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**Professional Summary:**

* Having**5+** yrs. of experience as a **Salesforce.com CRM** and **Force.com platform** as a **developer.**
* Salesforce **PD-1** **Certified Developer**, Good experience on **Salesforce Lightning and Lightning Web Components**, **Apex, CPQ**
* Experience in SFDC Development using **Lightning Application, Apex classes, Triggers, Visual Force, Classes, Controllers, Custom, Analytic Snapshots** and **Dashboards. Objects, Page Layouts, Org-Wide defaults, SOQL** & **SOSL.**
* Acquainted and well versed with CRM processes **like Sales, Customer Service and Marketing.**
* Performed integration of SFDC with external **Web Service API'S ( REST API’s).**
* Proficient in **Data Migration** from traditional application to Salesforce using **Import Wizard** and **Data Loader.**
* Experience in realizing the business requirements to design on **Salesforce.com Platform** by designing the required entities like **Custom Object,** creating the **Relationships / Junction Objects**like **Master-Child, Lookups, Entity Relationship data model, Pages, Classes, Interfaces. Workflows and Workflow rules, Triggers, Email Alerts and Business Logic.**
* Proficient in **Data Migration** from Traditional Application to Salesforce using **Data Loader Utility.**
* **Controllers and Triggers, Visualforce Pages, Custom Tabs, Custom Objects, S-Control, Reports.**
* Experience in working with Salesforce.com sandbox and production environments,
* Expertise in analyzing and documenting the workflow and functionality of existing system.
* Experienced in scripting language like **HTML, XML, CSS, SOAP, APEX** web services.
* Having a good knowledge of all phases of **SDLC** with expertise in **Requirement Gathering, Analysis, Designing, Development and Testing.**
* Experienced in providing **UAT** and Production Support issues and resolution to the End Users.
* Experienced in third party integration with ERP(Sales and Service Cloud).
* Excellent written and verbal communications skills to keep executive staff and team members apprised of goals projects status and resolving issues and conflicts.
* Self-motivated and capable of rapidly learning new technologies and processes and successfully applying them to project and operations.

**Technical Skills**

|  |  |
| --- | --- |
| Salesforce.com | Apex Custom Controllers and Extension, Apex triggers, Visual Force, SOQL, Force.com IDE (Eclipse) |
| SFDC Tools | Apex Data Loader, Force.com. |
| Web Technologies | CSS,HTML and JavaScript. |
| Databases | Oracle 10g, SQL Server, MYSQL, DB2, Exadata |
| Integration Tools | Apex Data Loader, Import Wizard, Data Export, Mass Delete |
| Web/Applications Server | JBOSS,Weblogic,Websphere |
| Other Tools | Citrix VM Ware 10th Edition, Lotus Notes, Ms Office |

**Education Qualification:**

Post Graduate from College Of East London. UK

**Work Experience:**

* Worked with **Doosan Bobcat** from Oct 2019 to Aug 2020, also **Received Business Visa** from Czech Republic.
* Worked with **IBM** from Nov 2017 to Nov 2018.
* Worked with Quench Soft solutions fromJan 2014 to Nov 2017.
* Worked with **HSBC** and was onBusiness visit to **Jersey Island**.

**Project 4:**

**Professional Experience:** Oct 2019 to Aug2020

**Client:** Doosan Bobcat

**Company:** Doosan Bobcat

**Role :** Salesforce Lightning Developer/Admin

**RESPONSIBILITIES:**

* **Upgraded** some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Retrieved some data and its functionality from **Third-Party API's** and displayed within the lightning components.
* Created multiple **Lightning Components**, added **CSS** and **Design Parameters** that makes the Lightning component feel better.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design System, Lightning App Builder** and **Lightning Component** features
* **Tested** apps by appending multiple components to a **Lightning Application** there **Deployed applications** from **Sandbox to Production**
* Worked on **Lightning Process Builder flows, Connect API, Chatter** and **quick Action.**
* Maintenance of installed Managed Packages in Lightning using **Apex**. Experienced in using **Data Migration tool** called **Data Loader**
* Worked on **IntegrationSAP** and Salesforce system using **SOAP** and **REST API's.**
* Designed and deployed the **Custom Objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow rules, Auto-Response rules, Page Layouts, Components and Visualforce Pages** to suit to the needs of the application.
* Developed **Apex Classes** and **Triggers** to implement the business logic as per the requirements.
* Used **Salesforce Automation(SFA)** for Sales **Lead Management, Opportunity Management, Case Management, Account and Contact Management, Data Quality Management, Approvals and Workflows.**
* Created **Email Templates, Approval processes, Approval Page Layouts** and defined approval actions on them to automate the processes.
* Created new user accounts and **configured Salesforce.com** to fit security needs at the **User** and **Organization levels.**
* Created **Custom Profiles, Public Groups and Roles** to distribute user rights and functionality.
* Used **Data Loader** for insert, update and bulk **Import and Export** of data from Salesforce.com subjects. Used it to read, extract and load data from **CSV**files.

