**Professional Summary**

* **Certified Salesforce.com Developer** and **Administrator** around 6 years of IT experience with over 5+ years of experience in the Salesforce.com CRM platform as both **Administrator** and **Developer**
* Good Understanding Software Development life cycle and emphasis on **Salesforce.com, App Exchange, Sales Cloud, Service**and **Community Cloud.**
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Hands on Experience in **Data Management**, **Data Modeling**, **Workflow Automation**, **Formulas** & **Validations, Chatter.**
* Responsible for Customization of the **Salesforce Sales Module** for capturing the **Lead Generation**, **Accounts**, **Opportunities**.
* Used **Lightningprocessbuilder** for visualizing and creating automated business processes.
* expertise on the Integration with Web services using **REST and SOAP**services, Good understanding of **Bulk API, Streaming API’s and other third-Party Integration** tools.
* Experience in **APEX Programming** by creating  **Apex Classes ,Triggers**   to implement the business logic as per the requirements.
* Designed and developed Department Webpage Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend and **Visualforce pages** as user interface.
* Designed, Developed, maintained and implemented systems in Salesforce to support automation for **CRM,SaaS operations**, **IT**, and **customer support** processes.
* Knowledge in **Change Management** and **Prototype Analysis** using **Sand Box Environment.**
* Used refined global search in **Lightning** by developing **Apex classes** and **Controllers**.
* Broader Perspective on **VisualforcePages**, **ApexTriggers**, **ApexClasses**, **BatchApex**, **HTML** and  **SOQL**, **SOSL**, **ProcessBuilder**, **Workflow**, **VisualWorkflow** and **ApprovalProcess**, **Reporting** and **Dashboards** to support process automation.
* Knowledge on **Data Migration** by using **Data loaderWorkbench**.
* Experience in Administration, Configuration, Implementation and Support of **Salesforce CRM**.
* Hands on experience in implementing security and sharing rules and **Apex Language**.
* Experience in creating the **Validation Rules**, **Approval Process**, **workflows** for **automated lead routing**, **lead escalation and Email Alerts.**
* Involved in the Design of various **Webpages** in **Visualforce**.
* Handled the Design and Development of **Apex Classes and Apex Triggers** for the functionality of the application.
* Worked with the **Data Loader** , **Force.com** and **Sand Box**.
* Cognizance in **Sandbox Management** (Like Refreshing Sandbox, Creating New Sandbox and Migrating code from one sandbox to the other).
* Interaction in working with software Development Life Cycle (SDLC) methodologies such as **Agile, Scrum and Waterfall model.**
* Implemented **picklists**, **dependent picklists**, **lookups**, **masterdetailrelationships**, **validation** and **formulafields** to the custom objects.
* Worked on various Salesforce.com **standardobjects** like **Accounts**, **Contacts**, **Cases**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Customization of Lightning Components to enhance UI of several applications.
* Designed App in Lightning for the school which comprises of students ,grades and departments.
* Created Triggers for validation of data of the records and to prevent duplication of records and values.
* Involved in updating Triggers for the better enhancement of business process to escalate tasks with scheduling , assigning to the cases for the service personnel and switching requirements.
* Experience on working of **Einstein Analytics** cloud for the data views creation and the marketing analysis and views creation through apps.
* Worked and proficient on usage of **Pardot** (saas) platform in the marketing cloud for the internal customers for the automation of web-enquires , search engine optimization, lead generation, social marketing and creating reports to task performance.
* Experience in the development of cloud platforms using the salesforce vlocity for mobile cloud applications and the easier user interaction with the sales and service clouds for the product users.
* Apttus-CPQ configure product and pricing rules ,approvals, quoting templates, digital signatures ,work flows, validation rules and changes to user interface.

**Professional Experience:**

**Client: Fannie Mae, Plano,TX Oct2019- Present**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Involved in gathering of requirements, implementation for the development of Lightning pages.
* Created Sales Force Lightning applications using **Aura Components** , **Controller**, **Helper** and used **CSS** style sheets in the components.
* Worked on Apex development for the creation of buttons on the pagelayouts.
* Developed **Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers** for various functional needs in the application. Migrated data from external sources and performed **insert**, **delete**, **upsert**, **export** operations on many records.
* Upgraded several apps from **classic** to **Lightning**to enhance better user interface and better interaction with pages.
* worked with  **Visualforce**, **APEX Database**, **APEX Triggers** and **APEX Testing**
* Expertise on APEX Programming by creating Custom Triggers and perform Asynchronouscalls to implement the business logic as per the requirements.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile.
* Created workflow rules and defined **relatedtasks**, **emailalerts**, and **fieldupdates**.
* Implemented **picklists**, **dependentpicklists**, **lookups**, **masterdetailrelationships**, **validation** and **formulafields** to the custom objects
* Worked on various Salesforce.com **standardobjects** like **Accounts**, **Contacts**, **Cases**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Frequently used **Agile Scrum methodology** to reach our business team goal by gathering day to day requirements and building them using Force.com platform.
* **Apttus-CLM**- work with sales , contract, order management, and finance teams. Documented and trained users on quote to cash process flows and system diagrams.
* Designed and implemented automated surveys integrated with salesforce.

**Environment:**Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Lightning, Data Loader, HTML, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Agile.

