

Bharath J

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Professional Summary

- 6+ years of experience as Salesforce.com consultant with proficiency as Developer & Administrator.
- Good knowledge on Apex development in creating custom Objects, custom Tabs, **Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers** and Controller Extensions.
- Designed junction objects and implemented various advanced fields like Picklist, Controller/dependent picklist **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, sharing rules** and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Developed **Visual force pages**, Visual flow and Custom Objects using **Apex Programming** on Force.com Platform.
- Experienced in building Custom Applications that includes administration, configuration, implementing and support experience with Salesforce.com platform.
- Excellent understanding of Org hierarchy, **Roles, Profiles, Users, object level security, field level security**, record level security and sharing rules.
- Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com Plug-in environments.
- Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder** and **Lightning Component** features.
- Good work experience in Custom Integration of **Outbound Messages, Workflow & Approvals, Reports, Custom Objects** and Tabs, **Email Services, Security Controls, AppExchange** Package and Custom Application, Sandbox Data Loading.
- Excelled in working with various salesforce.com standard objects like **Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports** and **Dashboards**.
- Experience with tools like **Apex Data Loader, Eclipse IDE** and **Force.com IDE**.
- Worked with **SOQL, SOSL, Visualforce, APEX, ETL, SOAP API** Force.com and **Web services API**.
- In-depth understanding of **SAAS, PAAS, and IAAS**.
- Good knowledge on Salesforce **CPQ** (Configure Price Quote) process.
- Involved and engaged in creating a quote for customers.
- 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.
- Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for **Events** to focus on logic and Interactions in Lightning Applications.
- Experienced in **JAVA/J2EE** technologies, Oracle and **SQL**.
- Experienced in scripting languages like **HTML, CSS, XML** and **Java Script**.
- Experience with **Adobe Flash, Service Cloud, Sales Cloud** and Chatter.
- Exposure to different types of software development life cycle methodologies including Agile & Scrum methodologies and have experience in using applications like **JIRA** for issue tracking and project management.
- Expertise in all stages of SDLC. Experience in presenting proof of concept to idealize the complex customer requirement, requirement impact analysis, creating **integration** and application technical design documentation, estimating project timelines, and highlighting potential risk.
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.
- Strong understanding of fundamental business processes, excellent communication and inter-personal skills with ability to work well in a dynamic team environment.

TECHNICAL SKILLS:

Salesforce Technologies	Salesforce.com CRM, Apex Language, Apex Classes & Controllers, Apex Triggers, Apex Scheduler, SSO, Salesforce1, Lightning (components, apps and system designs), Aura framework, Visualforce (Pages, Components & Controllers), Exact target, Apex Web Services, Batch & Schedule classes, SOAP API, REST API, Bulk API, Metadata API, AJAX, Opportunities, Quotes, Quote plans.
Custom Integration	Outbound messages, Workflow & Approvals, Field updates, Reports & Dashboards, Custom objects, Standard objects, Integration, Migration, Email Services, Security controls, Force.com Sandbox, Force.com IDE, SOQL, SOSL, WSDL.
Salesforce Tools	Force.com platform, Force.com Data Loader, Force.com Workbench, Eclipse IDE, Developer Console, AppExchange
Languages	C, C++, Java/J2EE, Apex.
Web Technologies	XML, HTML, CSS, JavaScript, jQuery, GIT, SVN, Jenkins, SOAP/REST
Database	SQL, PL/SQL, Oracle 9i/10g

Operating Systems	LINUX, UNIX, Windows XP/7/10.
GUI and Tools	Eclipse, Force.com IDE, Apex Data Loader.

Certifications:

- Certified salesforce.com Administrator
- Certified salesforce.com Developer
- Certified salesforce.com App Builder

Link: <http://certification.salesforce.com/verification-email?init=1&email=bharathchandrajakku46@gmail.com>

PROFESSIONAL EXPERIENCE:

Client: T-mobile, Atlanta GA

March 2021– Till Date

Role: Salesforce Lightning Developer/Release Manager

Responsibilities:

- Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component** features.
- Knowledge on new release of **lightning components** and **Lightning App Builder**, experience building **lightning components**, embedding lightning components in **VF pages**, building apps using **lightning components** for mobile and tablets.
- Designed and developed **Apex Classes**, **Controller Classes**, **extensions** and **Apex Triggers** for various functional needs in the application.
- Design, build, test, and deploy **custom objects**, **record types**, **page layouts**, and fields.
- Used Copado for **deployment** starting from setup to creating User Stories and **Promote** and **Deploy** Collaborate closely with team members and business community.
- Deep understanding of the **Git** Understand **Salesforce** application architecture, complexities, components and dependencies Understand **Salesforce** instances maintenance, refresh, upgrades, account management etc.(**copado**)
- Understand **Sales Cloud**, **Service cloud** and **Community cloud**. Execute Salesforce application promotions in **production** environment primarily and assist with other environments.
- Created **page layouts**, search layouts to organize fields, **custom buttons**, **custom links**, **related lists**, and other components on a record detail and edit pages.
- Imported data from excel sheets in to "Sales Cloud" like **Leads**, **Accounts**, **Contacts** and **Opportunities** using **Data Loader** and **Import Wizard**.

