** Jay**

**Salesforce developer/Admin**

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**Professional Summary: -**

* A Salesforce Certified Force.com Developer **7+** years of experience as **Salesforce Developer** this includes **configuration, customization, integration with external systems, communities and lightning migration from classic, lightning development.**
* Strong IT experience in Software Development that includes all phases of **Requirement Analysis, Design, Development** and maintenance of Product/business applications including Cloud Based, Web Applications, Web Services, Client-Server applications.
* Experience in SFDC development using **Visual Force Pages**, **Components, Force.com IDE, SOQL, and SOSL, DML** statements.
* Proficiency in **SFDC Administrative tasks** like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.**
* Worked closely with Business Users to enable business processes using **SFDC.**
* Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Experience working across various **SFDC implementations** covering **Sales Cloud, Service Cloud, Call center, Chatter & App-exchange applications.**
* Experience in SFDC development using **Apex classes** and **Triggers**, V**isual Force, Force.com IDE.**
* Implementation of Salesforce Health Cloud including Field Service Lightning, Service Cloud.
* Experience working in **service cloud**, supporting cases, developed workflows and triggers for automated case resolutions.
* Delivering service everywhere through Field service lightening, omni Routing, Social Customer Service.
* Experienced in Developing and Administrating projects on **Salesforce.**
* Involved in integration of Salesforce with **REST** and **SOAP** Web Services**.**
* Expertise in **Force.com** technology stack: **Apex, Visual Force, SOQL** and **SOSL.**
* Built customized **Salesforce 1** Mobile Apps using **Lighting Component Framework**.
* Extensive experience in analyzing business requirements, entity relationships and converting to **Salesforce custom objects, lookup relationships, junction objects** and **master-detail relationships.**
* SalesForce.com integration experience, worked on many integration tool like canvas, Api integration.
* In-depth experience in **CRM** business processes like **Forecasting, Campaign Management, Lead Management, Pipeline Management, Account Management and Case Management.**
* Extensive experience in designing **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes** for automated alerts, field updates, and Email generation according to application requirements
* Good at migrations and deployment of code from one environment to other using **Autor bit** tool, **Force.com** IDE deployment wizard, **Mavens mate** and **Workbench** Deployment Wizard also have hands on experience in **ANT** Migration.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom Related List, showing activities for selected contacts or clients.
* Implementation of **Apex Triggers, Apex Class** for automation of the business process on Account, Contact, Opportunity, and Custom Objects.
* Implemented Security and Sharing Rules at Object, Field and Record level for different Users.
* Expertise in various Standard objects like Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Worked Extensively on **Canvas Tool** in Salesforce
* Experience in **Migrating data** from **legacy systems to Salesforce using Apex Data Loader.**
* Hands on experience with Apex Language, Apex Trigger, Apex Class, **Apex Test Methods**, **Apex Web Service**, Visualforce Pages, Visualforce Components & Controllers.
* Used the sandbox for Testing and Migrated the code to the Deployment instance after Testing.
* Unit and **Integration Testing** for new requirement and get the **UAT** from the Business owner
* Configured and maintained user **security permissions** in compliance with organizational needs
* Proficiency in Object Oriented Languages like **C++, C#, Java, J2EE, JSP,** and other Java technologies.
* Experience in databases such as **SQL Server, Oracle and MySQL.**
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.
* Strong knowledge & experience working in teams implementing **Agile Methodologies**.
* Worked on Large Data **Integration** and **Migration** Project.

**Technical Skills**:

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader |
| Languages | Apex, Visualforce, Java, Webservices, HTTP Callouts, HTML, CSS, Javascript, jQuery ,PL-SQL, C. |
| Tools | Apex Data loader, Apttus CPQ, DocuSign, GitHub, Web services APIs like SOAP, Eclipse IDE Plug-in, Force.com Explorer, Jenkins, HP Quality Center, JIRA and HP ALM |
| Database | MS SQL Server 2000/2005, PL/SQL, Oracle 8i/9i/10g, MS Access, and  DB2. |
| SDLC | Rational Unified Process (RUP), UML, Use cases and Use case diagrams, Agile methodology / Scrum, Waterfall methodology, V model |
| Operating Systems | Windows XP/Vista/7, UNIX. |

