

**RAMESH G | 469-661-2343**

Ram.salesforce11@gmail.com

**PROFESSIONAL SUMMARY**

* 8+ Years of overall IT experience including 6+ Years in SalesForce.com CRM Platform both as Administrator and Developer, around 2 Years of experience in Java Development. Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, development, enhancements, testing, and maintenance of standalone object oriented enterprise applications.
* Experienced in Administration setup like manage Users, Security Controls and Data Management.
* Expertise in developing, deploying and integrating Salesforce.com CRM solutions.
* Experience in working with salesforce.com sandbox and production environments.
* Extensive experience in designing, creating and maintaining Salesforce.com Workflow Rules, Approvals, Email Templates (HTML & Visual Force Templates).
* Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom report, report folders, report extraction to various formats, design of Visual Force Pages, Snapshots, and Dashboards.
* Proficient in dealing with the functionalities related to the Sales Cloud, Service Cloud and Marketing Cloud.
* Experience in security and sharing model, SSO, Salesforce configuration, desktop/mobile integrations.
* Involved in the configuration implementation of Salesforce.com.
* Experienced in Force.com Apex Classes, Apex Triggers, Integration, Visual force and Force.com API.
* Used Data loader for data management in force.com platform.
* Extensive experience in data migration and integration using Data Loader.
* Provided customer with best practice solutions as related to Salesforce.com and CRM.
* Extensive experience using Salesforce.com Administration, Creating Roles, Profiles, Page Layouts.
* Experience in installing, evaluating the AppExchange application under the salesforce.com platform.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle process.
* Experience in capturing, analyzing and documenting requirements (Use Cases) for Salesforce.com implementations.
* Expertise in Object Oriented Programming, Object Oriented Analysis and Design (OOAD) and RDBMS concepts.
* Experienced in accessing and writing stored procedures and triggers.
* Expertise with J2EE complaints IDE’s such as JBuilder, Eclipse 2.1/3.1.
* Implemented and delivered projects under Agile Development Environment and Test-Driven Environments with large & small project teams.
* Extensively worked on Jenkins by installing, configuring and maintaining for continuous integration (CI) and for End to End automation for all build and deployments.
* Experience in working on source control tools like GIT.
* Knowledge on building new apps with the Lightning App Builder and Lightning Components.
* Expertise in writing Bash Scripts, Pearl Scripts (hash and arrays), Python programing for deployment of Java applications on bare servers or Middleware tools.

**CERTIFICATIONS**

* Certified Salesforce Platform Developer-1 Certification
* Certified Salesforce Administrator.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **OPERATING SYSTEMS** | Windows( 7, XP, 2000), Linux |
| **METHODOLOGIES** | MS SQL Server DBA, MS SQL Server 2008, SDLC, OOAD |
| **LANGUAGES** | C, C++, Java, XML, HTML, JavaScript, Jquery |
| **TOOLS** | MS Server 2000/2005,2008 R2,  MS Office 2010, Eclipse 3.0, Netbeans, Win SCP, WinCVS, Salesforce, Netsuite. |
| **SALESFORCE TECHNOLOGIES** | SFDC Certified Force.com Developer,Salesforce CRM, Salesforce SFA, Apex Language, Apex classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, AJAX,  Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom  Objects |
| **SALESFORCE TOOLS** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Platform (Sandbox and Production), Apttus CPQ. |

