Uday Kumar

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PROFESSIONAL SUMMARY:

* 10 Years of IT experience that includes around 7 years of experience in Salesforce.com CRM Platform and around 3 years of experience in developing applications using Java/J2EE technologies.
* Experience in Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Good Experience on Salesforce Lightning, Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Creating Custom Apps, Custom fields, Profiles, Applying Sharing Rules, Handling Page Layouts, Search Layouts, and Related List and defining Field Dependencies, custom buttons, Validation Rules, workflows, approval processes.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using Data Loader, Admin Garage, and Lexi Loader.
* Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Conga Merge and Outlook.
* Extensive experience with various Salesforce deployment methodologies including Change sets, Force.com Plug-in environment, Ant Migration tool kit and Eclipse.
* Expertise in maintaining the functional areas of Data Management, Campaigns, Leads, Forecasting Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Strong knowledge of SFDC standard data structures and familiarity with Force.com Explorer, Data loader and Import Wizard.
* Provide technical architecture strategy and guidance for Salesforce rollouts, and assist with design for adoption strategy.
* Support and provide recommendations to the COO, CTO, VP of Sales and VP of Services by tailoring Salesforce.com to meet agile business needs.
* Recommended, designed and implemented a Marketing process in Salesforce to automate communications between Sales and marketing, associate campaign influence on opportunities for ROI reporting, and to provide real time status on campaign members.
* Analyzed current processes and made recommendations for automated notifications to Sales Reps when maintenance renewals are due and when outstanding invoices need attention, standardized sales reports, installed and trained users in Cirrus Insight to track Sales appointments for call reports.
* Experience in SFDC Integration using Web Service and Apex Programming, App-Exchange Packages & Custom Applications, Salesforce.com Service Cloud expertise.
* Experience working with Sales cloud and Service cloud.
* experience in designing and developing responsive UI5 application integrating Gateway Odata/HANA XS OData/JSON.
* Extracted the data from salesforce.com application into the external databases like SQL, DB2 for generating large data reports.
* Assisted users with report design and management. Work with Time Warner team to integrate online initiatives into the database.
* Experienced in scripting languages like HTML, XML, CSS, JSP, WSDL, SOAP, AJAX, APEX Web Services API development skills and Java Script, Web Services-Axis.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, deployment and maintenance of standalone, Multi-tier, web-based and portals based object oriented enterprise applications.
* Analyzed Sales, Marketing & Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Worked Developer and as well as a Business Analyst for full-cycle projects, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.

EDUCATION:

* Bachelor's Degree in Information Technology from India.

TECHNICAL SKILL-SET:

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| ****Salesforce**** | Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Service Cloud, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards. |
| ****Salesforce Tools**** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production) |
| ****Other CRM**** | Veeva, ServiceMax, Apptus, CPQ |
| ****Integrating Tools**** | Apex Data Loader, Import Wizard, Data Export, Mass Delete |
| ****Languages**** | Apex, Java, C, C++, SQL, SOQL, SOSL. |
| ****J2EE Technologies**** | JAVA 1.X, Servlets, JSP, JSTL, JDBC, Struts1.2/2.0, Tiles, Spring, EJB, Web Services, Log4j, Slf4j. |
| ****Web Technologies**** | HTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API |
| ****Databases**** | SQL Server, My SQL, MS Access, DB2 |

PROFESSIONAL EXPERIENCE:

Bank of the West, San Francisco, CA Nov 2019 to Till Date

Role: Sr. Salesforce Consultant

Roles & Responsibilities:

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components,added CSS and Design Parameters that makes the Lightning component look and feel better.
* Designed and developed REST API’s for the Investing team.
* Design AWS Cloud Formation templates to create custom sized VPC , subnets , NAT to ensure successful deployment of Web applications and database templates.
* Designed, built and coordinate an automated build & release CI/CD process using Gitlab, Jenkins and Puppet on hybrid IT infrastructure.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Tested apps by appending multiple components to a Lightning application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Integrated Gateway OData/JSON services with UI5 apps.
* Strong proficiency in SAP Netweaver gateway framework and RESTful services and OData web services.
* Worked on Launch Pad, Catalog, Tiles, Group, Semantic Objects, Creating OData services, Netweaver
* Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

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

Sempra Energy, San Diego, CA Aug 2018 to Oct 2019

Role: Sr. Salesforce Consultant

Roles & Responsibilities:

