**Professional Summary:**

* Around 10+ years of IT industry experience in the field ofdesigning, modeling, analysis, and maintenance of Salesforce.com CRM Platform.
* Strong working skills in developing projects using Agile, Kanban, SDLC/Waterfall methodologies.
* Implemented and maintained Salesforce platform using Sales Cloud, Service Cloud and Lightning framework.
* Designed and maintained Salesforce Standard Objects, Custom Objects, and Junction Objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Quote, Proposal Leads and Campaigns as per requirement.Marketing Cloud using both Classic and Lightning versions.
* Experienced in creating Custom Formula Fields, Field dependencies, Relationships, Custom Tabs, Validation rules, Workflows, Approval Processes, Record types, Page Layouts, Search Layouts, Analytic Snapshots to meet the client's requirement and functionality using SFDC.
* Implemented security and sharing rules for users at different levels of organization, pick lists, lookups, master detail relationships, formula fields to the custom objects.
* Experienced in implementing Visual force pages, Apex class, standard Salesforce configuration which include Workflow rules, Validation rules, Assignment rules, Page layouts, Record types, etc.
* Exceptionally well in implementing Salesforce security model like creating users, roles, profiles, field level security and permission sets. Implemented OWD, role hierarchy and sharing rules on controlling record visibility.
* Developed Custom reports, Static and Dynamic Dashboards to continuously monitor data quality and integrity.
* Built custom solutions with Synchronous/Asynchronous Apex classes, Triggers, DML, Dynamic SOQL and SOSL, Visual Force (Page, Component & Controllers), Apex Web Service, Partner WSDL & Enterprise WSDL.
* Knowledge in customizing Salesforce CRM for generating web-to-leads and web-to-cases.
* Configure platform to meet requirements including installation and configuration of AppExchange applications.
* Created data migration strategies and solution from Traditional Applications to Salesforce using Import Wizard and Data Loader.Experienced in upgrading Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Good Knowledge of Salesforce lightning schema builder, process builder, flow builder, app builder, components, lightning connect and lightning out. Developed dynamic web apps for mobile and desktop devices by using Aura Framework in Lightning.
* Good Knowledge on Integration with REST API, SOAP API, BULK API, Streaming API and Asynchronous Apex.
* Proficient in deploying metadata from one org to another using Change Sets, Workbench, Force.com CLI, Eclipse with Force.com IDEmigration tool and Salesforce Package.
* Have in - depth knowledge in Data analysis, Data warehousing and ETL (Extract Transform and Load) techniques and TOAD.
* (310-055) SCJP 5.0 Sun Certified Programmer for the Java 2 Platform, Std Edition 5.0.
* Salesforce Certified Platform Developer I (WI21) certified.
* Self-sufficient, flexible, and a good team player. Familiar to working with both large and small team environments.
* Experience using version control tool GIT, Atlassian Bitbucket, Apache Subversion (SVN).
* Excellent communication, problem solving and programming skills.

Education:

* Bachelor of Technology in Electronics &amp; Computer Science, JNTU, India.

Technical Skills:

|  |  |
| --- | --- |
| Salesforce Technologies | Salesforce Technologies SOQL, SOSL, Apex Classes, Apex Triggers, Workflow and Approvals, Sharing Rules, Apex Extensions, Formulas, Validation Rules, Assignment Rules, Knowledge  Articles, AppExchange, Custom Objects, Custom Fields, Dashboards and Reports,  Opportunity Management, Case Management, SOAP API, REST API, Analytic Snapshots  APTTUS Q-to-C (CPQ and CLM), Salesforce mobile app, Lightning Components,  Salesforce Mobile SDK, Visualforce pages, Visual force Components and Controllers. |
| ETL Tools | Apex Data Loader, dataloader.io, Import Wizard, Workbench |
| Languages | APEX, JAVA/J2EE |
| WEB Programming | HTML, CSS, JavaScript, XML, Ajax |
| IDE | Force.com IDE, Force.com Eclipse Plug-in, Visual Studio |
| Operating Systems | Windows/XP/Vista/7/8/10, UNIX, Mac OS X |

**CERTIFICATIONS:**

* Salesforce Certified Platform Developer I (WI21)

