**Vihari**

**raovihari11@GMAIL.COM**

**PH. No--6037410701**

**Salesforce Admin / Developer**

**PROFESSIONAL SUMMARY:**

* Certified Salesforce Administrator and Platform Developer with 6+ years of IT experience including 4 years in Salesforce.com CRM Platform.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance.
* Developing Salesforce Lightning Apps, Components, Controllers, Events and Lightning Web Components.
* Expertise in performing Salesforce Administrative Tasks: Organization Setup, User Management, Activity Management, Collaboration, Analytics, Process Automation by Creating/Customizing objects/fields/tabs, Users, Profiles, Permission Sets, Roles, Groups, Queues, Page Layouts, Record Types, Custom Metadata types, Workflow/Validation rules, Approvals, and Process Builder.
* Experience in customizing Salesforce CRM for generating Web-to-leads, Web-to-cases and Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at various levels of organization.
* Have experience in CPQ with the latest project where we analyzed certain business aspects as part of obtaining a product from a third party vendor for migrating Data.
* Experience in creating many Flows and developing the most complex Apex classes to meet the client's requirement and functionality.
* Experienced in working with Salesforce developer toolkit (Apex, visual force, SOQL).
* Efficient in monitoring Apex Asynchronous processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using apex scheduler.
* Experience in creating rich User Interfaces using Css3, HTML5, JavaScript and JSON.
* Professional knowledge in SOQL, SOSL queries across multiple objects within the SFDC database.
* Experience in integrating between salesforce org and other CRM using REST webservices.
* Proficiency in deployments of APEX, VF pages across DEV, Test and production instances.
* Experience with data migration and updates through the tool App Exchange Data Loader in Salesforce.com.
* Highly motivated team player with zeal to learn new technologies and always believes in giving the best of efforts in challenging environments.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Salesforce Platform** | * **Tools** Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Apex, Data Loader, Dashboards, Reports, Analytic Snapshots, Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Metadata, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading.
 |
| **CRM Applications** | * Salesforce.com: Sales Cloud, Service Cloud
* Salesforce Lightning
* Aura Framework, Java Script Controllers and Server-side controllers.
* REST webservices.
* Salesforce.com: Reporting and Analytics of Sales, Service.
* Salesforce Communities.
 |
|  **Languages** | C, Apex, SQL, JavaScript, HTML, JSON, ELK quires  |
|  **Tools** | Data Loader, Workbench, VS Code, HERUKO, Kibana |
| **Knowledge Areas** | Business Requirements Gathering, Design Development, Testing. |
| **General** | * Operating Systems: Windows 7/8/10, Windows Server 2012
* Documentations Tools: MS Office: Word, PowerPoint, Access, Excel, Outlook, Google Docs,Slack,
 |

**PROFESSIONAL EXPERIENCE:**

***Salesforce Developer Feb 2019 - Present***

***THE MENTOR NETWORK, Boston MA***

***Responsibilities:***

* Worked with the IT Business Analyst & users for collecting requirements, finalization of business scenarios, involved in numerous activities of the project like planning, delivery schedule, user acceptance testing and supporting production deployment activities.
* Implemented Salesforce Lightning components using Aura, LWC and server-side controllers to meet the business requirements.
* 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.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Implemented portals for external users.
* Worked on integration between salesforce org and another CRM through Webservices, Salesforce org and MySQL Database through Pentaho.
* Developed the various Custom Objects, Tabs, Components and Visual Force Pages, apex classes, Extensions and controllers.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Developed Test Classes and maintained the proper code coverage to deploy into production.
* Deploy the code from Sandbox to production using Changesets.
* Reviewed critical updates in the org.

**Environment**: Salesforce.com Unlimited and Developer Edition, Developer Console, VS code, Workflow and Approvals, process builder, Flows Reports, Custom Objects, Tabs, Email Services, Custom Settings, Custom Metadata Apex, VisualForce Pages, Data Loader, HTML, JavaScript, CSS, Lightning components Bundle, Lightning web components, communities, REST web services.

