## Chandrapal

**(Salesforce Vlocity lightning Developer)**

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**PROFESSIONAL SUMMARY**

**8+ years** of experience in **analysis**, **design**, **development**, **testing**, **delivery,** and **production support** of application software. Over **7+ years** of experience in **Salesforce.com CRM Platform and Apex technologies, Sales Cloud, Service Cloud, Marketing cloud, 2 plus Years of experience with Lightning, 1 year in LWC** and **2+ years** on **JAVA.**

* Have good Experience with **Vlocity Salesforce** development **Vlocity OmniScript, DataRaptor,** process engines**.**
* Configured **Salesforce/Vlocity** as per business requirements.
* Experience in working with Salesforce developer toolkit **(Apex, Visualforce, force.com IDE, SOQL and WebServices/ Metadata API).**
* Understanding and experience in the **healthcare / life sciences** industry.
* Experience with Salesforce.com Sales Cloud, Service cloud, Community, and Force.com platform.
* Good Experience on Apex development in creating Objects**, Triggers, Apex Classes, Standard Controllers, Custom Controllers** and **Controller Extensions and lightning components.**
* Developed the **Health Cloud features** and ability to configure to meet client needs across **multiple segments and sub-industries**
* Strong experience in defining and managing **custom Objects, creating page layouts,** developing field validations**,** campaign Management**,** formulas and workflow rules **using Salesforce.com and Eclipse IDE for Salesforce.**
* Extensive work experience on designing of **custom fields, role based page layouts, custom Tabs, custom reports, report folders**, report extractions to various formats, design of **Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers**, and various other components as per the client and application requirements.
* Experienced in creating and activating the **Marketing Campaigns** in **Salesforce.com**.
* Experience working with **Salesforce.com Sandbox** and **Production** environments.
* Experience with Release Management, Source Control, and Deployment concepts and technologies such as ANT
* Experience in working with **Eclipse IDE** with **Force.com Plug-in** environment for writing Business logic in **Apex** Programming Language.
* Experience with customizing and setting up various aspects of the **Health Cloud data model** (**Provider/Patient details, Clinical Data, Payer, Utilization Management, etc.)**
* Experience in using lightning app builder.
* Involved in writing and editing the existing ANT Build.
* Interacted with different business teams and end users for gathering information and requirements for **implementing Salesforce community cloud** for partners and documentation.
* Salesforce Marketing Cloud Administration, Configuration & Setup.
* Worked on **customer portals** and **communities' administration**. Created **Custom Dashboards** for community **managers** and recruiters home page and gave accessibility to dashboards for authorized people.
* Experience in building reusable UI components with lightning component framework.
* Proficient in administrating the organizational setup using **Salesforce administration**.
* XML files in case of errors or changes in the project requirements.
* Set up workflows for marketing in exact Target which will send out emails based on time intervals.
* Good experience in working with **Cloud computing** / **SaaS** technologies, data retrieval and integration across multiple platforms using real time and batch processing.
* Experience in using **Force.com Web services API** for implementing **web services** in the application for access to data from different users.
* Experience in designing junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows,** and **Approval Processes** for automated **alerts, field updates**, and **Email** generation according to application requirements.
* Experience in implementing **security** and **sharing rules** at **object, field,** and **record level** for different users at different levels of organization. Also **created various profiles and configured the permissions based on the organizational hierarchy.**
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize code to respect those limits.
* Proficient in **Data Migration** from **Traditional Apps** to **Salesforce** Using **Data Loader Utility.**
* Experience in writing **Triggers, SOQL and SOSL** statements.
* Hands on experience in using the **sandbox** for testing and migrated the code to the deployment instance after testing.
* Good exposure on **Design Patterns** (Creational, Structural and Behavioral).
* Experience in designing skills with **E-R Diagram** and **UML Diagrams.**
* Extensive experience in developing enterprise applications using **Java** and **J2EE** technologies such as **JSP, Servlets**, **Tiles**, **Struts, Spring, XML, XSL, HTML, JavaScript, JDBC** and **CSS**, **build processes, and deployment processes.**
* Experience with Dev Automation tools for Code Management, Continuous
* Good Experience in Integration and Continuous Delivery such as Jenkins and Git Hub.
* Good exposure to RDBMS, SQL and **PL/SQL**, writing SQL scripts for efficient report generation.
* Experienced in full life cycle application development from requirements gathering and design to **UAT (User Acceptance** Testing).

**EDUCATION**

* Bachelor’s in Computer Engineering.