**WORK EXPERIENCE:**

**Client: Factual Data, Tampa, FL**

**Role: Salesforce lightning Developer Aug 2017 - Till date**

**Responsibilities:**

* Worked closely with Product Owners and Business Analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of Salesforce.com (SFDC)
* Excelled in working with various standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Involved in designing, development and deployment of custom objects, custom tabs, custom fields, Record types, field sets, page layout, Apex classes, Triggers, Visualforce Pages and Lightning Components as per business requirements.
* Experience in working on Field level, Object level and Record Level Security based on Roles and Profiles.
* Developed Apex Classes, Controllers & Triggers considering governor limits to achieve the salesforce out of box functionality.
* Enforced best practices and developed unit tests to achieve good coverage for the apex classes.
* Involved in building Lightning components apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Written Apex REST API Web Service classes to automate the end to end flow.
* Integrated SFDC with applications on Splunkbase using REST API and used MuleSoft for Integration purpose.
* Written various SOQL, SOSL queries in Apex triggers, classes and implemented DML statements to update data in Force.com platform Database.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Updated the Apex Controller and Helper functions regularly, making the Component Context aware as per business requirement.
* Used Data Loader to transfer the data into Objects and Fields from the legacy system to salesforce.com.
* Experience in deploying Customization and code base from Sandbox to another environment using GitHub, Bit Bucket, Jenkins build tool.
* Used JIRA defect tracking tool for maintaining of user stories and raising defects.
* Enhance and Customize the Core Banking App NCino. Experience with Integrated Ncino Package in salesforce
* Hands on experience for understanding the Business domain, Data model, and Design of the code base for the NCino product
* Experience in working with client specific solutions like Salesforce.com Sandbox deployments, Force.com IDE, Eclipse IDE, SOQL, SOSL and various production environments.
* Hands on experience of Build & Deployment phase and usage of Continuous Integration (CI/CD) tools, build configuration, automation & smoke test processes, managing, configuring, and maintaining source control management systems.
* Involved in Unit, Integration, Regression and User acceptance testing of the application.
* Created Talend jobs using the dynamic schema feature.
* Design, Develop and Test ETL processes in order to meet project requirements

**Environment:SaleForce.com platform, Sales cloud, JavaScript, HTML, Apex, VisualForce, Apex Explorer, SOQL, SOSL, Triggers, Apex Data Loader, Custom Objects, Custom Tabs, Reports,OWD, Visualforce Controllers, Workflow and Approvals and Eclipse IDE, Git, BitBucket, Lightning Components, REST API,Talend,Docusign,ETL process**

**Client: United Health Care, MN**

**Role: Salesforce Developer Sep 2015 - July 2017**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer in the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Experienced in sales cloud by adding object, Fields, Tabs, Reports and Dashboards and migrate data into Salesforce.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Creation of Wave dashboards on all the Campaigns.
* Created Custom objects, custom fields, pick list, role based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, design of VisualForce Pages, Snapshots, Dashboards, and Email generation according to application requirements.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Worked withAngular-Jsduring the time of development environment.
* Expertise working on Visual force pages, HTML, CSS, JavaScript and JQuery.
* Worked on the different requirements from user on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on creating custom Visualforce pages and apex controllers for the reports to generate the reports with all the user input and system configuration validations.
* Worked on Sales Cloud, Service Cloud and Apex Programming On Force.com Platform.
* Used Cast Iron integrationtool for synchronizing master list of customers such as leads,accounts, opportunities and forecasts. It is used for data configuration.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Documenting and updating relates of salesforce.com software and system administration focusing on Service cloud.
* Created page layouts, organized fields and other components on a record detail and edit pages.
* Used Angular JS as the development framework to build a web-page.
* Build a salesforce1 lightning app for different business groups in the organization and used sales force lightning designed systems style.
* Integration with Oracle RDBMS and SOAP/REST Web services for legacy system.
* Have built custom user interfaces using Lightning componentsand also used Lightning Components to create stand-alone applications that are hosted on Salesforce.

