### **Profile Summary**:

**Experience**

* 4 years of work experience in Salesforce.com CRM platform both as Administrator and Developer.
* Experience in Sales Cloud, Service Cloud, Pardot Marketing cloud, Apttus CPQ and CLM products.
* Strong experience in Salesforce Development using a Apex classes, Trigger, Test Classes , visualforce page , API Integration, Rest and SOQL Query .
* Working with Batch Apex, Queueable Interface and future methods.
* Experience in integration with Salesforce and other legacy systems using REST / SOAP  API.
* Proficient in using Data Loader, Workbench, developer console , VScode with Salesforce CLI and Salesforce inspector Chrome plugin.
* Experience in implementing Apttus CPQ and CLM products, constraint Rule, attribute rule, Pricing Rule, Incentive, price matrix ,numeric expression.
* Experience in creating a change-set and Packages. Deploying from sandbox to production and Development org to Sandbox .
* Strong knowledge in Administration setup like manage Users, Profile, permission set and OWD and sharing rule.
* Strong knowledge in salesforce out of box feature such as workflow and process builder, Omni Channel and approval process.
* Strong implementation and roll-out experience with salesforce.com CRM (Sales cloud, Service Cloud) .

**Ability**

* Strong organizational skills with the ability to handle multiple tasks & thrive in a challenging, fast-paced environment
* Proactive and dedicated team player with passion to learn new technologies and tools

# Skill Set:

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| Salesforce Technologies | Apex Classes/Controllers, Apex Triggers, Visual Force Pages/Components, SOQL, REST API, Salesforce DX  Salesforce Automation tools ( Visualflow ,Process Builder , Workflow and Approvals Process),  Data Loader, Workbench, feature license products Omni Channel , Live Agent.  Reports and Dashboards |
| Web Technologies | HTML,JavaScript, CSS, JSON. |
| applications | PostMan, SharePoint, SAP, Siebel, Visual Studio IDE, GitHub, JIRA. Confluence |
| Domain Knowledge | Supply Chain, Order Management , E-commerce |

# Professional Experience:

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| --- | --- | --- | --- |
| Organization | Position | Duration | |
| From | To |
| Tech Mahindra | Salesforce Developer | Feb 2019 | Till Now |
| Object Frontier Software | Salesforce Developer | Jun 2018 | Jan 2019 |
| Osprosys Pvt Ltd | Salesforce Admin | Mar 2017 | May 2018 |
| Hewlett Packard Enterprises | Salesforce Admin | Mar 2011 | Jun 2016 |
| Intelent Global Services | MIS | Feb 2010 | Mar 2011 |
| Hinduja Global Solution | Customer Relationship Manager | May 2008 | Jan 2010 |

# Recent Project Works:

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| --- | --- |
| Project Description | Technology |
| **Apttus Managed Service for AMS**  Provided the Customization Support to Apttus Customer,  Implementing Constraint Rule, Product Attribute rule, Price Matrix,  Pricing callback, incentives, Pricing Rules and Product Configuration. | Apttus CPQ  Apttus CLM |
| **Integrating NetApp ThinkSmart with Salesforce.**  Send the attachments and record information to External application when agreement is activated .  Making multiple callout from Salesforce to external application for authentication and search the respective record using the external Id and send the file and field information.  Used the Queueable interface with Database Callout for making multiple asynchronized callout in a sequential order | * Salesforce CRM, * REST API, * SOQL, * Apex Trigger, * Apex Class |
| **Provide the custom sharing access to Account Team member for Opportunity and case.**  Account team member is a user and a related child object to Account.  Whenever an opportunity and case created or deleted in salesforce.  Trigger will get fire and it get the account team member details and created sharing record with account team member (user) for case and Opportunity .  Since we are not able to write the trigger on account team member object , we have created schedule batch apex that we will and synchronize the account team member user with Case and opportunity sharing . | * Batch Apex |
| **Google Dialogue-flow with Salesforce Live Agent Integration**  The client is a leading e-commerce company in the United States. The project goal was to develop a web-based AI Chat BOT application with Salesforce LiveAgent and Google Dialogue-flow.  The Chat Bot application will helps client to reduce the inflow volume of the support center and Resolves significant amount of customer inquires without Human Interaction.  Created a Vf page as chat-window integrating google dialogue API SDK and Javascript SDk in vf page.  Using remote action methods to send and receive the data from java script to apex controller.  Used Live agent api in apex controller. | Salesforce CRM,  REST API,  SOQL,  Apex Class,  VisualForce page,  Google Dialogflow,  JavaScript, |
| **Salesforce Sales Cloud Administration and Pardot Marketing Cloud**  The client is leading international freight forwarding company.  The project goal was to maintaining and managing the Salesforce application to improve the sales performance, market segmentation, demand forecasting, product information, incentive compensation planning and go-to-market campaign planning. The application is to establish the overall sales performance of the products throughout the country.  Improve the salesforce performance by using the application effectively sending the campaign emails to the existing and projected prospects, Creating the Opportunity/sales and lead reports & dashboards, email acknowledgment, business confirmation and follow-ups.  Using the salesforce automation tool such as visualflow, process builder , workflow and configure the page layout with quick action buttons. | Salesforce CRM, Pardot Marketing Cloud, |
|  |  |
| **Salesforce Service Cloud**  The project involved in managing and maintaining the support activities such as handling queues, approval process, assignment rules, update knowledge base, solutions, escalations, web-to-case, mail-to-case, partner license, customer license, create reports & dashboards, etc | Salesforce CRM, |