**Education: Bachelors of Science from Osmania University.**

**PROFESSIONAL EXPERIENCE**

**Trinity Industries, Dallas, TX April’2020 – Till date**

**Salesforce Lightning Developer**

**Respons**

* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visualforce Pages.
* 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.
* 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.
* Synchronized with the business process review meetings and multiple teams for ascertaining standardized workflow processes.
* Responsible for creating various Custom Objects, Tabs, Components and Visualforce Pages and Controllers.
* Migrating from Salesforce Classic to Lightning and created Lightning Components.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Implemented Case Management Automation to track and solve Customer's Issues.
* Worked on Service Cloud communities for sharing business process.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ.
* Written SOQL queries against force.com API.
* Used AJAX to get the data from the server asynchronously by using JSON objects.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Implemented CPQ System to improve user experience in the Quoting process using Salesforce.
* Customizations of Reports, Dashboards, Workflows, Approval Process.
* Worked on multiple Test class components to fulfill the code coverage. Extensively worked on apex data loader.
* Worked with Business on Design and Implementation of Product catalog and product attributes to expose on CPQ application.
* Migrated data from MS Excel/CSV files to SFDC using Data Loader.
* Proficient in creating record-types, page-layouts and profiles to hide/show visibility to various fields.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed Apex Classes and Apex Triggers for various functional needs in the application.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects, Web to case, Email to case.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component and Controllers), Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Apttus CPQ, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**BCBS, Chicago/Dallas August’2018 – March’2020**

**Salesforce Lightning Developer**

**Responsibilities**

* Analyzed customer requirements, performed detailed analysis of business and technical requirements and designed the solution by customizing various standard and custom objects of Salesforce.com like accounts, contacts, properties, discounts, reports, and dashboards in Sales Cloud.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Designed, developed and deployed Apex Classes Extension Classes to support Visualforce pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Developed customer portal to implement web-to-lead functionality and enable lead capturing in real time.
* Implemented and customized Salesforce customer relationship management (CRM) for Marketing, Sales and Case Management.
* Responsible for Apttus CPQ/CLM packages installations and data settings in Dev sandbox.
* Maintained and improved existing salesforce implementation. Created record types and page layouts, updated validation rules, and improvised page layouts.
* Involved in building Lightning components, pages and apps.
* Involved in the Lightning App Builder empowers to build apps visually, without code, quicker than ever before using off-the-shelf and custom-built Lightning components.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Worked on the integration of SteelBrick to generate quotes, invoicing and discounting by sales reps along with CRM Data.
* Created CPQ process using Apptus CPQ and CL AppExchange tool in Quote.
* Integrated Apptus CPQ and CLM applications and automating processes on Salesforce platform.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Developed Lightning component framework include an out-of-the-box set of components, event-driven architecture, and a framework optimized for performance.
* Worked on Apttus CPQ helps channels close bigger deals faster with visibility into the latest product and pricing information, and the ability to quote quickly from any device.
* Built solution on Salesforce.com platform, including development in Force.com, Visualforce, Lightning, Apex , Web Services and API's
* Integrated Salesforce with other internal applications using SOAP and REST services.
* Collaborated with teams to design and implement Salesforce Integration, And Apttus CPQ is used for creating quote and quote line items for order management system.
* Worked with a cross-functional Scrum team to maintain and enhance Salesforce Service Cloud applications in iterative release cycles.
* Troubleshoot and fix defects for planned releases and production issues.
* Worked with Approval processes that used Email Approvals and Parallel Approval steps
* Used Process Visualizer to study Approval steps.
* Implemented minor enhancements on standard objects including Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, and Activities.
* Developed Apex Classes & Triggers and linked them to manage the workflows developed in the system.
* Worked with data migration using Salesforce data loader and import wizard.
* Worked with Developer Sandbox and Force.com IDE to migrate written classes.
* Implemented Salesforce Chatter for internal users to share the deal information and status updated on various activities.
* Responsible working with Salesforce CRM to Invoke Apex classes
* Created case escalation rules to escalate cases automatically if they are not resolved within a certain period of time.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component.
* Implemented minor enhancements on standard objects including Campaigns, Leads, Accounts, Contacts, Opportunities, Quotes, and Activities.

**Environment**: Salesforce.com, Visual-force (Pages, Component & Controllers),Force.com, Apttus CPQ, Security Controls, Escalation rules, Assignment rules, Sandbox data loading, Record types, Custom objects and Fields, Time based triggers, Triggers,

Workflows, Rules, Data loader, Apex Schema Builders, Tabs, Excel.