**Environment:Salesforce Enterprise Edition, Remedy Force, S-controls, Apex, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Escalation rules, Sales cloud, Service cloud, marketing cloud, Security controls, Sitecore CMS, Sandbox data loading, Force.com Eclipse plug in, Eclipse, Import Wizard.**

**Client: United Health Group UHGIS, Tampa, FL**

**Role: Salesforce Admin April2013 - Aug 2015**

**Responsibilities:**

* Worked in agile methodology Process and Sprint System, attended daily standup calls.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Loads, Opportunities, Reports, Dashboards, Events and Tasks.
* Implemented major and minor enhancements on standard objects Accounts, Contacts, and Opportunity and custom object Quote.
* Enhanced Approval Processes for Quote object.
* Developed Apex classes and Apex triggers for various functional needs in the application using Force.com Eclipse IDE.
* Used Apex Data Loader to load data into Account, Opportunity and Quote object.
* Developed Complex Apex Batch Jobs for updating the accounts daily basis and monthly basis.
* Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events
* Developed Cascading Style Sheets CSS for creating effects in Visual force pages.
* Automated Data Loader for loading records using Command Line.
* Created Custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects.
* Created page layouts, search layouts and views to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Worked with Dynamic Apex to access SObjects and field describe information, execute dynamic SOQL, SOSL and DML queries.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Used Eclipse IDE and Change Set for deploying classes, pages, triggers and Approval Processes.
* Integrated Pardot with Salesforce and used Pardot marketing automation to gain new referrals.
* Implemented Pardot B2B Marketing Automation platform for lead generation/nurturing.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Used XML as data communication between Salesforce and the external system.
* Used SOAP Web services for communicating with external systems.
* Worked on Unit testing, for the customizations and developments done during the project.
* Implemented the Salesforce.com applications using Agile Methodology that involves the iterative development methodology.
* Coordinated with offshore development teams during development in various sprints of the project.
* Used Jenkins for deployment, once the Component merge has been done in Bitbucket and the source is ready, into the other Salesforce instance.

**Environment:Salesforce.com, Service cloud, Apex, Visualforce, Lightning, Controllers, Workflows, Approval Process, Web Services, SOAP, REST, Reports, Dashboards, Data Loader, HTML, CSS, JavaScript, jQuery, Visual Force (Pages, Component & Controllers), Custom settings, Workbench,Force.com, IDE,SAP,Custom Tabs, Email Services, Security Controls, SourceTree, Jenkins and Bitbucket,Pardot.**

**Client: United HealthGroup UHGIS, Hyderabad, India**

**Role: Salesforce Administrator March 2012 - March 2013**

**Responsibilities:**

* Developed prototypes on SFDC environment for Proof of Concept demo and for customer endorsement.
* Worked on customization of Sales Cloud schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products.
* Worked on Data cleanliness & accuracy by adding custom validation rules, custom formulas, reports, and dashboards.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles and groups.
* Set up Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules. And, also monitor standard analysis and reporting for marketing campaigns.
* Involved in Agile development following SCRUM process and daily stand-up meetings. Mainly worked on Managed package and released new updates to end users after every sprint.
* Developed Lightening components and used them in in-line visual force pages for good look and feel in Lightning experience.
* Customized the standard objects as per the business requirements by using Visual force components.
* Deploying applications from Sandbox to Production using Change Sets.
* Worked on customization, implementation and update focusing on Sales, Service and Marketing Cloud.
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Implemented Service Cloud including Service Console, Customer Portal Communities, Case Feed, KnowledgeBase& Entitlements.
* Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

**Environment:Saleforce.com platform, Sales cloud, Service cloud Force.com IDE, Apex, Visual Force, VF Pages, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Batch Apex, Schedulable classes, Sandbox data loading, SQL.**