**CERTIFICATION**

* Salesforce Certified Administartor
* Salesforce Certified Platform Developer-1.
* Salesforce Certified Vlocity Consultant(Pursuing)

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce Technologies** | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL and Visualforce (Page, Component & Controllers) and Lightning Components and LWC. |
| **Force.com tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| **Programming Languages** | Java, C, C++, VB, APEX and UML |
| **Java/J2EE/Web Technologies** | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XSLT, DTD, XML Schema, HTML, DHTML, Shell Scripts and Web service |
| **Database** | MS SQL Server and MySQL |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |
| **Tools** | MS Visual Source Safe, HTML Dream weaver, Microsoft Project, Sub Version and MS Visio |

**PROFESSIONAL EXPERIENCE**

**Century Link , Denver , CO March 2020 to Present**

**Role: Senior Salesforce Vlocity Lightning Developer**

**Responsibilities:**

* Created a framework using **Apex flex queues** to track a user process of granting login credentials to **DASH** (Customer portal).
* Configured **Identity Confirmation and Login Restrictions**, configured User Interface settings.
* Integrated **Salesforce/Vlocity** with other **backend applications using REST, SOAP API's**, Vlocity integration procedures.
* Developing the Maintaining Large volumes of deadline-driven **email campaigns** and **assets management** of **email channel calendar and Direct Mail**.
* Configured the **Company Profile, customized Profiles** and created custom fields.
* Enabled **Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* Autocreated **Work Orders, Service Appointments, Work Order Line** Items from Opportunities that went into the Scheduling stage using **Field Service Lightning**.
* Working Knowledge on **Sales Cloud, Service Cloud**, **Marketing Cloud** Custom Cloud and Apex Programming on Force.com Platform.
* Responsible **for requirements gathering from business users and prepare technical requirement** specification document, Implemented **Agile Methodologies in developing SDLC**.
* Product lead for the easy communication with **Patients Providers, Care takers.**
* Developed the **Community Pages** with **LWC Framework** and Implemented native features for the **Mobile**.
* Reporting on **email campaigns** (status and outcomes) for various **stakeholders, cross-departmental collaboration** on major projects, and new initiatives.
* **Migrated** the Components from the **Lightning to LWC** in Full Scale when needed.
* **Implemented the LWC pagination** to Navigate to the different pages by sequential number.
* Implementation of **Apex Triggers**, **Apex Class** for automation of the business process on **Account**, **Contact**, **Opportunity,** and **Custom Objects**.
* Created **Work Orders, Service Appointments, Work Order Line Items, Work Types Service Territories, Service Resources, Operating Hours, Confidential Settings** for the configuration of **Field Service Lightning**.
* Worked on **Salesforce Lightning Components for building customized components** replacing the existing ones.
* Developed and Executed **marketing campaigns** using Marketing Cloud apps such as **Email Studio, Automation Studio, Mobile Studio, and Journey Builder.**
* Implemented Salesforce **Lightning Web Components** for small set of users within the organization, developed Lightning Web components and **server-side controllers** to meet the business requirements.
* Used **Email to Case, Web to Case** features and created a **community** where the customers can create, update and manage their **cases**.
* Also embed **Lightning Components in Visualforce page** by using new Lightning out feature by **event-driven programming**.
* Experience in **modifying Visualforce pages** to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Involved in **CPQ** (**Configure, Price& Quote)** design and mapped to the Salesforce custom objects and involved in **ApttusAdvanced Workflow Approvals**.
* Created **Lightning Web components** and apps combining **Lightning Design system**, Lightning App Builder and **Lightning Component features**.
* Experience working across various SFDC implementations that are covering **Sales cloud**, **Service Cloud** and **Apttus CPQ.**
* Responsible for setting up **web service integrations**.
* Triggered **interface events by user interactions,** which includes **Lightning Component framework** and involved in building Lightning Components using the **aura framework**.
* Experience **Lightning Component** Framework Components and extensions that allow you to build reusable components, customize the Salesforce1 **Mobile App, and build standalone apps**.
* **Aura** open source technology that powers **Lightning Components and Aura namespace** contains all the basic building blocks for defining **components and applications.**
* Implementation of **Batch Classes**, **Scheduled Classes** as part of the Business Requirement.
* Enhanced **Communities** by adding new fields, field sets using **Salesforce lightning**.
* Developed various **Apex Classes, Triggers, Controller classes and methods for functional** needs in the application compatible with lightning.
* Used the sandbox **for testing and migrated the code to the deployment instance** after testing.
* Created **Salesforce 1 mobile apps** using **Angular JS, Bootstrap, Apex and Visual force**.
* Used **App Cloud mobile** to instantly **deploy apps to users with Salesforce1**. Build user friendly and native android IOS and windows app with the mobile SDK, design and run massively.
* Created many **Data Extensions** to accommodate custom scenarios. Configured and designed **Journey's using journey builder**.
* Wrote an **Apex Trigger** on **Contact** for cross-object field update for reporting purposes.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom **Related List**, showing activities for selected contacts or clients.
* Integrated **Salesforce.com** with external systems like **Oracle** and **SAP** using **SOAP API** and **REST API.**
* **Implemented Salesforce Service Cloud & Opportunity Management (Case Management,** Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* **Migrating Metadata from one sandbox to another sandbox using Force**.com IDE tool.
* Used Web Services like **SOAP API** and **Rest API** to integrate with external systems.
* **Implemented Email-to-Case, Web-to-Case for automation of the** case creation.
* Performed **Unit, Integration, Regression and User Acceptance Testing.**