Client: Cigna, Hartford CT

Nov 2019 – March 2021

Role: Salesforce Lightning Developer

Responsibilities:

- Design and developed solutions based on functional, migration and **integration** requirements for **SFDC** platform.
- In **Community cloud** we designed to connect and facilitate communication among an organization employee, partners, and customers.
- We used to create multi-tenant platform in **community cloud** which linked with several vendor with same platform.
- In **community cloud** would be to test-drive some high-end security products or even test out some features of a public cloud environment
- Worked on customization of standard objects like **Lead**, **Account**, **Contact** and **Opportunity**.
- Perform day to day User Management on SFDC Org by configuring Sharing Rules, Permission Sets, Roles and Profiles.
- Knowledge on **Lightning installation** and disabling role creation at installations and disabling role creation after installation.
- Upgraded some Apps from **Salesforce Classic** to **Lightning Experience** to develop the rich user interface and better interaction of pages.
- Worked on **integration** within built application of Windstream to generate the Quote using **SOAP** services.
- Handled web services **API integrations**.
- Maintained processes of **CSV** import file updates for customer records into Accounts, Contacts using **Data Loader** and **Import Wizard**.
- Created profiles and implemented Object and **field level security** to hide critical information.
- 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**.
- Work on complex **data migration** projects using **Data Loader** tool and **Cast Iron**.
- Managed different cases on the console using **Service Cloud**.
- Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
- Created **page layouts**, search layouts to organize fields, **custom buttons**, **custom links**, **related lists**, and other components on a record detail and edit pages.

- Managed users, Public Groups, **Profiles** and **Roles** within the **Salesforce CRM** designating access to the applicable user within the user hierarchy.
- Developed and configured various **Custom Reports** and Report Folders for different user profiles based on the need in the organization.
- Responsible for writing **test class** for classes related to the project and made a safe deployment for every major release.
- Enforced security by implementing object and **field level security, sharing rules, permission sets**, organization wide defaults and roles.
- Performed code **migration** between the **sand box** & production platforms via eclipse force.com IDE plug-in.
- Designed and deployed **Custom tabs, Approval Processes** and **Auto-Response** for automating business logic.
- Used **Picklists, Dependent Picklists**, and **Record Types** to enforce data quality.
- Used **Tab permissions, Record Type permissions** and **Field Level Security** to implement Component-based security.

Environment: Salesforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, CSS, Java Script, Angular JS, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web Services, Security Controls, Quotes, Sandbox data loading, Eclipse IDE Plug-in.

Client: Cardinal Health, Cleveland, OH

March 2019 – Oct 2019

Role: Salesforce Lightning Developer

Responsibilities:

- Designed junction objects and implemented various advanced fields like **Picklist, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows** and **Approval Processes** for **automated alerts, field updates**, and Email generation leading to effective communication with customers and partner portals.
- Personalized the user interface for each user or user group so customers are presented with the precise information they need using Customer portal.
- Experience in developing **Salesforce Lightning Apps, Components, Controllers** and **Events**.
- Extensive experience **on S controls, Visual force pages** and **Page layouts** according to the Business requirements.
- Created several reports and dashboards using salesforce.com platform.
- Assisted end users to use salesforce.com and analyzed and evaluated complex business requirements and recommended solutions.
- Designed, and developed the **Custom objects, Page layouts, Custom tabs, Components, Visual force Pages** as a Salesforce consultant.
- Used Tabular, Summary and Matrix **reports** to create **Standard reports** and **Custom reports**.
- Created **Many-to-Many relationships** and created Junction objects to implement **Roll-up Summary fields** to aggregate data from child records on the parent.
- Designed various HTML Email templates for Auto-Response to customers. Deployment of code from sandbox to production using Force.com IDE tool.
- Worked on **Agile** and Scrum Methodology for Salesforce custom app implementation.
- Installed the Call Center Applications and allowed the end users to maintain a track history of customer's complaints.
- Performed data cleanup and/or Data migration to/from salesforce.com.
- Designed and deployed **Custom tabs, Validation rules, Approval Processes** and Auto-Response for automating business logic.
- Created **workflow rules** and defined related **tasks, email alerts, and field updates**.
- Developed several **Custom Reports & Dashboards** that are used by Business user and Managers.
- Configured Campaign Management, Campaign Influence and Lead Conversion.
- Accustomed **Picklists, Dependent Picklists**, and **Record Types** to enforce data quality.
- Used **Tab permissions, Record Type permissions** and **Field Level Security** to implement Component-based security.
- Designed and modified **Approval processes** and created Approval steps which used **email alerts** and **field updates**.
- Worked with Approval processes that used **E-mail Approvals** and Parallel Approval steps.
- Created **Dashboards** and **Dashboard Components** and implemented multiple levels of Dashboards and scheduled Dashboard refresh.