**CaptureRX, San Antonio, TX March’2018 - July’2018**

**Sr. Salesforce Administrator/Developer**

**Responsibilities:**

* Involve in developing visualforce pages, triggers and apex classes based on the requirements.
* Create page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implement pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects, Web to case, Email to case.
* Worked on various scenarios of Salesforce.com APIs like SOAP, REST.
* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, components, VisualForce Pages to suit to the needs of the application.
* Adhered to the Best Practices by avoiding Governor Limits in SOQL and SOSL statements within the custom Controllers, Extensions, and Triggers.
* Created Workflow rules, Process Builder, Visual Flows and defined related tasks, email alerts, and field updates for Business Automation.
* Worked extensively on managing Products, Categories, Product Attributes, and defining Product Visibility for Apttus CPQ package.
* Developed Apex Classes, Apex Triggers, Visual force Pages and Custom Controller classes for various functional needs in the application.
* Experience with the integrating SFDC and AppExchange partners such as CPQ/Apttus.
* Adhering to the best Practices while creating Triggers.
* Used Salesforce Automation for Territory Management and Opportunity Management.
* Worked extensively with Sales cloud sharing model, user management, workflows, assignment rules, validation rules, records, dashboards and Reports.
* Integrated Salesforce.com with External Applications like using SOAP/REST API based web services.
* Worked on Salesforce Lightning (Lightning Design Systems , App Design and Lightning Components).
* Created and modified templates using Apptus CPQ & Author CLM. Modified profiles and permission set access as per requirement.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Worked on designing and developing Lightning Community Builder and developed Lightning Components.
* Assisting in migrating existing functionalities from Salesforce classic interface to lightning interface.
* Refactoring of code to fix the existing issues in the sequence of operations on real-time.
* Worked closely with users to understand the issues and fix them.
* Develop test classes and maintain sufficient organizational code coverage.
* Worked closely with Informatica and other middleware teams for fixing issues.
* Monitoring of Informatica jobs to ensure smooth and error-free operations.
* Incharge for fixing deployment issues and ensure successful deployment through changesets and Force.com IDE.

**Environment**: Saleforce.com platform, Informatica Cloud, Agile–TFS,Force.com API, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Visual Force,Salesforce.com Data Loader, Apttus CPQ, Security Controls, HTML, Java Script, Sandbox, Change Sets, Eclipse IDE Plug-in.

**Anthem, Norfolk, VA Dec’2016- Feb’2018**

**Salesforce Consultant**

**Responsibilities**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Drive Business with Social advertising.
* Generate high quality leads by running marketing campaigns that keep pipeline with full stock of leads
* Send emails to the right persons through Email marketing.
* Performed the roles of Salesforce.com Analyst/ Developer and Administrator in the organization.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Develop the events which work based on the flows.
* Worked on Salesforce Lightning( Lightning Design Systems , App Design and Lightning Components)
* Worked on designing and developing Lightning Community Builder and developed Lightning Components.
* Assisting in migrating existing functionalities from Salesforce classic interface to lightning interface.
* Used to perform the multiple actions using process builder.
* Designed Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts, Components, Visual Force Pages and Approval Process to suit the needs of the application.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API, and Web Services.
* Experience with the integrating SFDC and AppExchange partners such as CPQ/Apttus.
* Defined lookup and master-detail relationships on the objects and created junction objects.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Worked extensively on managing Products, Categories, Product Attributes, and defining Product Visibility for Apttus CPQ package.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Designed, and developed Apex Classes and Apex Triggers for functional needs in the application.
* Developed many custom Reports using the Report Builder according to the need of the organization.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Implemented “Email to Case”, "web to lead" and "web to case" for Lead and Case automation.
* Maintained databases by utilizing data loader for Lead, Contact, Account Management and Opportunity Management.
* Created and modified templates using Apptus CPQ & Author CLM. Modified profiles and permission set access as per requirement.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.
* Implemented Customer Portal for business requirements.
* Setup field level security for custom objects.
* Collaborated with the team to configure analytical snapshots for forecasting purposes.
* Worked with Visual force components to customize captions, headers and footers of a table and to embed a standard list view of an object
* Used Data Loader for insert, update, and import, export of data from Salesforce.com objects.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.

