

**RAVINDER K (Certified Salesforce Developer)**

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**PROFESSIONAL SUMMARY**

* Salesforce Certified Professional with **7 years of IT experience** including 4 **years** of experience in **Salesforce.com** and **Force.com** working extensively on configuration, customization, **integration**, communities, and lightning migration from classic, **lightning component** development using lightning design system.
* Remarkable experience in project life cycle management, excellent configuration skills, familiarity with administration and security controls, and amazing ability to aid technical team members, developers and support teams, outstanding expertise in troubleshooting and superior communication skills.
* Extensive Knowledge in building Custom Applications that includes **Administration**, **Configuration** and Implementation and Support experience with Salesforce.com platform.
* Worked Salesforce.com Customization, Creation and maintenance of **Record types, Page Layouts, Objects, Tabs and Fields.**
* Created **page layouts**, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Expert level skills in writing Apex Classes, Apex Triggers, **Batch Process Wrapper Classes** and VisualForce pages**.**
* Knowledge in working with various deployment tools like **Change sets, ANT**, Jenkins, Tortoise Git, **Tortoise SVN**, **Eclipse IDE** and managing repositories efficiently.
* Experience in working with **Service Now** and handled help **desk tickets** without reaching service level agreements.
* Involved in creating the **Tabs, Links and Visual Force** pages to configure the application in Salesforce, Managing and Executing queries in **SOSL/SOQL.**
* Worked on designing **SOAP/REST APIs** integration architecture to provide the programming interface to interact withForce.com and External systems**.**
* Worked with **Apex Data Loader** tool to migrate and update the data from External data base.
* Worked with **APTTUS CPQ** onProduct Configuration**,** Pricing Configurationwith some advanced functionality of SFDC.
* Worked on **Salesforce CPQ (Steelbrick)** pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule**.**
* Good knowledge in automating business with **Lead and Case Assignment rules** based on different criteria.
* Experience withSalesforce.com **Reports, Dashboards**, Workflows.
* Experience in **Force.com platform, Sales Cloud, Eclipse Force.com IDE,** Custom App development & maintenance, Roles & Profiles, Security and Sharing, Approval process.
* Extensive experience working on custom objects, custom fields, Pick list, and role based page layouts, **Workflow** Alerts and Actions, and **Approval Workflow**, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats Snapshots, **Dashboards**, and **Email generation** according to application requirements.
* Extensive experience of capturing and analyzing business requirements, entity relationships and converting to Salesforce custom objects, **lookup relationships**, **junction objects**, **master-detail** relationships
* Experienced in Business Requirements definitions and Analysis, translating the complex business needs into clear and concise Business Requirements Documents (BRD) and Functional Requirements Documents.
* Possess Comprehensive understanding of CRM business processes like **Campaign Management**, Lead Management, **Account Management**, and Case Management and worked on **Sales cloud, Service cloud**, **marketing cloud**.
* Experience in implementing Enterprise applications using **Java/J2EE, JSP, Servlets, JDBC, Web Services, JavaScript, HTML and XML.**
* Acted as a liaison between experts and the client to ensure standards were met, while tracking all project requirements and maintaining appropriate documentation**.**
* Gathering information from various sources and evaluate them according to the client's needs.
* Excellent inter-personal skills, accustomed to working in both small and large team environments.
* Ability to work in a fast-paced environment with changing priorities.
* Created team specific agile process flow in **JIRA** to move tasks from one activity to another.
* Experience in using **JIRA** for issue tracking issues.
* Strong knowledge and working experience with software Development Life Cycle methodologies Agile, Scrum.

**CERTIFICATION:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer-1

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce CRM** | Apex Language (Classes, Trigger, Batch, Schedule), SOQL & SOSL Language, Visualforce Pages, Components, Sales, Service, Ant based Force.com Migration Tool, Workflow rules, Approval Process, Profiles, Permission Sets, Role Hierarchy, Validation Rules, Custom objects, Relationships, Page Layouts, Search Layouts, Record Types, Reports, Dashboards, lightning, lightning Components, lightning design systems, Web Services (Rest, Soap),Jitter bit, |
| **Force.com Tools** | Developer Console, Force.com IDE, Force.com Explorer, Workbench, Data Loader, Eclipse. |
| **Web Technologies** | JavaScript, jQuery, XML, XSL, HTML, XHTML, CSS, AJAX. |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2. |
| **Versioning** | Git, SVN, Bit bucket |
| **Programming Languages** | C/C++, Java, J2EE, JDBC, JSP/Servlets, Struts, PL/SQL, Apex. |
| **Web/Application Servers** | Apache, Tomcat 5.0, JBoss, WebLogic, IBM Web Sphere, IIS. |
| **Operating Systems** | Windows 8/7/XP/2000/NT, Red Hat Linux 7.x/9.0, Unix. |

**EDUCATION**

* **Bachelor of Technology from Jawaharlal Nehru University in 2013 with Major’s Computer Science Engineering**

**PROFESSIONAL EXPERIENCE**

**Stored Value Solutions, Louisville, Kentucky Mar 2019 – Present**

**Role: Salesforce Lightning Developer**

**Description:** Stored Value Solutions designs, packages, and delivers gift card and provides online gift card infrastructure solutions for medium and large-sized businesses. The company was founded in 1996 and is based in Louisville, Kentucky. Stored Value Solutions operates as a subsidiary of FleetCor Technologies, Inc.

