are enforced.
* Load/Manage the data using Apex Data Loader.
* Creating Custom Objects and defining lookup and master-detail relationships on the objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved in Data Mapping and Migration of data between legacy systems and Salesforce.com Objects and fields.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Data Loader, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in.

***Client***: Rush Enterprises, San Antonio, TX (Apr 2014-May 2015)

***Role***: Tableau Developer

Rush Enterprises, Inc. is the premier solutions provider to the commercial vehicle industry. The

Company owns and operates Rush Truck Centers, the largest network of commercial vehicle

dealerships in the United States, with more than 120 locations in 22 states.

**Responsibilities:**

* Created dashboards for analyzing POS data using Tableau 8.0.
* Consistently attended meetings with the client subject matter experts to acquire functional business requirements.
* Developed case studies to understand new product launch, promotion effectiveness, trend detections, Seasonal forecasting.
* Created Scatter Plots, Stacked Bars, Box and Whisker plots using reference, Bullet charts, Heat Maps, Filled Maps and Symbol Maps according to deliverable specifications.
* Expert level capability in Tableau calculations and applying complex, compound calculations to large, complex data sets
* Created custom Function's Date range, Time functions, array functions, and Conditional formatting functions in the reports.
* Scheduled extract refresh for weekly and monthly reports.
* Worked on workbook Permissions, Ownerships and User filters.

***Environment***: Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers& Extensions, Data Loader, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Tableau Desktop 8.0, Tableau server / Administrator, SQL Server 2008.