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**Naresh**

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**SUMMARY:**

* **Over 8+ Years** of Administration and Developing applications in SFDC.
* Acquainted and well versed with CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.
* Experience in all phases of Software Development Life Cycle (SDLC).
* Good experience with **Configuration, Customization, Development** and **support** experience on **Salesforce.com** Platform.
* Strong Implementation and Integration experience using **Custom objects, Triggers, Workflows/ workflow rules, Approval Process, SControls, Visual Force Pages, and Apex classes**.
* Expert in Salesforce Sales Cloud, Marketing Cloud, and Service Cloud implementation.
* Good Knowledge oncreating **Lightning components and Lightning Applications.**
* Experience working on Salesforce to Salesforce as well as third-party integrations using **Salesforce SOAP** and **REST web service APIs**.
* Configured the complete attribute based pricing and price Matrices.
* Extensive working experience in different work environments including Development, **Test, UAT**, and Production.
* Experience in working with Marketing Tools Exact Target, Pardot and Bright Talk
* Good experience in deploying applications from Sandbox to Production instance.
* Expertise in Force.com technology stack**APEX, SOQL, and SOSL.**
* Strong communication, organizational and interpersonal competencies along with Detail Oriented and problem-solving skills in the technology arena.
* Possess excellent communication, interpersonal and analytical skills along with can do attitude. Excellent Presentation, time management & organization skills.
* Programming experience in SAP ABAP.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce**  | Custom Objects, Roles, and Profiles, Workflows, Assignments, Approvals, Triggers, Record Types, Dashboards, Security, Field updates, reports, SOQL, Visual Force Pages, Apex Classes, Apex Trigger, Visual force. |
| **Force.com Tools** | Force.com Eclipse IDE, Apex Data Loader, Pardot, Force.com Apex Explorer, Single Sign-On (SSO), Force.com Migration Tool, SOQL, SOSL, Service Cloud, Marketing Cloud, Sales Cloud,Salesforce APIs, Force.com Excel Connector |
| **Languages** | Apex, Java, SQL, Jquery, AJAX, PL/SQL.SAP-ABAP |
| **Web Technologies** | HTML5, CSS3, XML, REST, SOAP, JavaScript. |
| **Operating Systems** | Windows, Unix, Linux. |
| **Office Tools** | Microsoft Project, MS Visual Source, Apttus, MS Visio, MS Office |
| **IDE and Editors** | Eclipse, My Eclipse and Force.com Eclipse IDE, CRM Fusion tools. |
| **Module** | Sales,Service,Marketing,Salesforce CPQ |

**Professional Experience:**

**GEODIS ,Brentwood, TN Jan 2019-till date**

**Senior Salesforce Developer**

**Responsibilities:**

* Hands on experience in using the Open Source Aura framework and Salesforce Lightning Design System (SLDS).
* Possess knowledge of CRM processes like Sales and Service.
* Involved in various stages of the project lifecycle primarily design, implementation, testing, deployment, and enhancement of the application.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical support.
* Created and customized record types to different pick list fields, links, related lists, and other components on page layout for Apttus AppExchange app in SFDC.
* Involved in end to end QA and UAT testing and validation of **CPQ** including products, pricing, quoting etc.
* Involved in end to end testing and configuration enhancements for the **CPQ** and **CLM**Functionalites
* Implemented Salesforce.com web services client using Salesforce web services API, Java, XML and partner WSDL.
* Developed Apex Classes, Triggers, and Visual force pages as per the client and application requirements.
* Experienced in using SOQL, SOSL and Oracle databases.
* Coding of HTML emails and landing pages using Exact Target Marketing Cloud Services proprietary scripting language (i.e. AMP Script) as well as automation and database tools to execute highly dynamic, data-driven campaigns.
* Strong in Web designing technologies like HTML5, JavaScript, CSS3, jQuery, AJAX DOM Manipulation and JSON.
* Experienced with troubleshooting/Debugging and process Automation.
* Developed SOAP based web services to integrate Salesforce with marketing tool and multiple source systems using Informatica as middleware.
* Comprehensive experience to integrate 3rd party systems from within Salesforce.
* Experience in using Force.com Web services API for implementing web services in the application for access to data from different users using REST and SOAP.
* Extremely used plain JavaScript and Jquery to do the client side validations.
* Involved in data mapping and migration of data from legacy systems to salesforce.com Objects and Fields
* Prior experience with Lightning implementations and/or building Lightning components.
* Used JavaScript and dynamic visual force components and binding for developing visual force pages.
* Hands-On experience with Unix-Shell scripting to process the data.
* Ability to work as a Part of a team, Smart worker, Optimistic in nature, Quick learner and has Good communication skills.

**Environment:**Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, CRM Fusion Demand tools, HTML, CSS, Inside sales telephonic plug-in, Java, JavaScript, Ajax, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, SOAP, API, Chatter, XML, REST, Copado, Sandbox data loading, Jquery, Angular js, Git, ANT deployment tools, DML Query, Lightning App Builder, Apttus CLM and Web Service Integration.