Environment: Salesforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, CSS, Java Script, AngularJS, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web Services, custom links and buttons, Security Controls, Custom Tabs, Sandbox data loading, data modeling, Unit tests and production environment.

Client: Nationwide, Columbus, OH

July 2018 – Feb 2019

Role: Salesforce Lightning Developer

Responsibilities:

- Worked as enhancement team member and performed the roles of Salesforce.com Developer/Admin in the organization.
- Worked on standard objects like **Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports** and dashboards.
- Customized page layouts for **Opportunity, Contacts**, and **Accounts** depending upon user roles, and groups.
- Created **workflow rules** and defined related tasks, **email alerts**, and **field updates**.

- Performed customization on Sales, Accounts, Contacts, Opportunities, Opportunity Splits, Quote Plans, Campaign, Campaign Members.
- Implemented the process covering **Campaign, Leads, Accounts, Contacts, Opportunities, Forecasting, Quotes, Pipeline management** etc.
- Knowledge on new release of **lightning components** and **Lightning App Builder**, experience building **lightning components**, embedding lightning components in **VF pages**, building apps using **lightning components** for mobile and tablets.
- Built Customized **Lightning Components** replacing the existing one's using **Java script** on the client side and apex on the Server side.
- Built Custom User Interface using **Lightning components** to insert custom object data on **Opportunity** by Sales representatives using **Aura Framework, CSS, Boot Strap and JavaScript**.
- Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
- Experienced in **Migration** of Class Applications to **Lightning**.
- Experienced in converting **Visualforce pages** to **lightning components**.
- Administered, configured, maintained Salesforce.com application **user profiles, roles**, assigning **Permissions, Validation Rule**, upgrade installation.
- Designed, and developed the **Custom objects, Page layouts, Custom tabs, Components, Visual force Pages** as a Salesforce consultant.
- Developed and deployed **workflows** and approval processes for **opportunities** and products/assets management.
- Designed, Implemented and deployed the **Custom objects, Page layouts**, and **Custom tabs** to suit to the needs of the application.
- Provided **Single Sign-On (SSO)** services for multiple resources on one domain, across domains, or even across organizations, allowing the use of just a single authentication credential to access all resources.
- Performed **Unit, Integration, Regression** and User Acceptance Testing.
- Implemented **web-based case** management automation - **Web to Case** (on Case Object) to track and solve customer's issues.
- Created **Custom Objects** and defined lookup and **master-detail relationships** on the objects and created junction objects to establish many-to-many relationship among objects.
- Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on logic and Interactions in **Lightning Applications**.
- Worked on **Agile** and Scrum Methodology for Salesforce custom app implementation.

Environment: Salesforce.com platform, Apex Language, Visual Force Pages, Quotes, Quote Plans, HTML, JavaScript, Eclipse IDE, Windows XP

Client: North Eastern University, Boston, MA

July 2017 – June 2018

Role: Salesforce Lightning Developer

Responsibilities:

- Working as enhancement developer and team member, performing the roles of Salesforce.com Developer and Administrator in the organization.
- Followed Agile Development Methodology for the implementation.
- Good understanding of Org hierarchy, **Roles, Profiles, Users, object level security, field level security**, record level security and sharing rules.
- Enabled Aura Framework, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on logic and Interactions in Lightning Applications.
- Created Dashboards and Dashboard Components and implemented multiple levels of Dashboards and scheduled Dashboard refresh.
- Hands-on Experience with **AutoRabit** deployment tool to move metadata from one Org to another Org.
- Design, build, test, and deploy **custom objects, record types, page layouts**, and fields.
- Assisted in application customization via custom objects, workflows, visual flows, etc.
- Used Salesforce **Automation Process**, created **workflow rules** and defined related tasks, time-triggered tasks, email alerts, and field updates to implement business logic.
- Designed and developed **Apex Classes, Controller Classes, extensions and Apex Triggers** for various functional needs in the application.
- Built Custom User Interface using **Lightning components** to insert custom object data on Opportunity by Sales representatives using Aura Framework, CSS, Boot Strap and JavaScript.
- **Enabled Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- Experienced in **Migration** of Class **Applications to Lightning**.
- Experienced in converting Visualforce pages to lightning components.
- Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, Validation Rule, upgrade installation.