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Migrated data from external sources and performed Insert, Delete, Upsert & Export operations on millions of records. Designed and developed Service cloud and Integration.
* Force.com developer toolkit including Apex Classes, Apex Triggers & Visualforce Pages to develop custom Business Logic. Implemented Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Designed and developed SFA based Application on Force.com platform in Salesforce.com environment with Apex programming language as backend and Visualforce Pages as user interface.
* Implemented Pick Lists, Dependent Pick Lists, Lookups, Master Detail Relationships, Validation and Formula Fields to the custom objects.
* Page Layouts, Search Layouts to Organize Fields, Custom Links, Related Lists and other components on a Record Detail.
* Implement, administer, and maintain changes to Salesforce CRM and work closely with Marketing administrators for related programs/processes (Social Studio, Pardot and Marketing Cloud/Exact Target)
* Customize Salesforce, Page layouts, Custom objects, and Lightning components.
* Worked with the Salesforce Lightning using lightning pages.
* Customized User Roles, Role Hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.
* Extensively involved in Unit Testing using Test Methods using Force.Com utilities.
* Created Templates, Approval Processes, and Approval Page Layouts and defined Approval Actions on them to automate the processes. Created Workflow Rules and defined Related Tasks, Email Alerts and Field Updates.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database. Configured Chatter for the Users in the Organization for collaboration.
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Extensively involved in Data Migration from three legacy systems to Salesforce.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.

**Environment:** Salesforce.com, Force.com, Apex Classes, Apex Triggers, Apex Controllers, Visualforce Pages, Eclipse, SOQL, SOSL, Service Cloud, Sales Cloud, Rest API, Soap API, Marketing Cloud, Chatter, Data Loader, Data Migration, Page layouts, Roles, Custom Objects, Pick lists, Email alerts.

Recondo Technology, Denver, CO Jan 2017 to July 2018

Role: Salesforce Developer

Roles & Responsibilities:

* Worked on various standard Objects like Leads, Accounts, Contact, Opportunities, Products and contracts that helps the company to maintain their information and make sales of the product.
* Created many of Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
* Developed Validation Rules for the Custom Objects and Approvals for some fields.
* Implemented field level Security, Profile, and audit trail setup.
* Customized several Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes.
* Created several Validation Rules, Custom buttons, and links on custom and standard objects.
* Create many of the custom controllers and custom Buttons which are used in the salesforce Visualforce pages.
* Developed APEX class, Controller class and APEX Triggers for various functional needs in the application.
* Created the many of the Reports and Dashboards, which helps the sales team in marketing their product.
* Created Visual Force pages and Components used repeatedly in Visual Force pages to reduce the case of overabundance whenever needed.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed and Knowledge Base & Entitlements.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created Visual force pages in page layout of the custom objects, which helps us to describe the details of some of the standard objects, which are used in project.
* Scheduled Apex Batch jobs for processing large records.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed, and sent to an external entity.
* Worked on data migration from databases to SFDC using Data Loader.
* Worked on Data Loader, which helps us to perform CURD operation with the help of CSV files.
* Created email templates and inbound emails using Visual Force for customers and clients.
* Used Sandbox migrated the code and deploying inbound and outbound change sets instance after testing.
* Collaborated with GitHub to access and share data from database.
* Implemented the salesforce.com applications using Agile Scrum Methodology.
* Created Custom dashboards displaying data used in research through which process is observed and verified.
* Integrated the WebServices for extracting the data from external systems to display in the pages of Salesforce.
* Performed a software build using a build system like Apache Maven or Gradle, executed a shell script using Jenkins.

**Environment:** Saleforce.com platform, Visual force, Apex Language, Triggers, Tableau, Agile, SOQL, Service cloud, Change Set, Standard and custom controllers, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service (REST and SOAP).

Flagstar Bank, Troy, MI Mar 2015 to Dec 2016

Role: Salesforce Developer / Administrator

Roles & Responsibilities:

* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created Visualforce pages with fields, buttons and using various components to invoke methods.
* Using controllers and embedded JavaScript and HTML as needed.
* Implemented web based case management automation - Web to Case (on Case Object) to track and solve customer's issues.
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Involved in data mapping and data Integration from JD Edwards ERP to Salesforce.com.
* Installed Pervasive Data Integrator from the AppExchange for two-way integration with a JD Edwards ERP system.
* Designed, and developed Apex Classes, Controller Classes and extensions for various functional needs in the application.
* Wrote SOQL and SOSL statements within custom controllers, extensions.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Installed Instant Service Chat and Email from the AppExchange to let agents click to create cases from Chat and E-MAIL.
* Designed and developed User Interfaces for Sales Force users as per requirements.
* Deployed Envox's Phone Link, a computer telephony integration solution from the AppExchange that adds screen pop and click-to-dial capabilities to Salesforce CRM.
* Used force.com IDE for developing custom applications.
* Wrote Test Plan and Test Case. Involved directly with Test Team and did bug fixing using Clear Quest.
* Created Managed Package using Eclipse. Migrated from sandbox to production using FORCE.IDE

**Environment:** APEX, Web services, SOSL, SOQL, Informatica, Force.com IDE, Import Wizard, XML, Java Servlets, Visual Force Pages, Workflows, S-controls.