**Roles and Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented **Agile Methodologies** in developing SDLC.
* Experience working across various SFDC implementations that are covering **Sales cloud, Service Cloud**.
* Implemented CSS for VisualForce pages and experience working with Partner portal system and Add methods that can be called from **VisualForce pages** to **Controller Extensions**.
* Created Custom VisualForce components and attributes to override the look and feel of standard VisualForce components.
* Implemented **VisualForce pages** with public-facing websites by using **Force.com Sites**.
* Created **Objects**, **Page Layouts**, **Record Types, Relationships**, **Validation Rules, Workflows** and **Approval Process.**
* Using **Data Loader** and **Import** **Wizard** for **Data** **Export**, Updates and Backup for the organization.
* Set up **Marketing** **Campaigns**, **Campaign** **Hierarchies**, **Lead** **queries**, **Assignment** **rules**, **Web**-**to**-**Lead** and **Auto**-**Response** rules.
* Working with Administration activities like **Users**, **Profiles**, **Permission** **Set** **Role**, **OWD** settings and Sharing **Rules**.
* Worked with Approval processes that use **Email Approvals** and **parallel Approval steps**.
* Created **Dashboards** and **Dashboard Components** and implemented multiple levels and scheduled Dashboard refresh.
* Created **Many-to-Many relationships** and created **Junction** **objects** to implement **Roll-up Summary** fields to aggregate data from child records on the parent.
* Implemented **Email-to-Case**, **Web-to-Case** for automation of the case creation.
* Configured **Chatter** for the Users in the Organization for collaboration.
* Used **Tab permissions**, **Record Type permissions** and **Field Level Security** to implement Component-based security.
* Used **Tabular**, **Summary** and **Matrix reports** to create Standard reports and Custom reports**.**
* Experienced in setting up Environment by enabling My Domain, Decompose the App in Components and build the **Lightning** **App**.
* Formatting and migrating user data into LE, Implemented **Salesforce** **Lightning** **Components** for small set of users within the organization.
* Developed **Lightning** **apps** using **lightning** **Components** and made them compatible with **salesforce1** **mobile** **app**.
* Involved in estimation and analysis for migration from **classic** to **lightning**.
* Designed and developed apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Worked on writing **Apex** **Triggers** **Apex** **Classes**, **Batch Apex** and **Scheduled Apex**.
* Worked with **Dynamic** **Apex** to access S-Objects and field describe information, execute dynamic **SOQL**, **SOSL** and **DML** queries.
* 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**, **Visual** **force** and **Triggers**.
* Implemented Single **Sign**-**On** with **SAML** on force.com.
* Integrated Salesforce.com with external systems like Oracle and SAP using **SOAP API** and **REST API**.
* Deployed Apex using **Force.comIDE**, **Force.com Migration** Tool and **Web Services API.**
* Migrating Metadata from one sandbox to another sandbox using **Force.com IDE tool**.
* Performed Unit, Integration, Regression and **User Acceptance Testing**.
* Provided product engineering and implementation support services with custom development and **production support**.
* Implemented **Classes**, **Interfaces** and **Keywords**.

**Environment:** Salesforce.com Platform, Sales cloud, Service cloud, Apex language, Apex Custom Controllers, Visual force pages, Data Loader, HTML, Workflows, Approvals, Reports, Custom-Objects, Security Controls, SOQL, SOSL,Apttus CPQ (Configure Price Quote)**,** Integration, Force.com Platform(Sandbox and production), Force.com IDE Agile, Scrum.

