**Name: Bharat**

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**Professional Summary:**

* **6 years** of experience in the IT Industry, with **5+ years** of experience in working with **Salesforce CRM platform** as developer and administrator using **Force.com, Apex** and **Visualforce,** and other web tools implementing software solutions.
* Experience in **Administration**, **Configuration**, **Customizatio**n, Development and support on **Salesforce.com Platform.**
* Ability to setup, customize and deploy to Salesforce.com from the ground up for large user groups, perform hands on customizations using Apex, Visual force, custom reports Salesforce.com **Web services API**.
* Good experience in Developing Business Logic Services Using **Custom Objects,** **Controllers**, **Visual Force/APEX Classes** and **APEX Triggers.**
* Proficient in Data Migration from Traditional Applications to Salesforce Using **Data Loader Utility.**
* Strong Experience in creating, managing Applications, Custom Objects, Custom tabs, Fields, Relationships, Page Layouts, Record Types, Validation Rules, Email Templates, Report Types, Workflow Rules, and Approval Process.
* Hands on experience in developing and configuring Dashboards, Reports and Report Folders for different user profiles based on the need in the organization.
* Supported and improved sales cycles by implementing **CPQ** solutions effectively.
* Involved in end to end **QA** and **UAT** testing and validation of CPQ including Products, Pricing, and Quoting etc.
* Customization of **Apttus product** by using Salesforce features like **triggers, VF pages**.
* Design, develop and implement solutions for the **Apttus CPQ** system deployed on the Salesforce platform.
* Developed Quote documents using **X-Author** for word, also developed customized login screen for community user and functionality to redirect user from Salesforce to Apttus CPQ Quote creation using **APTTUS API's**, apex, VF pages and trigger.
* Ability to fully leverage the power of Visual Force through custom pages, components, controllers, and sites.
* Advanced knowledge of APEX, including but not limited to scheduling, **web services API, triggers, custom controllers, Design** **Patterns, Dynamic Apex**, and **Batch Apex.**
* Well versed with analysing company processes, translating business workflows into accurate Salesforce.com workflows, assignment rules, and configuring Salesforce.com to meet business needs.
* Ability to effectively translate Salesforce data into business understandable metrics using Reports (Matrix, Summary, and Tabular), Analytical Snapshots and Dash Boards (Static and dynamic).
* Experience on **Salesforce Communities**, HEDA and Form Assembly.
* Experience on Deploying Salesforce Components using Change Sets and **Ant Migration Tool.**
* Experience with Version control systems like **Git, Bitbucket.**
* Experience in implementing Apex Language, Visualforce pages, Classes, Controllers, Handlers, Triggers, Web Services, **SOSL** & **SOQL queries,** Lightning platform, Lightning Components
* Experience working with Force.com IDE and SFDC Sandbox environments.
* Developed Apex classes, Lightning Component, Lightning Web Components, Apex Triggers and Visualforce Pages on Force.com platform to customize application according to the functional needs.
* Extensive Experience in Salesforce Integration within house legacy systems using Web services API like **REST, SOAP** and third-party tools like Informatica-on-Demand.
* Developed Apex classes, **Lightning Component**, **Lightning Web Components**, Apex Triggers and Visualforce Pages on Force.com platform to customize application according to the functional needs.
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles, roles, and configured the permissions based on the organizational hierarchy.
* Good understanding of **Salesforce.com Governor Limits** with an ability to optimize code to respect those limits.
* Well versed in Business Analysis, Requirement Gathering, Customer Facing Presentations, Business Processes and Methodologies.
* Extensive experience in developing enterprise applications using Java and J2EE technologies such as **JSP, Servlets,** **Tiles, Struts,** **Spring, XML, XSL**, **HTML, JavaScript, JDBC** and **CSS.**
* Experience in developing web interfaces for clients both through force.com Sites and standard web technologies including but not limited to **HTML, CSS, XML**, and **JavaScript.**

**Technical Skills:**

**Salesforce Technologies:** Apex Triggers, Apex Classes, SOQL, SOSL, Visualforce Pages, Components, Lightning Design and Components, S-Controls,Apex Web Services (SOAP and REST), Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects.

**Salesforce Tools:** Force.com IDE, Force.com Explorer, Data Loader, Informatica Cloud Connector, Outlook

connector, Excel Connector, Workbench.