***Salesforce Administrator/Developer May 2018 – Jan 2019***

***IBM, Acton, MA***

#### ***Responsibilities:***

* Extensively used Agile Methodology to reach our business team goal by gathering day to day requirements and building them using Force.com platform.
* Worked with the user group for requirement gathering throughout the planning and implementation and involved in numerous activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Developed and Deployed Workflows and Approval Processes and working with customer service (cases), product support, issue resolution and service request from the case management functionalities and related automation options within salesforce.
* Created email templates and inbound emails using Visual force for the clients and customers and utilized Apex Data Loader in handling massive amounts of user data.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Reports, Opportunities, Dashboards and customized different page layouts and record types according to their organization’s needs.
* Developed the various Custom Objects, Tabs, Components and Visual Force Pages, apex classes, Extensions and controllers.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Implemented Lightning aura components, controllers, helpers and server-side controllers based on business requirements.

**Environment**: Salesforce.com platform, Developer Console, Workflow and Approvals, Process Builder, Flows, Reports, Custom Objects, Tabs, Custom Settings, Apex Language, Visual Force Pages, Data Loader, Lightning components.

***Salesforce Administrator/Developer May 2017 - Apr 2018***

***PRIME SOFT INC., Boston, MA***

***Responsibilities:***

* Managed and participated in all phases of the project, including Project Plans, Documentation, and Configuration.
* Worked extensively on APEX Triggers, APEX Classes, Apex Test Classes, Visual force pages to fulfill various business requirements.
* Salesforce declarative functionality leveraged and customized such as objects, page layouts, record types, workflows, validation rules, formula fields, reports, dashboards and chatter etc.
* Involved in migrating data into Salesforce application using apex data loader through CSV files. Installed and configured apex data loader.
* Developed SOQL and SOSL queries to get data from different related objects and used Force.com Explorer for SOQL testing
* Experienced in using Salesforce Lightning UI and crelated Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing using test cases to prove that system conform to specifications of business and quality requirements.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Salesforce.com platform, Custom Objects, Custom Tabs, Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Reports Validation Rules, Email Services, Security Controls, Sandbox data loading, Windows XP.

***Salesforce Administrator/Developer***

***PIONEER DEVELOPERS, Hyderabad, INDIA Dec 2015 – Feb 2017***

#### ***Responsibilities:***

* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Created various Test Classes and deployed into Production which satisfies the code coverage and also worked and developed various Portal based requirements for the end clients to view the data.
* Implemented various Apex classes, Triggers, Batch & Schedulable classes and the Future method for handling huge data transactions or Bulk operations.
* Created and Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Performed various modifications on the existing code inside Salesforce & followed the governor limits before deployment into Production.
* Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to Salesforce.com clients.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Windows XP.

 ***Associate Salesforce Resource***

 ***APPLIED INFORMATION SYSTEMS, Hyderabad, INDIA* *Mar 2014 – Nov 2015***

 ***Responsibilities:***

* Worked on various salesforce.com standard objects like Accounts, Opportunity, Products Opportunity Line Items, Contacts, Leads, Campaigns, Activities, Reports and Dashboards.
* Extensively worked on building complex Visual force pages (Executive Priority page, Customer value Capture page) using standard, custom and extension controllers to suit the needs of the application.
* Managing the end-to-end technical delivery for multiple Sales force, Veeva, and Siebel and custom applications
* Designed, developed, tested and deployed custom Salesforce applications software using APEX Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
* Created Formula Fields, Validation Rules, Workflow Business rules and Approvals processes for the flexibility and functionality of force platform application.
* Proficient in writing SOQL and SOSL queries within custom Controllers and triggers.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Worked on automating command prompt Apex Data loader for loading .CSV files into salesforce.com.
* Involved in designing the architecture of integrating various external systems to Salesforce.com.
* Configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, Sharing Rules, Queues, Generating security tokens, validation Rule.
* Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization.
* Experience on developing the force.com platform to meet the various internal needs of healthcare domain.

**Environment:** Saleforce.com platform, APEX Language, Visual Force (Pages, Component & Controllers), Salesforce.com Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, Java Script, Web Services, WSDL, Sandbox, Eclipse IDE Plug-ins.

#### **Education Details:**

* Master of Science in Computer Science from New England College, New Hampshire, U.S.A
* Bachelor of Engineering in Computer Science from Jawaharlal Nehru Technological University, India

**Certifications:**

* Salesforce Certified Administrator (ADM-201)
* Salesforce Certified Platform Developer I