**Project 3:**

**Professional Experience:**  Nov 2017 to Nov 2018

**Client:** Citrix System, Inc

**Company:** International Business Machines (IBM)

**Role:** Salesforce Lightning Developer

**Responsibilities:**

* Developed and customized salesforce.com applications based on the user needs.
* Integration Methodologies, different API, **Trigger framework, Recursive Triggers Asynchronous Framework.**
* Developed **Apex triggers, Apex Classes** and **Test Classes** working around the **Governor Limits.**
* Designed **Apex Before Insert, Before Update, After Insert and After Update Triggers.**
* Involved in querying Salesforce tables using **SOQL** and **SOSL** queries using Force.com Explorer.
* Experienced in SFDC integration using **Web Services** and **Apex Programming App-Exchange Packages** and **Custom Applications.**
* Involved in **Data Mapping** and **Data Integration** to Salesforce.com
* Installed Pervasive **Data Integration** from App Exchange
* Involved in analysis of functional and technical requirements, created the **Custom Objects, Formula fields, Lookup and Master-Detail Relationships.**
* Created different Reports like **Summary, Matrix, Tabular** and **Dashboards** to assist managers to better utilize Salesforce as a Sales tool.
* Implemented **Security** and **Sharing rules** at **Object, field** and **record level** for different users at different levels of organization.
* Created various Profiles and configured the Permissions based on the **Organizational Hierarchy** and **created public groups.**
* Imported data from excel sheets in to **Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.**
* Created Email templates in **Text, HTML** and Visualforce necessary for the application and developed the Visualforce pages with **Apex Classes.**
* Wrote various queries in generating **Reports and Dashboards** using combination of **Custom Objects and Standard Objects.**
* Involved in security levels and privileges by customizing Salesforce.com **Profiles and Roles.**
* Configured **Chatter** for the Users in the Organization for collaboration.
* Created and Maintained the documentation for **Design, Migration and Integration.**
* Deployed applications from **Sandbox** to **Production**.

**Project 2:**

**Professional Experience:** September 2016 to November 2017

**Client:** American Advisors Group (AAG), Orange

**Company:** Quench Soft Solutions

**Role:** Salesforce Developer and Administration

**Responsibilities:**

* Played different roles as Salesforce.com Analyst/Developer and Administrator in the organization.
* Setting Salesforce.com application setup and customized the apps to meet organizational requirements.
* Developed **Apex Classes, Controller Classes (Custom and Extension) and Apex Triggers** for various functional needs in the application.
* Implemented custom validation rules, custom formulas, Email Templates, **Assignment Rules and Auto-Responses for Cases and Leads.**
* Implemented **SOQL,SOSL**query language.
* Worked with various salesforce.com objects like **Account, Leads, Opportunities, Cases and Reports and Dashboards.**
* Developed  **Workflow rules, Workflow Approvals, Email alerts and field updates** for business process.
* Developed **Custom Objects, Custom Reports and configured**  the Analytic Snapshots to dump the data on regular basis for the sales performance and Lead generation statistics.
* Good understanding of **Governor Limits** and implemented code based on understanding limitations.

**Project 1:** Jun 2015 to Aug 2016

**Title:** Farmers Commercial Business intelligence.

**Client:** Farmers Insurance – USA

**Data Base:** Oracle

**Technologies:**Informatica MDM, SQL**.**

**Responsibilities**:

* Created **Landing tables, Staging tables, Base Objects**
* Developed **Mappings** between landing and staging tables
* Defined the **Trust** and **Validation rules** and setting up the**Match/Merge** rule sets to get the right **Master Records**
* Used **Hierarchies** tool for configuring **Entity Base Objects, Entity Types, Relationship Base Objects, Relationship Types, Profiles, Put** and **Display Packages.**
* Configured match rule set property by enabling search by rules in **MDM** according to Business Rules
* Performed **Match/Merge** and ran match rules to check the effectiveness of MDM process on data
* Designing ,Implemented the **Inbound & Outbound** interfaces to send data to MDM System to the sources
* Used Metadata manager for validation, promotion, importing and exporting the ORS repositories to Dev, QA and prod environment.

I hereby declare that all the above mentioned details are true and correct to the best of my knowledge and belief.

**Place:** Hyderabad Nagula Vijay Elisha

**Date:**