**Web Technologies:** HTML, CSS, XML, AJAX, Java script, Web Logic, Apache Tomcat.

**Databases:** Oracle, Microsoft SQL Server, SQL & PL/SQL.

**Programming Languages:** C, Java, Java Script, jQuery, SQL, UML, HTML, XML, XHTML, DHTML, CSS, Bootstrap, AJAX, C#, CSS Dreamweaver, PHP, Servlet, Bootstrap.

**Certifications:**

Certified Salesforce Platform Developer I

Certified Salesforce Platform Developer II

Certified Salesforce Administrator

**Professional Experience:**

**Client: FM Global, Johnston, Rhode Island Jan 2020 – Till Date**

**Role: Salesforce Developer/ Administrator**

**Roles and Responsibilities:**

* Experienced in working on a **Lightning Component** to create a My Licenses page where the customer can directly select their account and generate licenses without involving Customer Support.
* Proficient in Sales cloud implementation, Service cloud modules, Salesforce lightning and Chatter.
* Knowledge on new release of lightning components and Lightning App Builder.
* Designed, developed and deployed **Apex Classes**, **Controller** Classes and **Apex Triggers**, packages for various functional needs in the application.
* Designed, developed and deployed **Apex Classes** Extension Classes to support **Visualforce pages** development, **Test Classes** for Unit testing and **Apex Triggers** for various functional needs in the application.
* I configured product and pricing setup using **CPQ**/Product consoles, which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing and asset pricing.
* Responsible for **Apttus CPQ**/**CLM** packages installations and data settings in Dev sandbox.
* Involved in **CPQ** (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in **Apttus** Advanced **Workflow Approvals**.
* Experienced in leveraging Sales Cloud functionality including Account Planning, Sales Forecasting, Opportunity Management and Lead Management.
* Worked on the **integration** of **Steel Brick** to generate quotes, invoicing and discounting by sales reps along with CRM data.
* Created CPQ process using **Apttus CPQ** and CL AppExchange tool in Quote.
* Integrated **Apttus CPQ and CLM** applications and automating processes on Salesforce platform.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Managed the implementation of single sign on for Salesforce, simplifying the login process, and significantly improving user management.
* Experience in Salesforce.com data structures like Data Entry and usability, Reporting, Data Migration and App Integration.
* Involved in Setting up or create Admin options, User Interface, organization-wide defaults, role hierarchy, workflows and workflow rules.
* Experience in **Importing leads** and **contacts**, modifying **price lists**, particularly if there are a lot of promotions and limited-time offers and changing delegation and escalation paths to account for absences or extended travel.
* Developed **Visualforce Pages**, **Visualforce Custom Controllers Components**, Advanced Search Functionality, **Custom Objects**, **Analytic Snapshots**, **Tabs**, **Tags and Components**.
* Assist with project implementation and control monitoring process related to quality assurance (**QA**) and user assisted testing.
* Implemented **Marketing Sales, Customer Service, Call Center & Support Administration with Service Cloud**.
* Experienced in **Salesforce Marketing Cloud** in taking control of our marketing messages.
* Involved in coding for modules for all the Sub-Application of the **CRM** application which involves extending existing SFDC standard components using **Apex**, **Visual Force** and other utilities.
* Worked on various salesforce.com **standard objects** like **Campaigns**, **Leads**, **Accounts**, **Contacts**, **Opportunity**, **Forecast**, **Cases**, **Reports** and **Dashboards**.
* Designed, and developed the **Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** that suit to the needs of the application.
* Experience on Deploying Salesforce Components using Change Sets and Ant Migration Tool.
* Worked with **AppExchange** to use managed packaged apps for improving application features.
* Increase functionality by installing AppExchange apps to enable Customer Service Surveys.
* **Integrated** SFDC with Oracle Apps via fusion Middleware using SOAP based Integration on both Standard and Custom Objects.
* Performed detailed analysis of business and technical requirements and developed the **Apex classes** using other Platform based technologies like **Visualforce, Force.com IDE**.
* Based on the organizational needs, developed and configured various **Reports** for different user profiles.
* Maintained data cleanliness and accuracy by adding **custom validation rules, custom formulas, reports and dashboards.**

