**Prashant**  

**Salesforce Developer**

[**Sowmya.a@itvorks.com**](mailto:Sowmya.a@itvorks.com)

**862-207-4551**

* Over 8 years of IT experience with Salesforce.com CRM as Developer & Administrator with certification.
* Involved in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects in Salesforce.com.
* Strong experience on Sales Cloud and Service Clouds.
* Strong experience in developing Visual force pages, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers, etc.
* Experience in implementing in Field Service Lightning Managed Package in Service Cloud and customize Field Service lighting Mobile Application.
* Worked on Force.com sites and developed many Custom Application using force.com platform.
* Extensive experience on Salesforce.com Configuration and Customization by creating the Pick list, Workflows, Approval Processes, Custom Reports, Report Types, Dashboards, Relationships, lookup Design of Visualforce Pages.
* Expertise in developing UI Components using Visualforce Pages, Visualforce components, HTML, DHTML, JavaScript and CSS.
* Experience in SOQL, SOSL and Integration of Salesforce.com with external application by using Web services API, Metadata API, WSDL, SOAP and REST protocols.
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases and Leads.
* Expertise at administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Workflows, Tasks and Events, Email notification and templates, Reports and Dashboard.
* Experience working with Force.com Eclipse IDE, Data Loader, Apex Explorer and Salesforce.com Sandbox environments.
* Worked on Automate case management, and web -to-case, email-to-case in service cloud.
* Used case Feed to resolve cases and push notification to agents.
* Also proficient with different Plug-ins and tools such as Developer Console, Workbench and Force.com Beta explorer.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Having extensive experience on deployment using Change Sets, ANT & Eclipse tool.
* Experience with SQL Server, Oracle, and MySQL databases.
* Experience in using Servlets, Java Web Services and JSP.
* Provided training and support to customers and other employees on issues related to configuration, changes and troubleshooting.
* Closely worked with consultants while implementing the solutions needs for organization.
* Experienced in scoping phase, Gap Analysis, Testing and Implementation Phase.
* Experienced in working with clients to map out existing Business process and providing system based solutions.Participated in requirement gathering sessions.

**TECHNICAL SKILLS:**

**Salesforce Technologies:** Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages /Components, S-Controls, Apex Web Services, Workflow & Approvals, Chatter, Dashboards, Analytic Snapshots, Custom Objects, Service cloud, Lightning.

**Salesforce Tools:** Developer console, Force.com Eclipse IDE Plug-in, Data Loader, Migration Tool, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production).

**Databases:** MySQL 5.1, Oracle 8i/ 9i/ 10g/ 11g, Microsoft SQL Server 2008, DB2   
Tools/IDE Eclipse, TIBCO, SQL Rational Rose Enterprise, ER-Win, MS Visio, My Eclipse and Force.com Eclipse IDE.

**Methodologies:** Agile, Scrum, SDLC.

**Language/Technologies:** Apex, VB.Net, ASP.Net, C, C++, Java, Java Script, UML, HTML, XML, XHTML, DHTML, SQL, WSDL.CSS3, JQuery, JSON, AJAX.

