**Kishore**

**585-299-3215**

**Summary:**

* **Around 7 years of IT** experience with **Salesforce**.com platform both as Developer and **Administrator** and java developer.
* Experienced in working on all phases of Software Development Life Cycle (SDLC) such as planning, analysis, design, implementation, testing and maintenance of in various domains and **Agile** methodologies.
* Experience in Object Oriented Design/Development/Implementation using **Salesforce**.*com* and **JavaJ2EE** technologies.
* Expert in **SFDC** development using **Visual Force Pages, Apex Classes, Apex Triggers.**
* Expert Level understanding of **Salesforce**.**comCRM** and its development life cycle.
* Extensive expertise of using declarative features like creating workflows, approval processes, process builder, escalation rules and assignment rules for complex business process automation.
* Experienced in automation of Lead management and **Case Management.**
* Hands on Experience in implementing picklists, field dependencies, lookup, junction object, master - detail relationships, and formula fields to custom objects.
* Experience in analyzing data using Reports and Dashboard feature.
* Experience in customizing report based on user and organizational requirement.
* Possesscomprehensive understanding of **CRM** business process related to Campaign Management, Lead Management, Opportunity Management, and Case Management.
* Working experience in identifying, planning and implementing new **SFDC** features and functions to meet the business requirements.
* Experienced in **SOQL & SOSL** with consideration to Governor Limits for data manipulation using platform database objects.
* Expertise in creating profiles, roles, permission sets, sharing rules, custom objects, page layout, Record Type, setting **up Service Cloud console, Web to Case, Web to Lead**, email to case.
* Experienced in Apex Data Loader tool.
* Developed with **Web Sphere** Cast Iron Cloud Integration which is configuration-based solution and does not requires any coding.
* Experience in System Integration using **Web Services API - REST API.**
* Experience in fixing bugs and hiccups in **Salesforce** case flows and approval processes.
* Hands on experience in testing apex classes using test classes and debugging apex classes and triggers.
* Experience in creating test plans, test strategies and test cases with **SQA(Software Quality Assurance)** Team
* Experience in developing data access objects using **JDBC API.**
* Experience with **IDEs** such as **Eclipse, Edit plus and Notepad++.**
* Excellent depth in **J2EE** Technologies such as **Servlets, JSP, JSF, HTML, JavaScript.**

**Technical Skills:**

Salesforce.com :Apex Classes, Apex Triggers, Visual Force Pages, Web- Services,Deployments,Dashboards, Reports, Analytic Snapshots,

Tools:Eclipse IDE, Apex Data loader

Database : Oracle, MS Access, SQL & PL/SQL

Languages :Apex, Java, J2EE, C, SOQL, SOSL

Operating Systems : UNIX, Windows

Web Services : SOAP, WSDL, XML.

Web Technologies : HTML, DHTML, HTML-5, CSS, JavaScript, jQuery.

**Education:**

* Master of Science, Computer Science | North Western Polytechnic University – Fremont, CA
* Bachelor of Computer Science and Engineering | Vignan University – Andhra Pradesh, IN

**Professional Experience:**

**Verizon Data Services-Dalla, TX Dec 2017 – Present**

**Salesforce Developer**

**Responsibilities:**

* Performed Business requirement analysis and data modelling sessions.
* Developed on Unified CRM Connector for implementing automation based on the cases received.
* Used web to case for creating a case record and assign to the designated department based on the subject of query.
* Developed extensively on Account, Contact, Case and Lead Objects for Layouts and validation rules.
* Created user Roles and Profiles, security controls.
* Used Lead management for creating lead from web i.e. web to lead, lead assignment, auto response, lead mapping to the existing object.
* Developed with automated workflows for creating account, contact and opportunity from lead.
* Performed debugging and fixed issues in case flows.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Developed with Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL, SOQL queries, control and Exception statements to invoke Apex triggers
* Created Apex Trigger to count the Open task on Lead Object.
* Created Visual Force Pages as per user Requirement.
* Developed Apex Classes with custom controller, controller extensions, for adding additional functionalities to existing Visual Force page.
* Developed with SOQL, SOSL, DML queries to fetch data from salesforce object model database.
* Debug Apex using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Developed with REST API for integrating the existing system to salesforce.
* Developed on Batch Apex and Scheduler to mass update records in production based on the business requirement.
* Developed with SQA team for developing test cases, test strategies and test plans and made a log record for code coverage.
* Used Case Management, used web to case tools for automating the issue solving process based on the cause of issue, case assignment, case escalation rules based on criteria and actions, creation of tasks based on the cases.
* One Click Dialing feature for the agents solving the cases.
* Developed on Integration between Salesforce and Verizon Wireless Unified Contact Center Solutions.