**Environment:** Salesforce.com platform, Service cloud, Quotes, Service Cloud, Marketing Cloud, Role Hierarchies, Sharing Rules, Email Templates, Oracle, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Control

**Client: H&R Block, Kansas City, MO Sep 2018 – Dec 2019**

**Role: Salesforce Developer/ Administrator**

**Roles and Responsibilities:**

* Developed **Lightning** apps using lightning Components and made them compatible with **Salesforce1** mobile app.
* Implemented **Salesforce Lightning** Components for small set of users for customizing reports and dashboards.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Worked with External objects in **Salesforce** which is another feature introduced with **Lightning** components.
* Interacted with various business user groups for gathering the requirements for **Salesforce** implementation and documented the Business and Software Requirements.
* Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Developed **Visualforce Pages** to include extra functionality and wrote **Apex Classes** to provide functionality to the visual pages.
* Designed, Developed & deployed various **APEX Classes, Triggers**, Test methods, Visualforce pages & also various Schedule, Batch and Future based **Apex classes** to implement the custom functionality. Developed **triggers** which added automatic templates to fire to the respective users.
* Involved in deploying the **AppExchange** applications and integrating with third party applications.
* Wrote **triggers** to process incoming service e-mail requests from customers to automatically create new case records.
* Integrated the Web Servicesfor extracting the data from external systems to display in the pages of **Salesforce.com.**
* Imported data from excel sheets in to **Leads, Accounts, Contacts** and Opportunities using **Data Loader** and Import Wizard.
* Implemented **Web to Case, Email to Case** functionalities to provide a better customer support to the customers.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Worked on **Reports** and **Dashboards** in Salesforce Classic and Salesforce Lightning.
* Created multiple **Lightning Components**, added **CSS** and Design Parameters that makes the Lightning component look and feel better.
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Worked on customization of Visual force to have **lightning**experience for desktop and mobile applications.
* Developed **Workflow rules, tasks, emails** and alerts to track customer related tasks and activities.
* Implemented and Consumed Knowledge Base **Dashboards** & **Reports** **AppExchange** for providing **Reports** and **Dashboards** that monitors the Knowledge Base.
* Involved in **data mapping** and **migration** of data from legacy systems to **Salesforce.com** Objects and fields.
* Involved in migrating the data from Oracle database to **Salesforce application** using **Apex Data Loader**
* Wrote **SOQL** and **SOSL** statements within custom controllers, extensions and triggers by following the **Governor limits** in **Salesforce.com**.
* Used **Salesforce Lightning** combines the new Lightning Design System, Lightning App Builder and Lightning Components to enable anyone to quickly and easily create modern enterprise apps build on Salesforce1 Platform.
* Experience on Salesforce Communities, HEDA and Form Assembly.
* Implemented SFDC **Sales Cloud, Service Cloud**, Web Services, Created Group, Deal Rooms provisioning and marketing teams.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Conducted training sessions to the **UAT** users to use the Salesforce Knowledge application and developed a feedback custom report.

**Environment:** Salesforce.com, Force.com, Apex Classes, Lightning, Triggers, Controllers, Visualforce pages, Custom Objects, Records, Page Lay outs, Roles, Work flows, SOSL, SOQL, Sales Cloud, Service Cloud, Dash Boards, Data Loader, Data Migration and Windows.