**Operating Systems:** Windows NT/2000/XP/Vista/7/8/10, Windows Server (20032008-2012), Linux, Unix.

**Certifications:**

*Salesforce Certified Admin*

*Salesforce Developer (PD1)*

**Work Experience**

**ICANN Inc, LA, CA May 2018 to Present**

**Salesforce Developer | Field Service Lightning | FSL Mobile App**the sales cycle.

**RESPONSIBILITES:**

* Responsible for Setup, Configurations and Development of Field Service Lighting Mobile Application for Electronic Visit Verification (EVV).
* Responsible for setting up Work Orders, Work Order Line Items and Service Appointments.
* Worked on assigned to Skill Set to Resources to perform Services.
* Worked on Creating Service Territories, Operating Hours, Service Resources, Skills, Time Sheets, Work Types and Maintenance Plans.
* Extensively worked on Dispatch Console for Scheduling and Dispatching the Service Appointments to Resources.
* Optimized Scheduling according to EVV’s Work rules and Scheduling Policies.
* Created Validation Rules, Workflow rules, Time triggered tasks, Email alerts and updates in order to get real time updates for the process on Field Service Lightning (FSL) mobile app.
* Worked on IOS and ANDROID mobile configuration for Field Service Managed Package.
* Created REST API to integrate with external system and Validated JSON file for State Report.
* Serves as primary system administrator for the Salesforce environment with over 150 users and multiple department-specific platforms
* Coordinate the evaluation, scope, and completion of new development requests
* Design and develop standard and custom components in the Lightning framework
* Proactively identify opportunities to build scalable solutions
* Analyze complex systems and troubleshoot system issues and fixing bugs
* Understand company demands and translate into design specifications through Salesforce platform knowledge
* Effectively serve as liaison between firm users, vendors, and Litify development team, leveraging knowledge base to increase efficiency
* Develop customized solutions within the salesforce platform
* Manage ongoing Litify-related projects to ensure appropriate priority is given to assignments
* Ongoing testing of stability and functionality of Litify application
* Maintain security and integration of application software
* Handle administrative functions, including user account maintenance, reports and dashboards, workflows and other routine tasks
* Complete regular internal system audits and prepare for timely upgrades
* Manage saleforce.com data feeds and other integrations
* Work with management team to establish suitable processes to support administrative, development, and change management activities
* Assist with training of new users and grow the Litify skill set across the firm
* Work independently with user groups to define and document development requirements.

**Environment**: Saleforce.com platform, Visual Force, Apex Language, Visual Force Pages, Agile Methodology, Salesforce Service Cloud, Field Service Lightning Managed Package, Field Service Mobile App, Windows 10, Apex, SOQL, SOSL, Visual Force, Reports and Dashboards, Salesforce Classic and Lightning Experience, Territory Management.

**Teradata, CA Oct 2017 to Mar 2018**

**Salesforce Developer**

**RESPONSIBILITES:**

* Interacting with clients and different subject matter experts to understand strategic objectives of the proposed business transformation.
* Analyzed the operational levers and conduct sensitive analysis to determine the functional scope of the transformation.
* Collaborated with the business teams to gather business requirements and conduct fit-gap analysis to develop a product backlog containing detailed user stories.
* Involved in Design, development, planning, testing and integration of Salesforce Cloud services, data and accounts.
* Created modern Enterprise Lightning Apps combining Lightning Design System (CSS and Design Parameters), Lightning App Builder and Lightning Component features.
* Created Custom Lightning Events and registered respective Listeners and handlers to work with functionality of client's requirement.
* Developed Visualforce pages for lightning Experience.
* Used lightning components in lightning experience.
* Created custom objects, triggers, validation rules based on the business requirements, customize campaign budgeting and lead qualification.
* Worked with custom Lightning Components.
* Created custom home page and custom record pages for lightning experience.
* Enabled on Demand Email to case.
* Created case queue for supporting agents.
* Worked on Assignment, auto-response rule and case escalate.
* Developed Apex Triggers, Apex Classes and Test Methods.
* Enabled the complex business scenarios by customizing the Standard Salesforce.com CRM solution.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Enabled the complex reports (summary reports, matrix reports, pie charts, and dashboards), RFM (Recency, Frequency, Monitory) and setup report folders to authenticate users based on their profiles (permissions).
* Implemented complex approval processes to ensure proper authorization in the high-stakes environment of capital management.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Analyzed the scope of the requirements and managed requirements to avoid scope creep.
* Participated in requirement gathering sessions.
* Conducted the UAT with the Business users and gathering feedback and providing the same to the development team.
* Reviewing the test cases provided by QA team and providing feedback.
* Worked on Scrum Methodology.
* Tibco BW integration EIA and SOA

**Environment:** APEX, Data Loader, Web services API, SOAP and REST, SOSL, SOQL, Force.com IDE, Import Wizard, XML, CSS3 and Visual Force Pages, Lightning, sales cloud, Scrum.

