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**Professional Summary:**

* **Around 7 years of technical expertise** in complete software development life cycle (SDLC), which includes **Salesforce.com CRM** Platform as **Salesforce Developer**, **Salesforce Administrator and CPQ Administrator.**
* Hands on experience in implementation and configuration of **SFDC CPQ**, Sales cloud. Experience in requirements analysis, system configuration, presenting demos, end to end testing, data migration.
* Have hands on experience in Salesforce Sales **cloud, Service cloud and community cloud**.

**Technical Skills:**

* Utilized SFDC development tools to build functionalities within Salesforce.
* Strong experience Implementation knowledge using Custom objects, Triggers, workflows/ workflow rules, approvals, Visual Force Pages/Components and lightning pages/Components.
* Built complex SOQL, SOSL queries required in Apex classes, Triggers, schedule apex and Batch classes.
* Experience in building Lightning Components including LWC
* Configure, maintain, administer, and enhance the Salesforce CRM platform.
* Created custom objects, fields, formulas, validation rules, custom workflow, page layouts, reports and approval processes.
* Maintain user roles and profiles, security settings, access settings, etc.
* Worked on different Salesforce.com environments such as sandbox and Eclipse Force IDE.
* Configured different roles, profiles, and accounts in Salesforce.com.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Activities, and Dashboards.
* Worked on Building standalone, Bundled Products using options, features, Product Configuration Rules, price rules Pricing Concepts, Template administration, Quotes/Proposals, Proposal Management process.
* Worked on creating cases with Salesforce support for the defects identified in Salesforce CPQ. Extensive experience in configuration of various CPQ constructs like product modeling, bundles, attributes, product rules, Summary variables, pricing rules, discount schedules, and customer facing documents (templates).
* Demonstrated experience in Salesforce Customization, Data Validation, Data Utilities, Analytics, Sales, Marketing, Customer Service and Support Administration.
* Extensive knowledge about service cloud, which includes team roles, pre-defined case teams, automating cases, using channels like **email-to-case**, **web-to-case** and service console customization.
* Significant experience in handling the rigorous tasks that includes Sales Cloud and Service Cloud.

**Certifications:**

* Certified Salesforce Administrator
* Salesforce certified CPQ Specialist
* Salesforce certified PD1 Developer

**Education:**

Bachelor of Engineering in Computer Science

**Professional Experience:**

**Client: Cynosure – BOSTON MA Nov 2019 – Till Date**

**Salesforce Developer**

**Responsibilities:**

* Worked in Agile environment to solve the Business stories.
* Strong experience with Apex development, creating Objects, Triggers, Standard Controllers, Custom Controllers and Controller Extensions.
* Used Salesforce Apex, Lightning, Batch Apex, Scheduler Apex, Web Services, Rest API, HTML(5)/Ajax, CSS, Java Script.
* Developed Visualforce pages using Apex controllers on Force.com Platform
* Pulled data querying salesforce.com database using SOQL & SOSL queries and Governor Limits.
* Retrieved 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.
* Worked on Apex Callouts and REST API services and Apex web services to integrate with Third party systems.
* Developed **Apex classes, VisualForce pages controllers’ classes, Batch classes** and **Triggers** for various functional needs
* Worked on Git and SFDX for deployments from sandbox to production.
* Developed **lightning components** for the Record pages where Agents will have look on data from external objects.
* Extensively involved in Unit Testing using Test Methods of Force.Com utilities.
* Performed detail analysis to give out of the box solutions to business**.**
* Created fields, look up filters, Page layouts, lightning record page, designed flows, process builder, workflow, validation rules, record types, Quick Actions and Global Actions.
* Worked on **profiles, users and permission sets**
* Providing **Support** for Different Environments up on development and Production Support.
* Developed **Reports** and **Dashboards** for Agents and supervisors.
* Configured Various Salesforce Bundle products, features and options with specific requirements in Salesforce CPQ.
* Worked on Salesforce CPQ (Steel brick) and created Product rules, Pricing Rules, Approval rules, Product Configuration and Product Groups (SKU). Consumed Renewal (Multi Contract Renewals) and Amender API to work on Contracting and Quoting Services.
* Responsible for establishing an opportunity life cycle in an account management perspective for Sales agents.
* Worked on a part when certain Sales agents are migrated from Classic to **Lightning**.
* Responsible for the maintenance and enhancements around **Sales cloud and Service cloud.**
* Worked on different channels in improving service like web-to-case and email-to-case. Also, worked on creating customized service consoles for effective support.
* Worked with JavaScript, HTML and CSS for developing Lightning Web Components.
* Utilized Salesforce Lightning Design System for creating various Lightning Web Components.
* Dealt with various static resources to access in Lightning Web components.
* Deployed the components using Copado (CI/CD) to the next environments, also used back promotion feature instead of sandbox refresh.
* Handled Deployments to different sandboxes and production using ANT Tool, Copado, Jenkins and change Sets.

**Environment:** Salesforce.com CRM, Apex Classes, Triggers, Visualforce Pages, Component, Salesforce1, Lightning, Web Services (SOAP, REST), SOAPUI, Batch, Schedule classes, Force.com Platform, Process Builder, Workflow & Approval process, Reports, Dashboards, Data Loader, Eclipse IDE, Developer Console, HTML, Java Script, jQuery, CSS, Sandbox.

**Client: VMware, CA Jun 2015 - OCT 2019**

**Salesforce CPQ Admin**

**Responsibilities:**

* Developed and deployed workflows and approval processes for opportunities and products / assets management.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created profiles and implemented Object level, field-level and record-level security.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Experience with programming and customizing standard objects and creating custom objects using Salesforce.com’s inbuilt tools to create and customize objects.
* Used **Data loader** and **Informatica** for Data migration.
* Created helper methods for **Triggers** on s-Objects to escalate the case to required agents depending up on the priority and to avoid Duplications.
* Worked with sandbox for testing and migrated the code to the deployment instance after testing.
* Worked on creating cases with Salesforce support for the defects identified in Salesforce CPQ
* Extensive experience in configuration of various CPQ constructs like product modeling, bundles, attributes,

Product rules, summary variables, pricing rules, discount schedules, and customer facing documents (templates).

**Environment:** Visualforce (Pages, Component & Controllers), Informatica, Apex Language, REST and SOAP Web services, SOSL, SOQL, Triggers, JavaScript, jQuery, Eclipse Force. IDE and Data Loader.