**Exeter Finance, Dallas, TX May 2019 – Jan 2020**

**Role: Senior Salesforce Lightning Developer**

**Responsibilities:**

* Created **Custom Objects** and fields for transactional and contractual information.
* Implemented new enhancements including creation of custom objects, workflows, email alerts, templates and UI changes.
* Worked on **Salesforce Lightning Components for building customized components replacing** the existing ones.
* Also embed Lightning Components in **Visual force** page by using new **Lightning** Out feature by event-driven programming.
* Implemented the **LWC** with the **Apex** integration and embedded into the **Lightning components.**
* Created **Work Order Line Items** based on **Opportunity Products** using **Field Service Lightning.**
* Created multiple **Lightning WEB Components**, added CSS and Design Parameters that makes the Lightning component look and feel better .
* Experience with the Force.com platform, including template solutions like Service Cloud within the **Marketing cloud.**
* Managed **ExactTarget** / **Marketing Cloud** implementation for a large enterprise, including multiple business units as well as troubleshooting and user support for the non-profit organization.
* Customizing the **Apttus** product configurator and quote application according to business needs.
* Worked on **Apttus** support project to solve ongoing bugs/issues/enhancement on another project
* Worked on Various objects Related to **APTTUS** Configuration & Pricing management, like: Agreement, Incentive, Price Rule, Price Rule entry, Price Rule Set.
* Customized the **Dashboards** to track usage for productivity and performance of business centers and their sales teams.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Create and Maintain **email reporting dashboards**, **conduct A/B testing** and provide test results to the marketing team to **drive segmentation, delivery, and content decisions**.
* Experience working across various SFDC implementations that are covering **Sales cloud**, **Service Cloud** and **Apttus CPQ.**
* Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Giving support to existing integration with third party system by using **REST API.**
* Worked with groups, participated in **Requirement Gathering Sessions & JAD Sessions** to define their needs and developed an action plan and specification document.
* Implemented the requirements on **Salesforce.com platform and Force.com IDE Plug-in using Eclipse**.
* Created **Total Duration on Work Orders** based on **Work Order Line** Item quantity and Work Type Duration using **Field Service Lightning**.
* Created multiple **Lightning Web Components,** added **CSS and Design Parameters** that makes the lightning component look and feel better.
* Done many integrations and used the salesforce **marketing cloud connector V5** to connect to **multiple salesforce Orgs**.
* Customized application business logic using declarative programming like **Formula fields, Validation rules, Workflow rules, Approval process, Record Type, Picklist, Dependent Pick lists, List views.**
* **Used Force.com IDE** for development for **Visualforce Pages, Apex classes, Triggers and debugging** and **analyzing logs**.
* Used **AMP Scripting** to use data from **Data Extensions**. Used SOAP API inorder to invoke triggers and **create redundant data.**
* Strong experience in implementing  **MVC** in the application customizations for separating Data persistence, UI and business logic.
* Written **SOQL, SOSL query language** necessary for the application in **Apex Classes** and **Triggers.**