**Prudential, Roseland NJ Dec 2016 to Sep 2017**

**Salesforce Developer/Admin**

**RESPONSIBILITES:**

* Analyzed the business requirements and mapped to Salesforce.
* Involved in data migration from Excel to Salesforce using Apex Data Loader.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created new custom objects, assigned fields, Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps.
* Perform administration tasks as needed, managing custom fields, integration and data clean up.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Managed user accounts and security - including new user account creation, profile and role management, sharing rules, and security controls.
* Developed Apex Classes, Visual force pages and Apex Triggers to develop the custom functionality as per the requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various AppExchange products according to the needs of the organization.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
* Configured and Integrated Sales force with Oracle database.
* Designed various HTML Email templates for Auto-Response to customers.
* Deployment of code from sandbox to production using Force.com IDE tool.
* Wrote SOQL, SOSL considering the governor limits.
* Integrated Salesforce CRM with Siebel CRM explicitly using web services API.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.

**Environment**: Saleforce.com platform, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in.

**Blue Star InfoTech Mumbai, Maharashtra Jan 2014 to Nov 2016**

**Salesforce Developer**

**RESPONSIBILITES:**

* Experienced in delivering the full software development life cycle with the force.com platform.
* Involved working in Service Console, Customer Portal, Case Feed, Knowledge Base and Entitlements.
* Involved in Case Management by implementing Case Management Solution including Case Assignment, Case Escalation, Case Resolution and Case disposition.
* Involved in building Communities to gain deeper relationships with customers.
* Involved in Configuring Fields, Page Layouts, Record Types, Queues, and Profiles and make the same changes in test and production boxes.
* To support and provide guidance to a 12-18 members team which in turn provides assistance to client’s customers regarding their billing queries.
* Prepare revenue budgets, trend analysis, estimates and long-range forecasts planning in order to determine profitability
* Resource planning by analyzing MIS reports to make sure client service delivery is met in terms of customer service
* Constantly put in efforts to increase productivity levels, thereby increasing the revenues for the organization.

**Environment:** Saleforce.com Platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**InfoBrain Technologies, Hyderabad, India May 2011- Dec 2013**

**Role: Java Developer**

**Responsibilities**

* Responsible for programming, and troubleshooting web applications using Java, JSP, HTML, JavaScript, CSS, and SQL Server.
* Responsible for Cross-browser testing and debugging and creating graphics.
* Involved in creating CSS for a unified look of the Front-End User Interface.
* Created optimizing web graphics, including designing and incorporating graphic user interface (GUI) features.
* Worked with the business stakeholders to determine navigational schemes, site flow, and general web page functionality.
* Prepared Technical Design Documentation for the modules designed.
* Involved in all facets of software development life cycle, from requirements analysis, architecture, design, coding, testing, and implementation.
* Developed and maintained the application UI based on Eclipse.
* Actively participated in requirements gathering, analysis, design, and testing phases.
* Developed and implemented the MVC architectural pattern, JSPs as the view, Struts as Controller and a model.
* Created graphical user interfaces (GUIs) front-end using JSP, JavaScript, and JSON.
* Struts Action Servlet is used as Front Controller for redirecting the control to the specific J2EE component as per the requirement.
* Developed JSP with Custom Tag Libraries for control of the business processes in the middle-tier and was involved in their integration.
* Responsible for developing the client-side validations using JavaScript and jQuery.
* Developed the XML Schema for the data maintenance and structures.
* Prepared documentation and participated in preparing user's manual for the application.
* Involved in unit testing, integration testing, user-acceptance testing and bug fixing.

**Environment**: Java, J2EE, XML, HTML, Spring Boot, REST & SOAP Services Java Script, JSP, CSS, JDBC, SQL Server, jQuery, Junit, Git, React Js