**Toyota Motors, Plano, Dallas**   **Apr 2018 – Feb 2019**

**Role: Salesforce Developer.**

**Description:** Toyota Motor Corporation is a Japanese multinational automotive manufacturer headquartered in Toyota, Aichi, Japan. In 2017, Toyota's corporate structure consisted of 364,445 employees worldwide and, as of December 2019, was the tenth-largest company in the world by revenue. Toyota is the largest automobile manufacturer in Japan, and the second-largest in the world behind Volkswagen, based on 2018 unit sales. Toyota was the world's first automobile manufacturer to produce more than 10 million vehicles per year, which it has done since 2012, when it also reported the production of its 200-millionth vehicle

**Roles and Responsibilities:**

* Interacted with Business User Groups for gathering the requirements for Salesforce Implementation and documented the Business and Software Requirements.
* Worked extensively in customization of **Service** **Cloud** **Console** by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Worked on various salesforce.com standard objects like **Accounts**, **Contacts**, **Leads**, **Campaigns**, **Reports** and **Opportunities**.
* Designed, Implemented and deployed the **Custom** **objects**, **Page layouts**, **Custom** **tabs**, and **Components**, to suit to the needs of the application.
* Involved in creating and customizing **Email** **template** and configuring them to the **Email** **alert** within the workflow rule for a standard/custom object.
* Defined lookup and **Master**-**detail** **relationships** on the objects and created junction objects to establish connectivity among objects.
* Developed various **Custom** **objects**, **Tabs**, **Entity**-**Relationship** **data** **model**, **validation** **rules**, **Components**.
* Designed various Web Pages in **Visualforce** **pages** for capturing various customer enquiries and implemented logics for migrating cases to different queues based on the type of customer enquiry.
* Created **Custom** **Buttons** and links to **Mass** **update** and **Mass** **delete** the records and invoke Visualforce pages as per requirements.
* Developed **Apex** **Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Written **SOQL**, **SOSL**, **Aggregate** **Relationship** **queries** in apex classes, triggers to retrieve optimized data from Objects.
* Designed and developed **workflows** and **Process** **Builders** to automate the business processes.
* Use **Data** **Loader** to Insert, Update, and Bulk import or export of data from Salesforce.com.
* Worked extensively on **Force.com IDE** Plug-in using **Eclipse** and ensured apex code worked seamlessly within **Governor Limits.**
* Involved in **Salesforce**.**com** application setup activities and customized the apps to match the functional needs of the organization.
* Implemented Data Integration using **SOAP**, **REST API** and outbound Messaging to establish the communication between SFDC and External systems.
* Developed web services using Salesforce.com Web services API to provide data for third party clients.
* Implemented Quote-to-Cash solution using **Steelbrick CPQ**.
* Customizing the **Steelbrick product** Configurator and quote application according to business needs.
* Worked on **Steelbrick Advanced Workflow approvals**, **order management**, **created agreement wizards**, **validation rules** and **contract templates**.
* Used the sandbox environment for **Testing** and **Migration** of the code to **production** after testing.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the **User Acceptance testing (UAT)**.

**Environment:** Saleforce.com  platform, Quotes, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service,  Security Controls, VisualForce Pages, Apex Triggers, Apex Classes, Data Loader, Web Services Agile, Scrum

**Client: Fun Plus, San Francisco, CA Oct 2017 – Mar 2018**

**Role: Salesforce Developer**

**Description:** Fun plus is a social gaming company which develops games for social networking sites. Fun Plus implemented the Salesforce CRM application and migrated their entire Fun Plus Business system to Salesforce and they made integration with different systems to migrate everything into Salesforce.

**Roles and Responsibilities:**

* Worked with the user group for **Requirement** **gathering** throughout the **Planning** and **Implementation**.
* Worked on various sales force objects like **Accounts**, **Opportunities**, **Products** and **Reports**.
* Created profiles and implemented **Object** **level**, **Field level** and **Record level security**. Created **Custom labels** and used them in validation rules to parameterize the validation rules.
* Created **record types** and **page layouts** and assigned page layouts to the record types. Created custom report types and generated report using the report types.
* Developed various **custom objects, tabs**, **components**, **visual force pages** and **controllers**.
* Developed **Visual Force Pages** to include extra functionality and wrote **Apex Classes** to provide functionality to the visual pages.
* Created **Visual force Mail templates** and **Automated Email Process** to send installation instructions to new and existing customers.
* Developed various **Apex** **classes**, **Controller classes** and **Apex triggers** for various functional needs in the application.
* Created Apex web services which are consumed by backend systems using **OAuth**. Created cases by performing DML operation using **Salesforce API’s**.
* Maintained various sandboxes and helped in building **Ant** based **automation** **deployment** application with release management.
* Integrated web services by generating the necessary stubs from the **WSDL** files for extracting the data from the other systems.
* Implemented **Data** **Loader** through the Command Line Interface to extract the data from database.
* Created a **custom** **business** **calendar** and used it in triggers to calculate the due dates.
* Created **workflow** **rules** and defined related tasks, **Time** **triggered** **tasks**, **email alerts**, **field updates** to implement the business logic.
* Developed integrations to Integrate Data from Salesforce.com using SFDC APIs.
* Worked on the designing of **Test plans**, **Test scenarios** and Test case for integration and performed user acceptance testing Writing Unit Test scripts for test coverage.
* Written test classes with extensive test coverage to test various scenarios and to cover the code coverage of minimum 85%.