**Certification:**

* **Salesforce Certified Force.com platform Developer 401** **EARNED- Nov 2018**

**Professional Experience:**

Client: ConEd, New York Mar20 to Present

Role: Salesforce Administrator/Developer

**Responsibilities:**

* Acted as Point of Contact for clients’ SFDC Instances by maintaining User Provisions, Overlooking Security Matrix, FLS, Sharing and Data Model, Tracking Pre-Deployment and Post Deployment Activities Daily, monitoring of user errors and tracking ServiceNow, Setting up SFDC instances Ready for Data, Integration, Focus, Smoke Testing Teams, etc.
* Authoring, editing and maintaining service level documentation, business and functional requirements, agile stories and acceptance criteria, user acceptance test plans, user documentation, training materials, knowledge articles, standard operational process, and procedure documents.
* Developed and managed relationships with executives in different business areas.
* Created Custom Objects and fields for transactional and contractual information**.**
* Developed and supported the platform admin activities including data integrity, user account maintenance, reports & dashboards.
* Communicate and lead platform changes including upstream and downstream impact (from Salesforce) to appropriate partners such as project teams and user groups.
* Intake of all tickets in the queue, initial triaging on incidents, service requests, defects, enhancements, upgrades, and took corrective measures.
* Collaborated with multiple departments to define CRM system changes required to meet business objectives.
* Designed, documented, implemented and unit tested CRM system customizations.
* Integrated Apex with External services by making callouts that used SOAP and WSDL
* Objects. Used it to read, extract, and load data from comma separated values CSV files.
* Prioritized and resolved CRM issues based on SLAs.
* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Created multiple reports to monitor CRM system performance.
* Acted as release manager scheduling and executing code deployments.
* Actively transferred knowledge throughout organization, participated in knowledge sharing projects to develop best practices and mentored new hires.
* Steer/Coordinate the Meetings across various Integration, Master Data Management, and Testing Teams.
* Performed data loads and data deletions to maintain org data integrity.
* Partnered with development teams to implement new functionality via Agile based processes; activities include project planning, configuration, operational readiness assessments, reviews and code deployments.

**Environment:**-

Saleforce.com **CRM Application** platform, Sales Cloud, Service Cloud, Batch Apex, SFDX CLI, Git Hub Repositories , Apex Triggers, Lightening Components, Visualforce Pages, SOQL, SOSL, HTML, Test classes, Reports, Security Controls, Sandbox data loads using Data Loader, Vs Code, Force.com Migration ANT Tool, DocuSign.

Client: FedEx, Memphis , TN. Mar 19 to Mar 20

Role: S**alesforce Lightning** Developer

**Responsibilities:**

* Gathered the requirements by coordinating with the functional leads, business analysts, developers and project managers and utilize the full functionality of the Salesforce.com CRM solution.
* Efficiently worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Proactively created Apex Triggers and Apex classes and developed and managed complex workflows & approvals, validation rules, assignment rules and system triggers.
* Designed and Deployed Custom Objects, Custom tabs, Validation Rules and Auto-Response Rules.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Supports the implementation of customized SFDC solutions that include Field Service Lightning components.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Experience in building reusable UI components and pages with Lightning component framework.
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Worked on different Integration Issues and worked on developing Visualforce pages and Apex controller classes
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created multiple Lightning web Components, added CSS and Design Parameters that makes the Lightning component look and feel better
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created Object and Field level security to hide the critical information on the profile users.
* Working with different aspects of Web Services (XML, WSDL, SOAP, and REST) & web integration with SDFC.
* Created various custom Reports and Dashboards as per the customer requirements.
* Created several Work flows and Approval Processes needed in different stages of Application.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created Custom Reports to track the Cases, assets to be available to different levels in the organization based on their Profiles.
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization.
* Integrated the SOAP and Rest based Web Services for extracting the data from external systems to display in the pages of salesforce
* Developed UI using HTML5, JavaScript, Angular.js, and CSS3
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Web Services, App Exchange deployment, Apex Classes and Apex Triggers.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Agile Development Methodology was followed for the implementation
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing to prove that system conform to specifications of business and Quality Requirements.
* Developed and configured various Reports and Report Folders for different user Profiles based on the need in the organization.

**Environment: -**

**Saleforce.com platform, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls. Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Sandbox Data loading, Windows XP.**

**Client: Change Health Group, Tulsa, OK**. **May18- Feb 19**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in gathering business requirements from sales/marketing team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce (both Service and Sales cloud)
* Performed in-depth analysis of business practices and provided recommendations on ways to improve the processes.
* Administrated and monitored the company’s Salesforce CRM Application.
* Created templates, approval processes, page layouts and defined approval actions on them to automate the processes.
* Supported data migration activities for migrating data from various business centers and business center users with the support of Saleforce.com.
* Created a sync of contacts, email alerts, events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Applying the filtered data passing to the target is as per the requirement
* Worked on the Eclipse IDE with Force.com plug-in environment for writing Business logic in Apex Programming Language, testing and deploying.
* Worked on Force.com Explorer for querying Salesforce database using SOQL &SOSL queries and Data Loader for data migration, insert, update, and bulk import or export of data.
* Worked on Apttus CPQ product setup, pricing setup and integration with Salesforce objects to bring existing custom functionality in parity. I also worked on DocuSign for Quote approvals.
* Configured and tested Salesforce Service Cloud to enable servicing, tracking, and reporting of incoming requests via Email, Web, and Phone.
* Working with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud and Integration.
* Worked on Salesforce.com Sales Cloud functionality, including Account Planning, Sales Forecasting, Opportunity Management, Lead Management and the Configure/Price/Quote (CPQ) processes.
* Designed and developed the UI of the website using HTML, Angular JS, Ajax, CSS and JavaScript.
* Developed various Apex classes, Apex triggers, Controllers to meet the requirements.
* Worked on Market to develop and implement Google Analytics in the forms for the data to flow to the Lead object in Market and hence from there to salesforce.com.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on implementing Process Builder to simply the process of implementing Workflow rules and other flow related tasks.
* Worked on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Performed regression tests on the existing code using Workbench & Eclipse and made the necessary changes to enhance the code wherever necessary.
* Complete bulk imports of data using Apex Data Loader.
* Deployed the code developed in the UAT Sandbox to Production.
* Interacted with testing and the development teams for the development and testing of the code.