**Client: United Health Group UHGIS, Hyderabad, India**

**Role: Senior Software Engineer**

**Project: PICTS April 2010 - Feb 2012**

**Responsibilities:**

* The PICTS (Payment Integrity Case Tracking System) is positioned to support this re-engineered operational model by providing enhanced Business Process automation and workflow support for the key FW&A processes.
* Worked on completelife cycle, design, development and unit testing during the tenure.
* Involved in developing UI components making use of Richfaces/Primefaces/Ajax/JSF Custom components that also required working on HTML, CSS, Javascript, low level Jquery tasks.
* Worked on developing Spring REST WebServices with Spring MVC
* Worked on Spring and Hibernate integration – designing and tuning entities
* experience in deploying code to lower and higher environments. As part of it deployed UI, Alfresco a document server and mule code on UNIX servers.
* Providing support to the releases by testing and fixing any issues that might arise.
* Developing the application following agile methodologies and making sure the planned work is delivered within each sprint (2 weeks’ sprints).
* Taking part in sprint planning and retrospective sessions and take on new tasks JIRA for the upcoming sprints and part of backlog grooming.
* Involved in Planning poker sessions which is a census based approach for estimating effort.

**Project: GGMAP**

**Responsibilities:**

* GGMAP stands for Go Get Me A Price. GGMAP is a central component of UHC’s next generation claims pricing architecture. It is a distributed system running Websphere Application Server (WAS) on an AIX platform serves as a “pricing compass” of sorts, determining the best pricing engine for a claim and handling the necessary redirection. GGMAP will allow for timely support of new contracting methodologies, ability to leverage “best in class” pricing methodologies, and faster delivery of capability versus customizing legacy platforms.
* GGMAP has Rules DB for determining the type of claim, where to route the claim for pricing processing steps for a claim returned from a pricing option. Developed UI for the Rules DB using JSP, JSF, model classes to handle the data from JSP and perform the business logic, controller class to route the request to appropriate action class to handle the request.
* Configured the beans to use the injection dependency concepts of Spring IOC
* Performed client side validations using JavaScript.
* Used HP Control center to track the bugs for different environments.
* Validating data and storing it in Oracle database, validation involves both client side (JavaScript) and server side validation.
* Developed utilities for processing XML files using DOM & SAX parsers and transformations using XSL.
* Used Toad for DB2 to perform actions on the Database.
* Followed SDLC cycle in the project.
* Performed detailed analysis of defined systems specifications, develop and document designs that meet applicable standards, and identify, analyze and resolve diverse software inadequacies.
* Participated in code review activity.
* Involved in enhancements coding every quarter.
* Participate software design and design discussions to improve the software performance, maintainability.
* Prepare UTP, Peer review and code review docs as per UHG standards. Preparation of QMS documents to track project progress.

**Environment:**

**Java/J2EE, SpringBoot, JSF 1.2, JSP, optum internal UI toolkit, Richfaces/Primefaces/JSF custom components and AJAX, JQuery Spring REST 3, Spring MVC 3.2.1, Hibernate 3.6, Oracle 11, EasyMock 3.1, Subversion, Tomcat 7.0, SQL developer for Oracle, IBM DB2, Java script, WAS 7.0, RAD 7.5, HP Quality Center 9.0, TOAD for DB2**

**Project: Capitation**

**Responsibilities:**

* Capitation is a per-member monthly payment to a provider that covers contracted services and is actuarially determined on the basis of costs expected to be incurred. This payment method is an alternative to a pure fee-for-service arrangement. Enterprise Capitation solution to support provider reimbursement for HMO based commercial business within UnitedHealth Group. From the Unix/J2EE perspective the ECap project is comprised of two parts namely the Online Application and the Thin-Client Application.
* Online use JSP to control activity and the Thin-Client uses UNIX shell scripts to control activity. Developed UI for the Development of UI using JSP, model classes which handle the data from JSP and perform the business logic, controller classes which routes the request to appropriate action classes to handle the request.
* Perform validation using JavaScript and use AJAX to create more interactive web pages.
* Have 2 scripts for each environment one for internal reports and one for the adjustments email. Adjustment email script passes an argument to the performing class (RptClient).
* The UNIX shell scripts are in turn initiated by a scheduler (AutoSys) which runs the internal reports three times a day and the adjustment email once a day.
* Developed various test cases and performance unit testing.
* Involved in enhancements coding.
* Prepare UTP, Peer review and code review docs.

**Environment:**

**Java/J2EE, JSP, Struts1.1, Oracle 9i, UNIX, Tomcat 5.5, Hibernate, AJAX**