**Environment:** Salesforce.com, Sales cloud, Apex classes, controllers, Visualforce, HTML5, JavaScript, Web Services, WSDL, Data Loader, UAT.

**CGI INC, Hyderabad, India Aug’2016 to Sept’2017**

**Role: Salesforce Developer**

**Description**: CGI is one of the leading IT and business process service firms provide consulting, systems Integrations, outsourcing and software solutions for their clients. As a part of the project I worked for the Lodha Group to complete the project.

**Roles and Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like **Visualforce**, **force.com API**, and **web service.**
* Designed and implemented the solution by customizing various **Sales process** standard objects like Leads, Contacts, Accounts, Opportunities, Cases and **solutions** **of SalesForce.com (SFDC)**.
* Customized several **Formula Fields**, **Validation** **Rules**, **Tasks**, **Workflow** **rules**, **Triggers**, **Apex** **classes** to achieve the complex business functionality.
* Creating Custom Objects and defining **Lookup** and **Master**-**Detail** **Relationships** on the objects in Salesforce.
* Used **JavaScript**, **jQuery** for client side programming.
* Evaluated **Cast** **Iron** for migrating data within **Salesforce.com.**
* Extensive experience Creating **Roles**, **Profiles**, **Email** **Services** and **Page** **Layouts**.
* Created various Approval process in Salesforce.com for the Sales process to run properly in the organization.
* Designed and developed SFA based Application on force.com platform in salesforce.com environment with **Apex** **programming** **language** at backend and **Visual**-**Force** pages as user interface.
* Created various **Scheduled** and **Batch** **apex** jobs based on the business requirements.
* Designed and developed **Apex** **Triggers** for various functional needs in the application and worked in improving existing Apex code.
* Implemented the requirements on Salesforce.com platform and **Force**.**com** **IDE** Plug-in using **Eclipse**.
* Used **SOQL** & **SOSL** for data manipulation needs of the application using platform database objects.
* Integrated with External sources by making callouts that used **SOAP/REST**.
* Used **Force**.**com**, **web** **services** **API** to create, update, retrieve and delete records from **SOAP** based web services using **java**.
* Worked in **GIT** version control systems to keep the history of developed files and involved in Code Review board to maintain standard of Apex code.
* In-charge of deployment using **change** **sets** and **Eclipse** and taking back-up of production environment before deployment.
* Performed **Unit**, **Integration**, **Regression** and **User Acceptance Testing.**

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Informatica Cloud, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web Services Security Controls, Eclipse IDE Plug-in, Windows XP.

**SuchirSoft LLC, Hyderabad, India** **July’2013 to July 2016**

**Role: Java Developer**

**Description:** Suchir Softech is a leading digital agency in Hyderabad that helps clients with website development, digital marketing, and social media marketing. Agent System is a centralized application for all agents of DCB. This application is designed for licensing and appointments. As a Java /J2EE developer is responsible for developing at interfaces of Agent Systems.

**Roles and Responsibilities:**

* **Struts** framework is used for building the Front-End.
* Utilized the various enter Design patterns to develop the Business modules based on the required functionality.
* Developed **view** and **controller** components.
* Interacted with **business** **analysts** and other end users to resolve user requirements issues.
* Developed user interface (view component of MVC architecture) with **JSP**, **Struts** **Custom** **Tag** **libraries**, **HTML5** and **JavaScript**.
* Extensively used **JQuery** in web based applications
* Developed the controller component with **Servlets** and action classes.
* Business Components are developed (model components) using Enterprise Java Beans (**EJB**).
* Experience in using **Ext** **JS** for the presentation tier and developer the screens of the application.
* Developed Session Façade with **Stateless** **Session** bean to provide a uniform coarse-grained service access layer to clients.
* JavaScript is used for client side validation and to control some **dynamic** **data**.
* Extensively worked with Oracle Application servers, **Apache** **Tomcat**, **JBoss** 4.2.3.
* Used **MAVEN** scripts to fetch, build, and deploy application to development environment.
* Wrote **SQL** queries and **PL**/**SQL** procedures for **JDBC**.
* Prepared the **REST** and **SOAP** based service calls depending on the data passing to the web service.
* **Clear** **Case** is used for version control.
* Used MQ series to create, send, receive and read messages.
* Used software development methodologies such as **waterfall**.
* Used Eclipse as Integrated Development Environment (**IDE**).
* Prepared technical and **Java** **API** documentation.

**Environment:** JBoss 4.2.3, JDK 1.5, JDBC, JNDI, Ajax , EJB, JSP, JQuery, Servlets, Apache Tomcat, Maven, Struts 1.2, HTML5, XML, Java Script, CSS, UNIX/Linux, ExtJS, Oracle 9i, Toad, Clear Case, MQ Series, Eclipse.