**Dell, Roundrock, TX July 2018 – March 2019**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Created **Custom Objects** and fields for transactional and contractual information.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response** Rules for automating business logic.
* Developed and executed marketing campaigns using **Marketing Cloud's Email Studio.**
* Created **page layouts, search layouts** to organize **fields, custom links, related lists** and other components on a record detail and edit pages.
* Created folder structure to **house marketing email templates** and **executed A/B testing on email templates** to improve engagement.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Used **SOQL** & **SOSL** for data manipulation needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields.Created **Custom Objects** and fields for transactional and contractual information.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response** Rules for automating business logic.
* Wrote ANT Scripts to automate the build process.
* Customized Contacts in Salesforce org to store relevant **marketing data points**.
* Experience developing solutions for the **Apttus** Contract Lifecycle Management (CLM) system including X-Author for Word/Excel, development of clause libraries and contract templates.
* Responsible for **Steel brickCPQ** packages installations and data settings in Dev sandbox.
* Worked closely with **Pricing and Quoting** Leaders to ensure a coherent design and deployment of **Steel brick CPQ**.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the **custom objects.**
* Created **page layouts, search layouts** to organize **fields, custom links, related lists** and other components on a record detail and edit pages.
* Generated **discover reports** and presented **campaign engagement statistics** to business owners to **direct future strategies and initiatives.**
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Used **SOQL** & **SOSL** for data manipulation needs of the application using platform database objects.
* Helped developing strategy and roadmaps for email marketing programs to **drive acquisition, customer retention,** customer growth, and demand generation to achieve quantifiable revenue goals.

**Thermo Fischer, Pittsburgh, PA Jan 2017 – Dec 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Designed, developed and deployed **Apex Classes**, **Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Experience on **Steel brick CPQ** using **Product Catalog Quoting** and Contracting.
* Implemented Quote-to-Cash solution using **Steel brick CPQ**. Depth understanding of the **Steel brick CPQ** data model and functionality.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Created **Custom Objects** and fields for transactional and contractual information.
* Designed and deployed **Custom tabs, validation rules, Approval Processes and Auto-Response** Rules for automating business logic.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the **custom objects.**
* Created **page layouts, search layouts** to organize **fields, custom links, related lists** and other components on a record detail and edit pages.
* Worked extensively in force.com sites with **Customer community**.
* Involved on creating lightning Pages inside **Lightning Community Builder**.
* Created **Community, Enabled Community Users**, Profiles and Access
* Worked on implementing Customer communities for Thermo Fischer. Using the **Customer community**, the customer can find the required banking information. Go through the articles that are published. Post FAQ's. The community site also contains branding pages to show case articles.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Used **SOQL** & **SOSL** for data manipulation needs of the application using platform database objects.
* Used field level security along with page layouts to manage access to certain fields.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visualforce pages to develop custom business logic.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Used **Data loader** to load the records on to the **force.com** platform.
* Implemented Salesforce Development Cycle covering **Sales Cloud**, **Service Cloud**, Call Center, Chatter & App-exchange applications.
* Made new feature enhancements on **Service cloud** console view and developed some Visual force components.
* Involved in migrating the data from Oracle database to Salesforce application using **Apex Data Loader**.
* Used **Informatica** cloud service to integrate the data between systems.
* Involved in **Data Migration** from **Traditional Apps** to **Salesforce** Using **Data Loader Utility.**
* Performed Data Migration from home grown legacy system to Salesforce CRM.
* Extracted the data from Salesforce.com application into the external databases for generating large data reports using the **Informatica on Demand.**
* Implemented data migration using **Informatica** on demand and data loading using Data loader, import wizard.

**Kar Auction Services, Carmel, IN Jan 2015 – Dec 2016**

**Role: Salesforce Developer/Admin**

**Responsibilities**:

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application. Migrated data from external sources and performed **insert, delete, upsert, export** operations on millions of records.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and **Visualforce pages** to develop custom business logic.
* Created and maintain a**Salesforce Partner Community** to collaborate with the partners and to share their ideas and case issues.
* Designed and developed SFA based Application on **Force.com** Platform in **Salesforce.com** environment with **Apex** programming language at backend and **Visualforce pages** as user interface.
* Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using **Eclipse**.
* Implemented **pick lists**, **dependent pick lists**, **lookups**, **master detail relationships**, validation and formula fields to the **custom objects**.
* Created **page layouts, search layouts to organize fields, custom links, related lists, and other components** on a record detail.
* Customized **User Roles, Role hierarchies, Profiles and Sharing settings** to ensure that the protected data is available only to the authorized users.
* Created **templates, approval processes, approval page layouts and defined approval actions on them** to automate the processes.
* Worked with **SOQL,** **SOSL**queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Implemented Salesforce **Service cloud** and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Designed and developed **Service cloud** and integration.
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database.
* Configured **Chatter** for the Users in the Organization for collaboration.
* Extensively involved in **Data Migration** from three **legacy systems** to **Salesforce.**
* Supported the **Data Migration** activities for migration the data from various business sources with the support of Salesforce.com.
* Migrated data from ACT CRM to Salesforce CRM using **Informatica** on Demand.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Involved in **data mapping** and **migration** of data from legacy systems to Salesforce.com Objects and fields.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.
* Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users