*Salesforce Developer*

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**Address:** **Minneapolis, MN**

**PROFESSIONAL SUMMARY:**

* Over 5+ years of Extensive knowledge about Salesforce setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform.
* Extensive knowledge about Salesforce setup menu, Configuration, custom Application Development, Administration, Data Migration and Deployment of applications to Force.com platform
* Good experience on Apex development in creating Objects, Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions.
* Good Knowledge in Data Loader, Work flows, Apex Classes and Visual force pages.
* Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity. Worked with SOQL, SOSL, Visual force, APEX.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, and Lightning Component features.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Possess Comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management and Call Center.
* Experience in working with Salesforce.com sandbox, Integration and production environments.
* Excellent Client management skills, presentation skills, operational metrics, time management, analytical, great communication and interpersonal skills. Have good experience in data modeling.
* Experience in providing Application support, analyzing the root cause and providing an optimal solution to fix the problem.
* Good experience in Integrating Salesforce.com with other internal/external applications using SOAP and REST based web services.
* Experience with loading bulk data sets using Apex Data Loader and/or other Enterprise ETL tools
* Involved in design, development, test and implementation phases of Software Development Life Cycle and Agile Development with focus in Object Oriented Programming.
* Experience in developing Test Plans, Test Scenarios, Test Cases and performed testing for various applications at Unit Testing, Regression Testing and Integration Testing
* Experienced in Sales cloud , Marketing cloud (Exact target)and Service Cloud.
* I have provided Salesforce solutions to clients nationwide, ranging from Salesforce Commerce Cloud, Sales Cloud, Service Cloud,Marketing Cloud Desk.com, Salesforce1 Mobile, Salesforce Lightning Components and Lightning Apps.
* Worked on Dynamic forms and Dynamic actions were company looking to digitally transform and embrace modern architectures.

**TECHNICAL SKILLS:**

* **Lightning Experience Development:**  Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers.
* **Salesforce.comDevelopment**:  Apex Language, Apex Trigger, Apex Class & Apex REST and SOAP Web Services, SOQL, SOSL, Visual Force (Page, Component & Controllers), HTML.
* **Administration:**  Reports &Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Sharing Settings, Communication Templates.
* **Languages:**  Apex, Ajax, Java, JSP, XML, MVCC patterns, HTML 5, Java Script, CSS.
* **Tools/Utilities:**  Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production).
* **Databases:**  Force.com DB, Microsoft SQL Server 2000/2005/ 2008
* **Software:**  MS Office, Adobe Photoshop, MS Excel
* **Operating Systems:**  Windows 7/8/10, MAC OS X.

**EDUCATION:**

* Masters' in Engineering and Operation management - Aug 2014 - May 2015

University Of New Haven, CT

* Bachelors’ of Engineering Aug 2009 - Apr 2013

Jawaharlal Nehru Technological University, Hyderabad

**CERTIFICATIONS:**

* Salesforce Certified Administrator, Dec 2015
* Salesforce Certified Platform Developer 1, Jan 2016

**PROFESSIONAL EXPERIENCE:**

**Client: UnitedHealth Care (Optum) Sep 2019 – Present**

**Role: Salesforce Developer**

**Minneapolis, MN**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app.Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Created modern Enterprise Lightning Apps combining Lightning Design System, field service lightning(FSL) ,

Lightning Web Components (LWC) Lightning App Builder and Lightning Component features.Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.

* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* 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.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Maintenance of installed Managed Packages in Lightning using Apex.Experienced in using Data Migration tool called Data Loader.Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment**: Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, LWC, FSL, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST, MavensMate, IntellijIDEA, Eclipse IDE with Force.com plugin.