**Environment**: Saleforce.com platform, Veeva CRM, Apex, Visual force,email marketing, Flows, Process builders, bsocial marketing Salesforce.com Data Loader, API, Workflows Approvals, Reports, Custom Objects, Apttus CPQ, CLM,Custom Tabs, Email Services, HTML, Web Services, WSDL, Sandbox, Force.com Explorer, SOSL, SOQL.

**Maxim Healthcare Services, Hackensack, NJ Feb’2014 - Nov’2016**

**Salesforce.com Administrator/Developer**

**Responsibilities**

* Used force.com developer toolkit including Visual-Force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Involved in salesforce.com setup activities and customized the apps to match the functional needs of the organization.
* Worked on Selenium automation tool.
* Wrote the Test scripts and maintain the data properly
* Performed as Technical Lead, taking care of my team on solving various tasks.
* Worked on the point and click configuration like reports and dashboards, profiles, sharing and security controls.
* Gathering the requirements as stories like Agile development from the clients
* Well versed in migration and integration of CRM applications for large enterprise customers.
* Worked on Personalized email marketing at scale in Salesforce Marketing Cloud Email.
* Worked on Delivering engaging email campaigns with Ease.
* Worked on different version controls and used them to deploy the changes in the production.
* Develop the events which work based on the flows.
* Used to perform the multiple actions using process builder.
* Added, configured workflow rules, time triggered workflows, email templates resulting into effective web to lead communication with customers.
* Developed and customized User interface in salesforce.com using Visualforce, APEX controllers and Force.com IDE.
* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, generating security tokens, validation Rule, upgrade installation.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Write test methods for the Classes, and test cases for to execute of process.
* Worked on UnitTest Case for the application and test it.
* Worked on Supporting the Cases through Service Cloud administration.
* Track the defect count using reports through Salesforce.
* Developed the custom objects in Salesforce check there functionality through salesforce1.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Worked on Rest API web services for lead management. Worked on SOAP API web services with XML as intermediate platform.
* Developed Batch Apex jobs, Scheduler Apex Jobs. Scheduled the batch jobs for every 5 minutes using the system log.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements.
* Created and used Email templates in HTML and Visual force.
* Developed web services using Salesforce.com Web services API to provide data for third party clients.
* Created views and store procedures to extract data from Siebel standard procedures.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Extracted the data from salesforce.com application into the external databases (Oracle 10g) for generating large data reports using the Informatica.
* Experience in Data Mapping from Siebel Tables to Salesforce native table, Data Cleansing, SQL Scripts, IFB scripts, Performance Tuning.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Migrate the data from one of CRM Siebel using ETL (data stage).
* Performed the roles of salesforce.com Analyst/Developer and Administrator in the organization.
* Demonstrated ability to effectively work in team environment with varying skill set levels.
* Ability to deploy code using Force.com IDE, Migration Tool and Change Sets.
* Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management and triggers.

**Environment:** Saleforce.com platform, Apex Language, Service Cloud ,Seleium,Salesforce1,Visualforce (Pages, Component & Controllers), Web Services Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Microsoft Word, Excel, PowerPoint, SharePoint Windows XP.

**Virtusa Inc., India Aug’2012 - Jan’2014**

**Java/J2EE Developer**

**Responsibilities**

* Analyzed the requirements based on business data and user requirements.
* Worked on developing a web application based on Java.
* Worked on different design patterns.
* Responsible for requirement gathering along with business analyst.
* Responsible for creating and updating applications related understanding documents
* Actively involved in writing Test scripts and doing System testing for JRE and IE8 browser compatibility for my applications.
* Creating programs to use JMS and message queuing to process requests.
* Involved in the Development and Deployment of Stateless Session beans.
* Generated deployment descriptors for EJBs using XML.
* Developed GUI related changes using JSP, HTML and client validations using Java script.
* Used JDBC to communicate with database.
* Responsible for writing navigation-rules and configuring managed beans in Faces-config.xml file.
* Implemented Java documentation for complete application
* Deployed the application on Tomcat Server at client locations.
* Design testing and also worked on refactoring the code

**Environment**: Java 1.4, JSP, HTML, Java Script, Struts, Spring, Apache Tomcat, Eclipse, MySQL

*--*

*“Thank you”*