Digi International, Hopkins, MN Nov 2012 to Feb 2015

Role: Software Engineer

Roles & Responsibilities:

* Worked with business and user groups to identify and implement functional enhancements and new requirements.
* Worked on the design of the entire end-to-end architecture for the Classification Web Application.
* Designed the UI, the services layer and the database object model design based on Java Spring MVC architecture.
* Installed and deployed the application on the JBoss Application Server, with JBoss Developer Studio being the IDE for development.
* Built the project using Maven script and using JAX-B specification for the XML handling.
* Extensively used XSL as a XML parsing mechanism for showing Dynamic Web Pages in HTML format.
* Developed complex intra Portlet communication across web applications using cooperative Portlets. Developed simple Portlet messaging on a single page using Portlet API.
* Developed Visualforce page using the extension controller according to the clients’ requirement.
* Developed SOQL and SOSL queries to get data from different related objects.
* Designed and developed highly customized front end Screens using Sencha ExtJS framework library, JavaScript, HTML, CSS as a Rich Internet Application (RIA).
* Developed front end web page using HTML, CSS, JavaScript, Angular JS and JQuery.
* Used Portal Enable, Portal Extend for personalization, content publishing, document management, productivity functions along with the scalable portal framework.
* Developed the DAO layer using Java JPA specification to setup object relational mapping to support the database operations for the service layer operations
* Extensively used Portal toolkit plug-in for creating, testing, debugging and deploying individual Portlets.
* Involved in the development of Standard XML reports using the Xalan parser and XSLT style sheets.
* Developed billing system pages using Struts Framework and written some of the custom tags.
* Used Spring IOC and MVC for enhanced modules.
* Implemented SOAP protocol to get the requests from the outside System.
* Used Rational Clear Case as a source control for code changes.
* Followed coding and documentation standards.
* Involved the writing SQL quarries and Joins.
* Used Rational Clear Quest to document and track issues and resolutions.
* Provided development support for System Testing, Product Testing, User Acceptance Testing, Data Conversion Testing, Load Testing, and Production.
* Involved in configuration and deployment of application on Web Logic server.

**Environment:** Java, J2EE, J2EE architecture,JavaScript, Maven, AJAX, Servlets, JSP, Struts, Web services, Taglibs, Portals, Hibernate, XML, HTML, Java Script, SOAP, RAD, Ant, Log4J, Oracle, Web Logic server, Clear Case, Linux.

Diebold Nixdorf, India Aug 2010 to Oct 2012

Role: Java Developer

Roles & Responsibilities:

* Involved in database modelling applying the normalization rules
* Developed Code using Struts framework, based on the MVC design pattern
* Developed the presentation layer using Struts Tag Libraries
* Developed the application with iterative methodology, recapturing the existing code and writing a new code for most of the modules.
* Utilized the AngularJS directives, factory, service, and filters. Created number of custom directives to reuse them across the controller.
* Worked on backend logic using Servlets, EJB, Hibernate and JDBC.
* Developed page specific elements, handlers, web beans, view helper classes, JSP pages & fragments by using design patterns and java standards. Validating the Application by Deploying and testing on JBoss Server.
* Developed microservices using Spring MVC, Spring Boot, Spring Cloud, Spring AOP and Dependency Injection and JPA. Used JDBC Connection, Statement to retrieve Data from RDBMS.
* Analyzed, designed, validated the business logic of the system, and implemented the application
* Developed business services using EJB and used SOAP API.
* Translated functional requirements into technical design by gathering the user stories.
* Developed order history and order status of all the Authorized agent & specific bonds
* Developed dynamic pages for generating a report for displaying the existing business rules based on a search criterion to be reviewed by the CNA internally
* Involved in debugging the product using JIRA Bug Tracking
* Involved in developing the UI pages using HTML5, CSS3, JavaScript, JSON, jQuery and AJAX.
* Developed servlets for generating reports in PDF format.
* Implemented multiple high-performance Mongo DB replica sets on EC2 with robust reliability.
* Implemented logging using log4j.
* Deployed the application in JBOSS Application Server.
* Developed Servlets and Worked extensively on My SQL.
* Worked with MySQL for SQL log and Workbench.
* Written jQuery Validations for the User Frontends.
* Maintenance of data in different Oracle Database and environments using TOAD.

**Environment:** Windows XP/2000, Java 1.3, J2EE, Struts 1.1, EJB 2.0, Servlets, Session Beans, Ant,JavaScript 1.3, JSPs, HTML5, CSS3, jQuery, JSON, Oracle 8i, Ajax, Mongo DB, Soap, Toad, Eclipse 3.1, Web Sphere Application Server 5.1, Web logic, Apache CXF, MySQL, XSLT, Junit, Log4j, Rational Clear case, Clear Quest.