- Designed, and developed the **Custom objects, Page layouts, Custom tabs, Components, Visual force Pages** as a **Salesforce consultant**.

Environment: Salesforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, CSS, Java Script, AngularJS, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web Services, Quotes, Sandbox data loading, Eclipse IDE Plug-in.

Client: Amtrak, PA

Sep 2016 – June 2017

Role: Salesforce Developer

Responsibilities:

- Maintained and created **workflow rules, validation rules, formula fields, Approval processes** and escalation rules.
- Created and managed complex **workflow rules, data validation**, and system **triggers**.
- Customize Salesforce.com fields, **page layouts, record types, searching, list views, queues, reports**, and **dashboards**.
- Designed and assembled custom applications using **Visualforce.com** and **Force.com**.
- Reengineered current **CRM SFDC** system to use the **standard core SFDC** functionalities.
- Designed **workflows** for **email alerts, lead escalation**, automated lead routing, and task creation.
- Customized **page layouts**, search layouts to organize fields, **custom links, related lists**, and other components on record pages.
- Territories to identify the individual zones, Product Hierarchy to reflect multiple prices.
- Customized SFDC fields, **page layouts, record types**, searching, list views, queues, **reports**, and **dashboards**. Maintain and create **workflow rules, validation rules, formula fields, escalation rules, auto-assignment rules**.
- Approved Chatter for the organization and to verbalize with users in the organization.
- Worked on implementing new business logic using **Apex code** (Classes, Triggers and Visual Force Pages).
- Developed various **Custom Reports** and deployed them for different business user levels.
- Imported data from excel sheets in to "**Sales Cloud**" like **Leads, Accounts, Contacts** and **Opportunities** using **Data Loader** and **Import Wizard**.
- Personalized Tabs for various business user groups and business centers.
- Played lead role in managing Salesforce help desk/triage process and Salesforce Steering Committee for problem reporting and change requests.
- Supported, enhanced and developed solutions on the Force.com platform, utilizing the **Force.com API, APEX, Visualforce**, price configurator tools and integrating apex applications.

Environment: Salesforce.com platform, Apex classes, triggers, Visual Force (Pages, Component & Controllers), Lightning JavaScript, JSON, jQuery, Apex, DML, Workflow rules, Validation rules, Reports, Dashboards, Custom Objects, Custom fields, custom links and buttons, Security Controls, Custom Tabs, Sandbox data loading, data modeling, Unit tests and production environment.

Client: Birla Soft, Hyderabad, India

April 2014 - Dec 2015

Role: Java/ Salesforce Administrator

- Developed modules in **Java** and integrated with **MySQL** database.
- Responsible for coding using **Java Servlets, Java Beans** and **XML**.
- Worked with OOPS concepts such as Inheritance, Encapsulation, Abstraction and Polymorphism.
- Expertise in performing operations such as Collections, Exception Handling and Multithreading.
- Developed web applications using Spring **MVC** framework.
- Worked in agile methodology and participated in daily meetings and presentations in the organization.
- Developed various Custom Objects, Formula fields, **Master-Detail, Lookup relationships**, Tabs, validation rules.
- Created various **Profiles, Roles, Page Layouts** and configured the Permissions based on the Organization hierarchy requirements.
- Imported data from excel sheets in to **Leads, Accounts, Contacts** and **Opportunities** using **Data Loader** and **Import Wizard**.
- Set up Marketing Campaigns, Campaign Hierarchies, lead **Queries, Assignment rules, Web-to- Lead** and Auto-Response rules.
- Worked on various Salesforce.com Standard objects like **Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards**.
- Agile Development** Methodology was followed for the implementation.
- Created and deployed Several **Reports** using salesforce.com platform.
- Experience on **marketing cloud** connect for integration purposes.
- Involved in creation of custom user Interface, **organization-wide defaults, role hierarchy, process builder, workflows** and **workflow rules**.
- Developed various Custom Objects, Tabs, **validation rules**, formula fields.
- Implemented custom Cascading Style Sheets (CSS) for **Visual force pages**.
- Created relationships among objects using Lookup and Master-detail relationships.
- Created various **Profiles, Roles, Page Layouts**, and **Record Types** and configured the Permissions based on the Organization hierarchy requirements.

Environment: Salesforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, CSS, Java Script, AngularJS, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services.