**Client: Vizient Inc. March 2019 – Aug 2019**

**Role: Salesforce Developer**

**Irving Texas**

**Responsibilities:**

* Performed the roles of Salesforce Developer in the organization.
* Followed Agile methodologies for project execution and used Storyboards as one of the requirements elicitation technique.
* Involved in a lightning application which works on cases such that whenever a case has been taken by an agent about an issue, resources are provided to agents in this service cloud.
* Designed and developed workflow rules, validation rules, approval processes and customizations within Salesforce. Developed test classes for code coverage.
* Created custom reports to track the cases, assets etc. to be available to different levels in the organization based on their profiles.
* Hands-on development of Salesforce Commerce Cloud including integrations with external systems and partners such as CMS, CRM, ERP, fraud management and payment.
* Provides technical support of Salesforce Commerce Cloud platform.
* Created templates, page layouts, and record types according to the business process requirements.
* Developed complex workflows, Process Builder and approval processes for automating business logic.
* Implemented Field level and Record Level security and created User roles, Profiles and managed Role Hierarchies and sharing settings to provide shared access among different users.
* Developed custom objects, Tabs and implemented the complex scenarios using apex and Visual force.
* Collaborated with end user on workflow and provide assistance involving process, cases, new account creation, reporting best practices.
* Written batch apex and scheduled jobs to perform the volume based data manipulations or time sensitive data manipulations.
* Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Setup approval process for opportunity and design communication templates to direct response to the appropriate users.
* Written apex REST web service classes for inbound calls to salesforce.
* Working on building and embed Lightning Components in Visual Force Page by using new Lightning Out feature by event-driven programming.
* Written apex unit test classes for Trigger, Apex classes to meet 75% of code coverage to migrate to Production instances.
* Used various sandboxes for developing, testing and migrated the code to the production instance after testing.
* Experienced working with salesforce.com sandbox and production environments, also with Eclipse IDE Force.com, ANT migration tool Plug-in environments

**Environment**: Salesforce.com Platform, Sales cloud ,Commerce Cloud , Apex Language, Visual force (Pages, Components & Controllers), Custom Objects, Custom Tabs, Page Layouts, Workflows, Approval Processes, Process Builder, , Email Service, Workbench, Dashboards, Reports, SOQL, SOSL Ant, Eclipse IDE

**Client: Bank of America Corporation Sep2018 –Feb 2019**

**Role: Salesforce Developer/Application Programmer**

**Responsibilities:**

* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Expertise in maintaining the functional areas of Data Management, Campaigns, Leads, Forecasting Accounts, Contacts, Opportunities, Quotes, Activities, Dashboards and Reports.
* 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 thereby deployed Applications from Sandbox to Production.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightningcomponent look and feel better.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports
* Customized standard objects like Accounts, Opportunities, Contacts, Leads, Campaigns, Reports and Cases.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented the validation rules on the objects and tabs, Page layouts, Custom tabs, and Components to suit to the needs of the application.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish may-to-many relationships.

Experience in setting up customer portal for better service process and solution management.

* Implemented the workflows and approvals for various functional requirements.
* Modification of Lead assignment rules, workflows.
* Used field level security along with page layouts to manage access to certain fields.
* Developed various custom reports and dashboards for data analysis.
* Developed Apex triggers, controllers, test methods, visual force pages in sandbox and deployed with more than 85-100% for test code coverage
* Designed User Interfaces in sales cloud users as per requirements
* Involved in create and maintain related documentation (business requirements, training materials, process flow, etc.)

**Environment:** SFDC.Com, Apex, Sales cloud , Visual Force, Apex Explorer, Mule Soft, Marketing Cloud, Ampscrpit, Data Loader, Lightning Application ,SOQL.

**Client: Cisco Systems, Inc., San Jose, CA Oct 2017 – July 2018**

**Project Name: Resource Profile application [FY18 RPs]**

**Role: Salesforce Developer**

**Project Description**

Resource Profile establishes a Cisco-wide Resource Profile capability that will enable all Cisco organizations to capture, manage, consume and assess employee and vendor (Red Badged employee) competency profiles across all functions that can be used as foundational component to multiple Service Delivery processes. Resource Profile module shall be used on the Cisco CSOne SFDC Org to have Resource profiling capabilities. This involves having data on ‘Skills’, ‘Certifications’, Employee, and Employee Certifications.

**Responsibilities:**

* Involved and interacted with various business sales and marketing for gathering the requirements for CRM implementation and project estimation timelines on regular basis.
* Analyzed complex business requirements and designed solutions using Apex classes, triggers, and Visual Force pages.
* Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Created user roles and profiles, security controls and shared settings.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Implemented Configuration, Customization and Development with Salesforce.com on Service Cloud and Sales Cloud .
* Oversaw user roles and permission levels in Sales Cloud for salespeople and marketers for two business units.
* Worked on large Salesforce CRM implementations including- Improving Sales Process, Partner Portal Implementation, Orders and Discounts, Integration and legacy systems etc.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Implemented Configuration, Customization and Development with Salesforce.com on Service Cloud and Sales Cloud.
* Created a process for sales team to self-price certain products using price books.
* Created various Customized Visualforce pages for various business units including a page for company purposes showing a quick tax estimate.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Designed various Webpages in Visual Force for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Created Executive and other Dashboards using wave Analytics.
* Implemented service cloud functionality like case management, field service management and CTI integration
* Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
* Implemented Security access to the user profiles by creating Object level security , Field level security and Record level security .
* 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.
* Reviewing the test cases provided by the QA team and providing feedback.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.

