Lakshmi Narendar A

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**PROFESSIONAL SUMMARY:**

* **Over 9 years of** experience in **Salesforce.com CRM** platform using **Administrator.**
* **Good Experience with lightning component development, lightning design system and classic to lightning migration.**
* Profound knowledge of **Software Development Life Cycle (SDLC)** concepts from planning through implementation and maintenance. Proficient in formulating planning and documentation for **project scope, process design, system configuration, test readiness, deployment and post implementation support**.
* Experienced in customizing **standard objects Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards,** Extensively Created **Roles & profiles** and configured the permissions based on the organizational hierarchy with **Data Cleansing**, Instrumental in Designing **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, Approval Processes, Page layouts and search layout.**
* Worked with various CRM applications like **Salesforce.com, Sales cloud, Service cloud**, **Marketing cloud** and **Community cloud.**
* Mapped personal and professional caregiver networks with **salesforce health cloud**
* Experienced in developing and designing **business logic for Salesforce.com using Force.com Apex triggers and Apex classes,** Proven Master in **integration of Salesforce.com Applications** with Other applications with an emphasis of the **Web Services/XML** and other Integration Tools, **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
* Strong exposure in creating various **Page Layouts profiles** and configured the User permissions based on the organizational hierarchy, experienced in creating **validation rules, workflows, approval process, and dynamic approval process**, implementing and supporting modules like **Partner Relationship Management and Service Cloud implementation,** in **data migration from Legacy Systems using Data Loader, Import Wizard,** pervasive, Cast Iron **and Demand Tool.**
* Have worked in projects that used different methodologies like Agile, waterfall etc.
* Prepared technical specification documents based on Functional Specification documents.
* Schedule Pull dates and Create Pump packets for each order, Support team through outstanding **management** of all resources - people, process, and technology.
* Strong communication & interpersonal skills with positive work attitude. Self-motivated and quick learner.
* Skilled in understanding and implementing the new **Salesforce Lightning Experience**.
* Analyzing the Scenarios for switching between **Salesforce classic and the Lightning Experience**.
* Used the **Lightning Aura framework** to build the components when upgrading legacy customer portal to Community for Clients.
* Worked on consolidation of all existing Workflow rules in the **Lightning Process builder flows** and created one process builder for each object and managed all actions in the single flow

**Education:** Bachelor of Engineering in Electronics - 2012, JNTU, India. Masters in IT, USA, 2016.

**Certifications:**

* Certified Salesforce App Builder
* Certified Salesforce Platform Developer II
* Certified Salesforce Platform Developer I
* Certified Salesforce Administrator

**Technical Skills:**

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| --- | --- |
| Languages  | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, S-Controls, JAVA, SQL |
| Operating Systems | MS Windows 95, 98 & NT 4.0, Windows XP,2007,2008 |
| Salesforce Tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production), Git Repositories. |
| Scripting Languages | Java Script |
| Internet Technologies | J2EE(Java), Java Script, XML, HTML5, CSS3. |