**Client:** **Mohawk Industries, Calhoun, Georgia Jan 2018 – Aug 2018**

**Role: Salesforce Developer**

**Roles and Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Worked on **Salesforce Lightning (Lightning Design Systems, App Design and Lightning Components).**
* Involved for creating the Validation Rules, Workflow rules, Approval Process and Process Builder.
* Used **Sales Cloud** to get the customer information together in an integrated platform that incorporates marketing, lead generation, sales, customer service and provides access to applications through the **AppExchange.**
* Build lightning components, lightning apps, record pages, home pages and use events for dynamic use cases.
* Developed Custom objects, customizing tabs, Apex Triggers, Test classes for unit testing and code coverage.
* Developed Lightning UI using **AJAX, JavaScript, jQuery** and **HTML**.
* Used **HTTP Call** out using **JSON** to fetch records/data from other system and display them on the fly in the **Visualforce** Page each time the page opens.
* Managing dependencies, risks and planning for contingencies to ensure minimal effect on deliverables. Creation of Junction Objects, roll-up summary fields, cross object formulas, validation rules, dependent picklists and complex page layouts.
* Implemented **Salesforce Lightning** Components for small set of users for customizing reports and dashboards.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Worked with External objects in **Salesforce** which is another feature introduced with **Lightning** components.
* Developed Web Service Callouts from **Salesforce** to External Applications using **SOAP** and **REST API**.
* List views available on a page were implemented using hardcoded SOQL statements. They cannot be modified by an end-user and do not correspond to the standard List Views available within Salesforce. Confidential User Interface.
* Designed **Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts, Components, Visual Force Pages and Approval Process to suit the needs of the application.**
* Worked on Migrating data from third parties like cloud box, **NetSuite, Oracle, SQL Server**, local system files **(CSV)** to **Salesforce** using **Informatica.**
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Deploy changes between different environments and work on **sandbox** refresh process.
* Implemented **“Email to Case”, "web to lead" and "web to case" for Lead and Case automation.**
* Created custom **Dashboards for manager’s** home page and gave accessibility to dashboards for authorized people.

**Environment:** Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOAP, REST, SOQL, SOSL, Scrum, Custom objects, Custom fields, sandbox, Web Services, Oracle.

**Client: Fiat Chrysler Automobiles, Auburn Hills, MI April 2016 – Dec 2017**

**Role: Salesforce Administrator**

**Roles and Responsibilities:**

* Created various **Custom Objects** and **Custom Fields**
* Worked on various **salesforce.com** standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Cases, Activities, Dashboards and Reports.
* Implemented security settings, object level security, field level and record level security
* Extensively used **Tab permissions**, **Record Type** and **Page Layout permissions**
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Customized Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
* Developed Case **Assignment Rules**, **Escalation Rule**, **Auto Response Rules**, Email to Case, Web to Case
* Created **Workflow Rules,** **Workflow actions** and time dependent actions
* Configured Validation Rules based on business requirement
* Implemented pick lists, dependent pick lists, lookup and master detail relationships
* Managed all new user set-ups and deactivation, including following approval process and transferring ownership of account/contact/opportunities for deactivated users.
* Created various **Reports** and **Dashboards** based on company's requirement
* Configured and integrated Salesforce for Outlook
* Arranged weekly webinars and trained end users to use SFDC application
* Documented Salesforce fundamentals for easy understanding and navigation for business users
* Performed mass data imports using **Apex Data Loader** and **Informatica Tool**
* Developing, implementing and testing on the **Sandbox environment**
* Wrote **Apex Triggers** to meet business requirements

**Environment:** Salesforce, Apex Data Loader, Informatica Tool, Internet Explorer, Google Chrome, Microsoft Excel, Salesforce App Exchange

**Client: coMake IT Software Pvt Ltd, India May 2015 – Nov 2015**

**Role: Software Engineer**

**Roles and Responsibilities:**

* Responsible for Development team interaction and understanding the documents written by the **business analyst.**
* Developed various UI (User Interface) components using **Boot Strap, JSP, and HTML, CSS, JavaScript, AJAX** and **AngularJS.**
* Implemented **Model View Controller** (MVC) Architecture based presentation using **JSF framework.**
* Extensive experience of developing Clients for **REST** and **SOAP** based **Web Services.**
* Developed user interface components using JSP and tag libraries.
* Used **MySQL** as database and Involved in the development of **PL/SQL** backend implementation and using SQL created Select, Update and Delete statements.
* Involved in mapping the data from various vendors with the existing database.
* Responsible for performance improvement of batch processing using Core Java like **Collections** and **Multithreading.**
* Used **SVN** for version control of the code and configuration files
* Experienced in writing Server-Side Components – **Enterprise Java Beans** (EJB) Session and **Entity Beans.**
* Designed tables in Oracle database and worked with database developers for implementing stored procedures in the application.
* Web Sphere Application Server was used as both the Application server in the development and production
* Involved in **Agile methodology** with respect to the successful development of the project.
* Supported in Regression testing, System testing, module integration testing and user acceptance testing.
* Worked on Defect logging and tracking using **HP Quality Center.**

**Environment:** Java, J2EE, JSP, spring, XML, Maven, Ms Visio, Web Sphere Application Server, RAD, My SQL, SVN, Windows