**Client: General Electric (GE Capital) Fort Worth, TX Jan2019-Oct2019**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. Closely worked with other Salesforce.com consultants while implementing the solutions for the needs of organization.
* Created **Custom Objects** and defined **lookup** and **master-detail relationships** on the objects. Also, created **junction objects** to establish connectivity among objects.
* Created **workflow rules** and defined related tasks, **time-triggered** tasks, **email alerts** and **field updates** to implement business logic.
* Worked on **Service Cloud** and **Sales Cloud** implementations. Experience in developing and maintaining email templates within **Marketing Cloud**.
* Worked in developing various **Apex classes**, components, and **Visualforce.**
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Componentfeatures**.
* Developed Lightning apps using Lightning Components and made them with compatible with **Salesforce1mobile** app.
* Used **Lightningprocessbuilder** for visualizing and creating automated business processes.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
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* Worked with **Dynamic Apex** to access Objects and Field values based on user inputs, execute **dynamic SOQL**, **SOSL** and **DML** queries.
* Administrated and monitored the company's Salesforce CRM application. Created the workflows for automated **lead routing**, **lead escalation** and **email alert**.
* Being the Administrator in the organization created **Profiles**, **Roles** based on Organization role hierarchy and implemented **Record-Level** and **Field-Levelsecurity** and configured their sharing settings.
* Involved in **Data mapping** and migration of data from legacy systems to SalesForce.com Objects and fields**.**
* Performed Bulk **Data Migration** from Traditional Applications to Salesforce using **ImportWizard**, Excel Connector, Data loader, Workbench, Backup,  **Data Loader**
* Developed **Test cases** for **Unit Testing** of the Mappings and was involved in the **Integration Testing**.
* Used **Tabular**, **Summary** and **Matrix** reports to create **Standardreports** and **Customreports**.
* **Troubleshooting** and configuring **DataLoaderoperations** and running the Data Loader in batch mode.
* Worked on various Salesforce objects like **Accounts**, **Contacts**, **Leads**, **Opportunities**, **Reports** and **Dashboards**.
* Knowledge on the usage and implementation of **Apttus CLM** for the project order management and finance teams interaction.

**Environment:**Saleforce.com platform, Service Cloud, Apex Language, Visualforce (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lightning, FLS, Lookup and Maser Details Page, Security Controls, Marketing Cloud, Salesforce1 Mobile, Web Services, Sandbox.

**Client: Info-Tech, Hyderabad, India Jan2015-Dec2017**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* **Deployed** the code over sandboxes using **Change set**.
* Developed various **Apex classes**, Controller classes and Apex Triggers for various functional needs in the application.
* Created various **Profiles**, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Designed and deployed Custom tabs, **validationrules**, **ApprovalProcesses** and **Auto-Response** for automating business logic.
* Created **emailtemplates** and **inboundemails** using Visualforce for clients and customers.
* Enabled Chatter for the Organization and effectively communicate with the users in the Organization.
* Implementation of **Data Loader** for loading the data.
* Developed business documents for Salesforce.com Custom objects.
* Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Involved in **Agile** methodology, **Scrum** that dramatically improved productivity and reduced errors.
* Implemented Salesforce.com web services client using Sales force web services API, XML and partner WSDL.
* Perform **mass update** to update the data in SFDC using **Demand Excel** spreadsheets using **Apex Data Loader**.
* Perform **Data Export** on weekly basis for data backup.
* Created **profiles**, **roles** and implemented **objectlevel**, **fieldlevel** and **recordlevelsecurity**.
* Provide Production Support for CRM system developed on Salesforce.com platform.

**Environment:**Force.com IDE, Eclipse, Data loader, Data Import Wizard, Microsoft Office, Excel, Service Cloud, Apex Language, PB’s, Workflow, Reports, Custom Objects, Custom Tabs, Marketing Cloud, Change Sets, Salesforce for Outlook.

Education:

**Master’s in Computer Science – Southern Arkansas University**.

Courses: Worked on cloud computing, Sales Force CRM, involved in the implementation of Permission Sets, Workflows from August 2019 to Dec 2019.Accomplished badges on Sales Force trailhead.

**Bachelor’s in Computer Science**.

**Technical Skills**

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| --- | --- |
| Salesforce technologies | Apex, **visualforce**, SOQL, SOSL, Email template, formula, Validation rules, **apextrigger**, workflow and approvals, App exchange, **Eclipse**, sales force.com IDE, Apex data loader, web services. **Dashboards**, Analytic Snapshots, Custom Objects**, Lightning, Field Service Lightning (FSL),** REST and SOAP **Web Services.** |
| 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) QTP and **Sandbox Testing** |
| Lightning Experience Development: | Salesforce Lightning Design System and Lightning Components, LWC, Aura Framework, JavaScript Controllers, Server-side Controllers**.** |
| Data Migration Tools | Data Analysis, Data Cleansing, Data Normalization, **Data Migration**, Data Loader |
| Databases | **SQL**Server 2005, Oracle, MS Access |
| Programming Languages | JavaScript, **Apex**, **DL/SQL** |
| Configuration Skills | **Workflow**: time-dependent actions, field updates, email alerts, Field Level and Object level security, **rolehierarchies**, sharing models, SFDC Standard Object Configuration: Campaigns, Reports, Dashboards, **FormulaFields** and Cross Object Formula Fields Configuration Skills, Overall User Management, Security and Sharing Model, Translation Workbench, Documentation Templates, **SalesforceLighting.** |
| Project Management | **Agile, Jira** |