**WORK EXPERIENCE:**

**Client: VM Ware Sep 2021 to till date**

**Loc: Dallas, TX**

**Role: Salesforce Developer/Administrator**

 **Responsibilities:**

* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Use of data-loader, data exporter and migrated the attachments from legacy CRM to Salesforce and worked on sales force to sales force.
* Loaded third party Java Script (JS) library in Lightning web component and made changes in Lightning web component body after it rendered
* Called multiple apex classes using Lightning web components
* Great involvement in creating salesforce Lightning Apps, Lightning Web Components, Controllers and Events.
* Customized existing Lightning web components.
* Work in the Salesforce.com development environment which includes custom objects, workflows, triggers, migration tools, SOQL and REST-based web services using **Apex programming, Lightning web components (LWC), and related technology components.**
* Used **Sales Cloud** in preparing and getting approval of design, functional and technical specifications from business users.
* Worked on **Salesforce Community cloud** like how to engage with employees, customers, and partners. Skilled building application on Sales forces community cloud.
* Worked on the Force.com platform, good understanding of Apttus Contract Lifecycle Management (CLM)
* Strong experience with salesforce.com CRM full implementation, migration of sales cloud, service cloud, marketing cloud and Force.com platform.
* Involved in End-to-end testing and gathering requirements to feedback from business users.
* Developed **APEX Classes**, **Controller Classes** and **APEX Triggers** for various functional needs and implemented the business logic as per the requirements.
* We used to **Lightning** Components for Community Builder, and the new consumer-based UI instead of having to use other frameworks (like Bootstrap) and **community cloud**, connect with customers, partners and peers for ideas and answers.
* Used to **Lightning Web Components** access at the user, profile, and organization level.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in **Lightning App builder.**
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Created and developed Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Worked with Salesforce **Sales Analytics** and **Service Analytics** standard applications in Einstein Analytics.
* Developed **Apex Classes & Triggers** to implement the business logic as per the requirements.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Used SOQL &SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created and used Email templates in HTML and Visualforce.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**n Demand, Customer Portals, Eclipse IDE Plug-in, Windows XP.**

**Client: McKesson Oct 2019 to Aug 2021**

**Loc: Irving, TX**

**Role: Sr. Salesforce Lighting Developer**

**Responsibilities:**

* Involved in identifying, planning, and implementing new Salesforce.com features and functions new screens, workflow, force.com objects, reports, apex code to meet business requirements.
* Played key role in UAT, SAT and training business users on SFDC system and process.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Use of data-loader, data exporter and migrated the attachments from legacy CRM to Salesforce and worked on sales force to sales force.
* • Experience in Salesforce Lightning UI, building Lightning web components,
* Added Lightning Components to Lightning pages and record types.
* Worked on **migration from Classic to Lightning** and Lightning locker services.
* Work in the Salesforce.com development environment which includes custom objects, workflows, triggers.
* Used **Sales Cloud** in preparing and getting approval of design, functional and technical specifications from business users.
* Worked with **rest api & soap api** to get the data from external systems like oracle and cdfs
* In-depth understanding of Sales Cloud, Service Cloud and **Health Cloud experience**.
* Worked on **Salesforce Community cloud.** Skilled building application on Sales forces community cloud.
* Strong experience with salesforce.com CRM full implementation, migration of sales cloud, service cloud, marketing cloud and Force.com platform.
* Using **Social Studio** to manage, schedule, create, and monitor posts.
* Involved in End-to-end testing and gathering requirements to feedback from business users.
* Developed **APEX Classes**, **Controller Classes** and **APEX Triggers** for various functional needs and implemented the business logic as per the requirements.
* Worked on to prioritize tasks across all their patients’ needs with **health cloud**.
* Used to **Lightning Components** access at the user, profile, and organization level.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting

 up in **Lightning App builder**.

* Created many **Lightning** Components and server-side controllers to meet the business requirements.

Experienced in migrating the standard and custom objects in standard experience to lightning experience**.**

* We used to **Lightning** Components for Community Builder, and the new consumer-based UI instead of

having to use other frameworks (like Bootstrap).

* Using **community cloud**, connect with customers, partners and peers for ideas and answers.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Created and developed Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
* Worked with Salesforce **Sales Analytics** and **Service Analytics** standard applications in Einstein Analytics.
* Developed **Apex Classes & Triggers** to implement the business logic as per the requirements.
* Used SOQL &SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Work in the Salesforce.com development environment which includes custom objects, workflows, triggers, migration tools, SOQL and REST-based web services using **Apex programming, Lightning web components (LWC), and related technology components.**
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created and used Email templates in HTML and Visualforce.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

**Environment**: Saleforce.com platform, Apex Language, VisualForce (Pages, Component & Controllers), Pages, Data Loader, IBM middle ware, App exchange, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Informatics on Demand, Customer Portals, Eclipse IDE Plug-in, Windows XP.

**Experience Professional Experience**

**Client: State of New Jersey May 2018 to Sep 2019**

**Loc: Princeton, NJ**

**Role: Salesforce Developer**

**Responsibilities:**

* Created **Lightning components**, controllers and events as per business requirement
* Built reusable UI/UX components with **Lightning component framework**
* Added Lightning Components to Lightning pages and record types.
* Worked on **migration from Classic to Lightning** and Lightning locker services.
* Used Aura Framework to develop Lightning Components.
* Created a component for custom buttons which are not supported in lightning.
* Modified Visualforce pages to support Lightning.
* Worked on **Sales and Service cloud applications**.
* Attended daily SCRUM on the progress and clarifications.
* Experience in integrating box.com with salesforce to accelerate the business.
* Experience in using workspace calendars to create and design full preview content and manage future and past content calendar with fully featured planning and scheduling tools designed for teams using **social studio**.
* Responsible for Agile methodology testing package upgrades in sandbox org and deploying in production org.
* Created the Workflows and Process Builder to automate the process.
* Developed **Apex Classes & Triggers**, Visual force pages to implement the business logic as per the requirements.
* Experience in organizing posts by brand, region, or multiple teams and individuals in a unified interface using social studio.
* Designing of Page layouts and applying securities at Page layouts.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Designed various complex **Web pages in Visual Force using JavaScript**, HTML5.
* Developed Triggers to handle bulk records within the governor limits to automate business logic.
* Involved in querying Salesforce tables using SOQL and SOSL queries using Foce.com.
* Responsible for setting up new instances of JIRA, data import, customization, and backup.
* Deployed code using change sets.
* Created test scenarios on Sandbox environment and used Force.com components Deployment wizard for migrating data between Force.com IDE and Sandbox environment.
* Used the **ANT for testing and migrated the code** using to the deployment instance after testing and provided support for post-production.
* Responsible for performing all tasks required to develop, implement, and support.
* Involved in Test configuration Apttus within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.

**Environment**: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, IBM middle ware, App exchange, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Informatics on Demand, Customer Portals, Eclipse IDE Plug-in, Windows XP.

**Client: State of Wisconsin Aug 2016 to April 2018**

**Loc: Maddison, WI**

**Role: Salesforce Developer/Adminstrator**

**Responsibilities:**

* Created Custom fields, pick lists, field dependencies and validation formulas to the custom objects.
* Created pick lists and page layouts and coupled those using Record Types.
* Added, configured workflow rules, time triggered workflows, email templates resulting into effective web to lead communication with customers and partners.
* Created profiles and implemented Object and field level security to hide critical information.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Used Apex Data Loader to migrate data such as accounts, campaigns from legacy system.
* Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management and triggers.
* Primary responsibilities included custom application development and integration.
* Used JIRA to manage change management across Salesforce Organization.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, JIRA, Windows XP.

**Hucon Technologies, Hyderabad, India July 2012 - July 2015**

**Role: Salesforce Administrator**

**Responsibilities:**

* Managed Level 2 support for different projects from start to finish
* Maintained and customized Salesforce.com scopes such as users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.
* Provided support to 1000+ Salesforce users worldwide and acted as the primary point of contact for end-user support.
* Oversaw all data and incorporated all results into the plan
* Resolved major technical and configuration issues in Salesforce while working with client
* Developed reports, dashboards, and processes to continuously monitor data quality and integrity
* Monitored team’s adoption rates and responded as needed providing them with training sessions, communication and documentation as needed.
* Searched, planned, and established a better process for application to be user friendly and ensured there are no repeated issues for the end user
* Performed user & administration training sessions for clients to utilize Salesforce and respective programs.

**Environment:** Saleforce.com platform, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval process, Java Script, Apex Triggers.