**Scottline Health Care, Houston, Texas Feb 2017 – Dec 2017**

**Salesforce Developer/Admin**

**Responsibilities:**

* Involved in gathering business requirements with other team members from various business teams spread over Sales, Marketing and Customer service.
* Generated Queries using Apex Explorer to connect with different servers.
* Performed end to end configuration and customization using various OOB features and Apex.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement various business process.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Designed and Developed Apex Classes, Test Classes, Controller Classes, Extensions and Apex Triggers for Various Functional needs in the application.
* Involved in Custom Integration of Outbound Messages, Formula Fields, Validation Rules, Reports, Custom Objects and Tabs, Email Services, AppExchange Package & Custom Application.
* Created and maintained User Roles, Security, and Profiles that was required for the Salesforce Knowledge implementation.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Involved in migrating data into Salesforce application using apex data loader through CSV files. Installed and configured data loader.
* Managed and implements customization requests by Business Users, including creating workflow triggers, workflow alerts, and automated email response.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.

**Centrica Informatics Private Limited, Hyderabad Jan 2014 – Aug 2015**

**Sales force developer/Admin**

**Responsibilities**:

* Worked closely with sales team to perform detailed analysis of the requirement and designing the solution for it by customizing various standard objects of Salesforce.com (SFDC) like Accounts, Contacts, Cases, Opportunities, Products, Leads, Reports and Dashboards.
* Designed and Deployed the Custom Objects, added Custom fields, assigned work flowrules, Approval processes, Validation rules to it and Created Custom Tabs for CustomObjects.
* Implemented Lookups, Master Detail relationships, Picklists, dependent picklists tothe Custom Objects and created junction objects to establish connectivity among objects.
* Managed user accounts and security like new use account creation, profile and rolemanagement, sharing rules and security controls.
* Developed Reports, Dashboards and processes to continuously monitor data quality andintegrity.
* Involved in migrating data into Salesforce application using Apex Data Loader throughCSV files. Installed and configured Apex Data Loader.
* Implemented custom Cascading Style Sheets (CSS) for Visualforce pages for rich user interface.
* Create Visual Force pages and Email templates in Text, HTML as per the client’s requirement using the extension controller.
* Developed Apex Classes & Triggers to implement the business logic as per the requirements.
* Developed SOQL and SOSL queries to get data from different related objects.
* Created various reports (summary, matrix, tabular, pie charts, dashboards and graphics) and configured various reports and for different user profiles based on the need in the organization.

**Sutter Health, India Jan 2013 – Jan 2014**

**Java Developer**

**Responsibilities:**

* Developed UI using JavaScript, HTML, CSS, JavaScript validations and XML Worked extensively with the file management and image libraries. De-bugged web browser using Firebug.
* Responsible for the process of UI design for Internet sites and applications.
* Promoted the site, monitored error logs, and identified and resolved potential problems.
* Fixed bugs and provided support services for the application.
* Highly involved in making updates to the current website and simultaneously handling other projects.
* Developed non-functional HTML, CSS pages from the mockups and involved in UI review with UI architect and Business Units.
* Improved user experience by designing and creating new web components and features
* Involved in complete SDLC - Requirement Analysis, Development, System and Integration Testing.
* Handling cross browser/platform compatibility issues (IE, Firefox, and Safari) on both Windows.
* Managed application state using server and client-based State Management options.
* Coded Java Script for page functionality and Light Box Plugins using JQUERY.
* Implemented AJAX functionality using JQUERY, JSON and XML.