**BB&T Durham, NC Oct2017 – Nov 2018**

**Salesforce Developer**

**Responsibilities:**

* Created application to maintain the details of the product from demand phase to production phase.
* Followed Agile Scrum methodology to meet our project deadlines and make our team work more efficient.
* Supported the project’s end to end implementation.
* Designed, and developed  Partner Communities using Site.com using Apex Classes, Controller Classes, extensions and Apex Triggers for various functional.
* Interacted with various business user groups for gathering the requirements, designed UML and use-case diagrams.
* Implemented Apex Triggers, Custom Apex Controllers, Extensions and Test classes.
* Designed Visualforce Pages to provide UI to the custom objects.
* Handled administration, maintenance and support of Salesforce modules for 35 users services including periodic data cleansing, custom objects, workflow, campaign management, triggers.
* Using Apex Data Loader and Import Wizard for migrating records to sources, loaded data into Call Center application and for cleaning of data.
* Developed and deployed workflows and approval process for opportunities and products/assets management.
* Developed and deployed workflows and approval process wherever necessary.
* Enhanced Force.com sites with JavaScript classes to cookie campaign details and affiliate details on the browser.
* After development changes are done for each task, follow-up with QA team for testing. Updated changes accordingly if needed.
* Tesing the CPQ Integration with ERP.
* Document configuration and development change and follow plan during the release process.

**Environment**: Saleforce.com platform, Force.com API, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web services, Pardot, Visual Force, SalesForce.com Data Loader, Security Controls, HTML, XML,CSS, JavaScript, Sandbox, Eclipse IDE Plug-in, Dashboards, Analytical Snapshot and Data Migration ,Github.

**Bed Bath and Beyond, Union, NJ Nov 2015-Sep 2017**

**Salesforce Developer**

**Responsibilities**

* Coordinated business process review meetings with multiple teams to establish standardized workflow processes.
* Performed tasks for data migration like Data mapping and Data loading.
* Implementing SOAP web services to get the content and display in UI.
* Implemented Marketing Sales, Customer Service, Call Center & Support Administration.
* Working extensively on console application with account hierarchy.
* Working with controllers, VF pages, triggers, workflows, apex classes, data loader .
* Worked on Single Sign-on SSO to integrate internal enterprise application with Salesforce using SAML configuration settings in SFDC, using identity provider intel expressway cloud 360 along with LDAP server settings.
* Tuned the SOQL and SOSL queries to adhere to SFDC governor limits
* Worked with Pardot Marketing Automation.
* Overseeing product release once a month by actively creating and deploying change sets.
* Assisting in the creation of stories and the understanding business requirements.
* Participate in sprint and release planning activities.
* Implemented a dynamic VisualForce page that displays variety of fields based on client requirements without making additional changes to code.
* Written Bulk API and SOAP based API code in Java for various requirements.
* Migrating Components to different environments using ANT, Eclipse and Change sets.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Apex Triggers, Reports, Dashboards, SOAP API, REST API, Pardot, JSON Web Services API, Email Services, Sandbox, Eclipse IDE Plug-in, Permission Sets, Sublime Mavens Mate Plug-in, Developer Console, Force.com Beta Explore

**GE HealthCare Chicago, Illinois June 2015-Aug 2015Salesforce Developer**

**Responsibilities**

* Interacted with Business team for requirement gathering throughout the planning and implementation andalso worked closely with Project Manager, Administrator, Business Analyst, QA team.
* Developed a solution according to the business requirements and also created the Technical Specificationdocuments.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field Updates.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in theapplication.
* Worked on Apex Schedule Classes.
* Involved in unit testing, bug fixing and post release support.
* Used the sandbox for testing and migrated the deployment instance after testing.
* Intensively worked on Visual Workflows for the automation of the business process which are triggered with Custom Buttons and also acquired knowledge in flow automation using Process Builder.
* Reviewed the code and made it refined by fixing the exceptions.
* Developed and customized User interface using Visual force Pages, APEX controllers.
* Supported the Administrator in resolving outstanding issues on tickets.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Used the Change Sets to deploy code between the Sandbox and Production environments for final implementations and prepared Deployment documents.
* Used Data Loader for insert, update, and bulk import or export of data from comma separated values (CSV) files.
* Suggested and successfully implemented Salesforce wave analytics with the approval of client.
* Manipulated data sets, reports and dashboards in Salesforce wave analytics by using json.
* Worked with divestment of companies when iron mountain acquisition on Recall Corporation took place.
* Intensively worked on roles, profiles, sharing rules for the purpose of securing data which is an inlinerequirement because of acquisition.

**Environment:** Saleforce.com platform, APEX Language, Visual Force (Pages, Component & Controllers),

Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security

Controls, Sandbox, Sales Cloud, Service Cloud, Eclipse IDE Plug-in.

**Iridium LTD Hyderabad, India April 2013 – Mar 2015 Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementationand documented the business and software Requirements.
* Perform detailed analysis of business and technical requirements and designed the solution by customizingvarious standard objects of Salesforce.com.
* Expertly designed, developed and deployed custom objects, page layouts, custom tabs, components andVisualforce Pages, to suit to the custom needs of the application.
* Attentively created custom fields, pick lists, dependent pick lists, and validation rules for the custom objectsto better perform business functions.
* Developed Apex Classes for numerous applications and migrated them from sandbox to production aftertesting.
* Implement numerous Apex Triggers and Schedulers involving multi-level object data abstraction and SOQLinner queries.
* Used Apex Data Loader to load the data from different Salesforce organizations.
* Used Salesforce Automation (SFA) for Sales Lead Management, Opportunity Management, Account andContact Management, Data Quality Management, and Approvals to automate the process.
* Developed various Reports (Tabular, Summary Matrix and Joined) and Report Folders to assist managersto better utilize Salesforce as a sales tool and configured the Analytic Snapshots to dump the data on regularbasis for the sales performance and lead generation statistics.

**Environment**:Salesforce Spring '14, Custom Objects, Workflows, Data Loader, Apex, Components and Controllers,Visualforce Pages, Reports, Page Layouts, Custom Tabs, Lightning Connect, Security Controls, Sandbox,Agile.