**Environment: -**

**Apex Data loader, Force.com Migration Tool, Apex Triggers, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls.Salesforce.com SFA & Force.com Platform, SOQL, Oracle, SQL**

**Client:** InterContinental Hotels Group (IHG), Atlanta, GA **Aug 17 – Mar 18**

**Role: Salesforce Developer/Data Migration**

**Responsibilities:**

* Analysis of Data Requirement in Salesforce Environment
* Involved in Data pre-requirement check process and lookup Data Cleansing.
* Analysis of Data legacy systems in Salesforce Environment.
* Involved in Data Mapping process between legacy systems and actual organization for prior before loading process check.
* Experienced in Migration tools like ETL(Informatica).
* Involved in performance of source data analysis in order to manage source to target data mapping.
* Involved in working with Architects/Senior Developers planning and managing the data migration needs.
* Experience working in Agile/Scrum development methodologies.
* Worked in a collaborative team Environment with good verbal communication skills.
* Experience in using Workbench for SOQL search and certain csv Data preview for
* Worked on Force.com Explorer for querying Salesforce database using SOQL&SOSL queries and Data Loader for data migration, insert, update, and bulk import or export of data.
* Developed various triggers and Apex classes for Data migration need process.
* Making visible/Invisible triggers and validation rules added for certain objects.

**Environment:**

**Salesforce Sales Cloud, ETL tools like Informatica, Aginity pro, Amazon Redshift, workbench, Apex classes, Triggers, Bulk data loads**.

**Client: Axness Technologies Pvt Ltd**, **Hyd, IND Jun 15 to Jul 16**

**Role: Salesforce Developer**

**Responsibilities: -**

* Closely worked with SalesForce.com consultants while implementing the solutions for the needs of the organization.
* Worked with the user group for requirement gathering throughout the planning and implementation.
* Created new Apex Triggers, Apex Classes, Batch Classes and Schedule Classes, Email Services According to the Project Requirement
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes to suit to the needs of the application.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Create various profiles and configured the permissions based on the organizational hierarchy requirements.
* Performs day to day administrative tasks and addressing production support issues (unlocking / re-setting passwords, modifying data, and creating ad hoc reports)
* Implemented Apex Classes & Triggers and linked them to manage the workflows implemented in the system.
* Implemented S-controls to manage sales plan call sheets within Sales force, capturing prep data and call activity.
* Created Visualforce Maps to display the contact Mailing Address on Map.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Used field level security along with page layouts to manage access to certain fields.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.

**Environment**: -

**Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE**

**Client: - Visual IT Solutions Pvt Ltd**, **Hyd, INDIA Jan14 to May 15**

**Role: Salesforce Admin**

**Responsibilities: -**

* Involved in various activities of the project, like development meeting, requirement gathering, and analyzing requirements, documenting the functional and non-functional requirements.
* Worked with the user group for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to Salesforce.
* Created workflow rules and defined related tasks, email alerts, approval processes and field updates to support business process automation.
* Customized page layouts for Campaigns, Leads, Opportunity, Contacts, Cases and Accounts depending upon user roles, and groups.
* Developed various Custom fields, Objects, Tabs, and validation rules.
* Reviewed and contributed to the overall design and layout of Marketing Initiative.
* Maintained data cleanliness and accuracy by adding various Custom validation rules and Custom formulas.
* Responsible for creation of users, roles, profiles and customization of reports and dashboards as per the client requirement.
* Involved in designing different views and page layouts for different profiles.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked on Data Mapping using excel sheets to map all the existing fields from Client and Mainframe Applications to Salesforce
* Performed routine and basic administration of Salesforce.com instance(s).
* Reviewed and contributed to the overall design and layout of Marketing Initiative.
* Supporting strategic Salesforce initiatives-gathering, documenting, analyzing and drawing conclusions regarding complex data and information.
* Defined lookup and master-detail relationships on the objects, established many to many relationships among objects.
* Created various Reports and scheduled them as per the customer requirements.

**Environment**:

**Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE**