Certified Salesforce Admin / Dev/Consultant

IT Experience | Software Life Cycle| Natural Leader

Extensive Experience with Sales and Service Cloud

* Certified Salesforce Administrator, Developer, Sales Cloud consultant with around 8 years of IT experience in designing, modeling, analysis, testing, release management and maintenance of CRM systems using Sales, Service cloud, Communities and force.com platform.
* An expert on data model implementation who can translate the Sales, Service, Finance and Marketing business models from different industries using Salesforce Force.com and Aura framework
* Experience in Apex, Visualforce, Aura framework, Lightning Web Components and Salesforce Lightning Design System (SLDS).
* Well versed on Branching, Merging, Tagging and maintaining the version across the environments using SCM tools like GitHub, Bit Bucket and in Deploying components across various instances using, Change sets,force.com ant migration tool, AutoRabit , Copado and Flosum.
* Successful work with diverse and multifaceted teams to streamline processes and procedures.
* Effective collaboration skills with key stakeholders and high-profile partners to drive strategic vision and objectives.

***Key Qualifications***

Analytical – Detailed

Process Implementation

High-Performing Teams

Software Development

Organizational Logistics

Training / Mentoring

Team Motivation

Natural Leadership

Strategic Analysis

IT Experience

Operational Excellence

Complex Project Management

***Professional Skills***

Admin ★★★★★ Visualforce ★★★★★ Integrations ★★★★☆

Sales Cloud ★★★★☆ Lightning ★★★★☆ Deployment ★★★★☆

Service Cloud ★★★★☆ Java Script ★★★★☆ HTML/CSS ★★★★★

Apex ★★★★★ SOQL ★★★★★ ETL(Informatica) ★★☆☆☆

**Certifications**

* Salesforce Certified Administrator – 18223997
* Salesforce Certified Platform Developer I – 18757525
* Salesforce Certified Sales Cloud Consultant – 21228055
* Salesforce Certified Advanced Administrator – 21256836
* Salesforce Certified Platform Developer II – 22342926

***Career Progression & Select Accomplishments***

**Nationwide Insurance | Columbus, OH | Feb 2022 – Present**

**Sr. Salesforce Developer**

* Led all aspects of redesign, support and maintenance of custom lightning Nationwide Financial Application built in salesforce which manages long term retirement products for both business and Individuals.
* Implemented integration of Opportunities with external system (Concentrix) by setting up dark launch functionality.
* Designed and Developed Sales Leads functionality by consuming campaigns and integrated with third party App Exchange tool (Sales Vue).
* Created Lightning Web Component replacing the existing VF page to submit cases for Insurance policies and Retirement plans.

**Workday | Pleasanton, CA | Aug 2021 – Feb 2022**

**Salesforce Application Developer**

* Built and modified lightning web components by replacing third party application(squid) with salesforce app which handles events data of Solution Consultant profile users.
* Created Visualforce pages by including widgets of third-party app exchange package (Gainsight) which displays Account and Opportunity data.
* Modified Apex Classes, Controller Classes and Apex Triggers for various functional needs.
* Used Flosum deployment tool for continuous deployments and version control maintenance.

**Nationwide Insurance | Columbus, OH | Sep 2018 – Aug 2021**

**Sr. Salesforce Developer**

* Implemented successful rollout of Siebel CRM and adoption of Salesforce CRM for Sales part of business and working on implementing service project in salesforce by retiring Siebel CRM.
* Developed Lightning flows (Screen Flow), automating the business process also replacing process builders.
* Developed various Visualforce Pages, Custom Controllers and Controller Extensions, Apex Triggers, Batch Apex, Scheduler classes and worked on improving code coverage.
* Skillfully utilized Lightning Connectto get real-time data from external system by using external objects in Salesforce.
* Installed Various app exchange packages (Sales Vue, Geo pointe, Grid buddy) and worked on integrating them with salesforce.

**Carefirst | Baltimore, MD | Oct 2017 – Aug 2018**

**Sr. Salesforce Developer**

* Serve as consultant for business requirement gatherings with deft analyzation of client specifications in an effort to design comprehensive data solutions.
* Created Modern enterprise Lightning Apps combining Lightning Design system and Lightning App Builder
* Developed different Batch Classes, Future Methods, and Queueable Methods for different complex scenarios where synchronous methods were running into governor limits.
* Huge data load activity using APEX Data Loader, real time data integration via scheduled jobs etc.
* Worked on Single Sign-on SSO to integrate internal enterprise application with Salesforce using SAML configuration settings in SFDC, using identity provider intel expressway cloud 360 along with LDAP server settings.

**Capital One | Richmond, VA | Nov 2016 – Sep 2017**

**Salesforce Developer/ Administrator**

* Used CICD tool AutoRABIT for continuous deployments and version control maintenance in a single environment.
* Worked on Sales & Service Cloud Implementation Project & Salesforce Communities. Managed the team from requirement analysis phase to go-live of the application.
* CTI integration using Verizon in Contact app exchange tool for service cloud agents.

**NRG Energy | Houston, TX | Jan 2015 – Aug 2016**

**Salesforce Developer**

* Configured and customized Salesforce.com using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.
* Developed Custom responsive VF page with HTML, CSS, jQuery Touch and jQuery mobile for mobile devices running Salesforce mobile app.
* Designed workflow rules with their respective field updates, email alerts including email templates and Validation rules to meet the security requirements.
* Worked with several App exchange tools like Action Plans, Strike Address verification, DocuSign.

***Education & Certifications***

**MASTER’S DEGREE –** Computer Engineering – University of Houston – Clear Lake

**BACHELOR’S DEGREE –** Bachelor ofTechnology in Electronics and Communication Engineering – Kakatiya University