**Environment:** Salesforce.com platform, Salesforce Lightening, Service Cloud, Sales Cloud, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Salesforce.com, Inc., CA Apr 2016 – Sep 2017**

**Project Name: ITAgentX Finance Team [FY16 AROPs]**

**Role: Force.com developer**

**Project Description:** Salesforce.com is an American cloud computing company headquartered in San Francisco, California. Though its revenue comes from a customer relationship management (CRM) product, Salesforce also capitalizes on commercial applications of social networking through acquisition. The Team in which I worked for Service Contracts & Entitlements develops the Projects which determines the level of Support a Salesforce.com customer is entitled to whenever he purchases any Products from Salesforce.com. This Support Level describes the earliest Initial Response to a Customer with Transaction involved in backend process with Oracle business.

**Responsibilities:**

* Worked on customizing various Salesforce.com standard application objects like Lead, Account, Contact, Contract, Opportunity, Case, Transaction, Transactioncases, Entitlement, Milestones, and Orders.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Created data migration strategies and solutions (based on Apex Data Loader scripts) for the automated migration of complex datasets from one org to another; while maintaining referential integrity between different tables.
* Improved and extended the functionality of the existing custom application; designed and built multiple client facing custom modules with Apex and VisualForce.
* Developed Lightning Apps using Lightning Design System for Salesforce1.
* Formatted and migrated the user data into Lightning Experience. Tested the Lightning components for small set of test users.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel, Agent info panel And bottom info panel.
* Designed and Developed Visual Force pages, Custom controller, Controller extensions.
* Worked on Custom Settings and Email Services for automation using Apex Classes
* Created various Scheduled and Batch apex jobs based on the business requirements.
* Configured Profiles and Permission set to meet the Information security needs of the organization.
* Worked on integration with AppExchange packages like Grid-buddy from the AppExchange package.
* Created workflows for automated Case routing, Case escalation, alerts and custom coaching plans.
* Implemented auto escalation rules, automatic case generation and routing to call center agents.
* Configured lookup and master-detail relationships, pick-list, and field dependency on custom objects.
* Extensively used export, insert, upsert and update functions in data loader.
* We follow Agile methodology that allows teams in the USA and India to independently work on features. This resulted in higher development productivity and lower number of regression issues.
* Continuous Integration with automated continuous unit test runs and automated deployments to QA, UAT and Production.
* Experience in code deployment from Sandbox to Production environment using Jenkins.

**Environments:** Salesforce.com Enterprise Edition, Pages, Data Loader, Reports, Custom Objects, Custom Tabs, Security Controls, Data Management, Profiles, Page Layout, Lightning, Validation Rules, Workbench, Service Console, Case Milestones, Dashboards, Grid-buddy App, Case management, Transactions, Batch Classes, Apex Scheduler, Entitlement Process, Milestones, Triggers, Unit Test, Sandbox, Jenkins, GUS, Service Cloud Console, Custom Settings

**Client: Miller Coors, Milwaukee, Wisconsin Aug 2015 – Mar 2016**

**Salesforce Admin/Developer**

**Responsibilities:**

* Gathering the business requirements from business team and users. Writing the functional specification document based on the business requirement document.
* Writing apex triggers, apex classes, developing Visual force pages in Sales cloud.
* Highly used data loader and Information on demand tool to integrate Salesforce with other legacy systems.
* Hands on experience in migrating the data into the application from other merged companies and facilitating the application usage for new users.
* Solely responsible for deploying the components from test environment to production.
* Developed various workflows, approval process, setting up roles, creating profiles, security controls and data management.
* Solely designed and documented the application enhancements post go live.
* Involved in integrating Salesforce with other in house data bases using Informatica cloud.
* Keeping track of all Salesforce releases throughout the year and implementing latest enhancements immediately in the application.
* Responsible for monitoring Salesforce.com usage, performing administrative tasks, ensuring Data Integrity, and working with commercial operations management to identify additional opportunities to productively integrate Salesforce.com into ongoing business activities.
* Developed Business Dashboards, Metrics and reports for management review and operational efficiency.
* Responsible for refreshing the Full copy and training sandbox environments regularly.

**Environment:** SalesForce.com CRM Application Platform, Apex, Visual Force, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment.