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**SUMMARY:**

* Over 8 **years** of professional experience in Software Development with strong technical skills including **5+ years** of extensive experience in Salesforce.com and Force.com platform both as a developer and an administrator and **2 year** of experience in **Java/J2EE** Application Development.
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps combining Lightning Design System, 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 to make Lightning Application mobile.
* 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.
* Experienced in **Service Cloud**, **Sales cloud**, Chatter & App - exchange applications.
* Expertise in Visual Force, APEX Database, APEX Triggers and APEX Testing. Designed Visual Force pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Efficient in monitoring **Apex asynchronous** processing using future methods, batch apex, controlling processes with queue able apex and scheduling jobs using apex scheduler.
* Used **SOQL** and **SOSL** Queries within Governor Limits for data fetching and manipulation needs of the application.
* Experienced with Salesforce.com Web Services APIs- Force.com SOAP and REST based Web Services APIs, the Bulk API and the Metadata API.
* Experience in integrating external web systems with salesforce using REST and SOAP web services.
* Experienced in improving application performance by reducing retrieval times using Org and session cache
* Experienced in deployments of Apex and VF pages across DEV, Test and Production instances.
* Proficiency in **SFDC** Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Excelled in working with various **Salesforce.com** Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Created Custom Objects and outlined lookup and master-detailrelationships and Junction objects to implement many-to-many relationships on objects and Roll-up Summary fields to aggregate data from child records on the parent. Modified data object relationships with the help of Schema Builder.
* Effective work of Data Migration using Import/Export wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects.
* Design and Develop customer solutions in Vlocity, Visualforce, Apex, CSS, Javascript and other technologies.
* Created workflow rules that defined related tasks, email alerts, and field updates. Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals.
* Implemented Quote-to-Cash solution using **APTTUS CPQ**. Depth understanding of the **APTTUS CPQ, APTTUS CLM** data model and functionality.
* Setting up **Service Cloud** Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.
* Experienced in Customizing records with Approvals, Automating Business Processes with process Builder and Delayed actions with workflow by collecting data from users and operating on it.
* Developed Reports, Dashboards and Approvals to continuously monitor data quality and integrity. Expertise in Reporting, Customizing the Dashboard and Scheduling Dashboard Refreshing.
* Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.

**TECHNICAL SKILLS:**

* **Force.Com**: APEX Programming, Classes, Triggers, Visualforce, Controllers, Lightning Components, Lightning App Builder APEX Testing, Debugging, SOQL, SOSL, DML Statements, Workbench, Lightning Application and Heroku.
* **Salesforce CRM Functionality**: Sales/Service Clouds, Users, Profiles, Permission Sets, Record Type, Email Templates, List Views, Queues, Groups, Workflows, Validations, Approvals, Process Builders, Login policies, Monitoring, Omni-Channel, Live Agent, Chatter, Call Center.
* **AppExchange**: DocuSign, Conga Composer, Agile Accelerator, Map Anything and Field Trip.
* **Salesforce Integration**: Salesforce Lightning Connect, Salesforce APIs: REST, SOAP, Tooling, ETL, and ESB.
* **Sandboxes & Deployment**: Developer, Full, Change Sets, Eclipse IDE, Force.com ANT Migration tool, and Packages.
* **Languages & Databases**: APEX, Visualforce, SQL, AWS, Java, HTML, CSS, Java Script, MongoDB, SQL server 2016.
* **Frameworks & Tools**: Agile, SCRUM, Sprint Cycle, Junit, jQuery, JIRA, Developer Console, Eclipse IDE, Workbench, APTTUS CPQ, CLM, VEEVA Integration, and Informatica.
* **Version Control & Management**: GitHub, Sandbox, Bit Bucket.
* **Industries**: Health Care, Banking, Digital Services, Insurance and Automotive.
* **Network**: Ubuntu Linux, Wireshark, VMware, Windows server 2012 r2, VLAN, VPN.
* **Collaboration/Presentation**: WebEx, Zoom, Prezi, Screen – O- Matic, Slack, Skype and MS Office.

**CERTIFICATIONS:**

* **Salesforce Certified Administrator (201)**
* **Salesforce Certified Platform Developer I (401)**

**PROFESSIONAL EXPERIENCE:**

**HPE Infosight, San Jose, CA Mar 2020 to Present**

**Sr Salesforce Developer**

* Involved in software development life cycle phases like requirements gathering, analysis, design, development and testing.
* Salesforce Configurations across all the Standard objects like Accounts Contacts Cases etc.
* Worked on configuring standard Salesforce Chatter and also customizing it by including custom logics on chatter objects using triggers and Classes and VF Pages.
* Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
* Good understanding of standard Chatter objects and their limitations.
* Designed Implemented and deployed the Service Cloud with various custom built Page layouts Custom tabs Custom Apps to suit to the needs of the application also created various Profiles to enable the Service Cloud specific to them.
* Worked on Live Chat agent Implementation using Omni-Channel.
* 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.
* Used Salesforce.com developer toolkit including Apex Classes , Controllers and Triggers, Force.com IDE , Migration Tool , Web Services API .
* Validated and Deployed code to production using change sets and also developed Live chat for portal which I have worked(Service Cloud).
* Designed and developed various Visualforce Pages Apex Classes Controller Classes Extensions and Apex Triggers for functional needs in the various applications.
* Maintained data storage space in Veeva to uphold system integrity and performance.
* Created Various Validation Rules Workflows specific to limited user groups by filtering out through their Profiles while working on Service Cloud.
* Designed Reports and worked with Business users to make them understand the functioning of Reports better.
* Designed very complex Visualforce pages using JavaScript CSS HTML JQuery and Controllers.
* Involved in User Management - Creating users Roles Profiles.
* Created various Record Types Support Processes Assignment Rules Public Groups Queues Custom Settings Sites Time-Based Workflows etc.
* Used complex SOQL Queries in the Codes and also in the tools like Data Loader to Extract Insert or Update vast data millions of records from/into custom objects Standard objects.

**Environment:** Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers,CUJs,Workflows, Reports and Dashboards, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service cloud (Live chat agent, Omni Channel setup)., Marketing Cloud, Migration Tool, Apptus, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.

**Ameren, St. Louis, Missouri Oct 2018 to Mar 2020**

**Salesforce Lightning Developer**

**Responsibilities:**

* Created modern Enterprise **Lightning Apps combining Lightning Design System, 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.
* Developed **Apex Classes** for Visual force pages. Developed required **Triggers** for application.
* Daily administration and support of Data.com by providing marketing leads and support to front-line sales colleagues.
* Visualforce Pages for **Lightning Experience**, Alternates for **Java Script** Codes, Sharing **Visualforce** pages between Classic and Lightning.
* Have written Batch Apex for the asynchronous data updates. Created E-mail Templates for the email alerts created. Used analytic snapshots for bi-weekly reports.
* Used **Eclipse, Force.com**, Developer console IDE's for development of Apex classes, Visualforce pages, Triggers and changing meta-data.
* Installed/Uninstalled packages from AppExchange. Setup Email Services on Force.com platform to handle inbound emails.
* Implement Roll-up Summary fields to aggregate data from child records on the parent.
* Developed many Report Types and created various Reports (summary reports) using the Report Builder according to the need of the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Developed rich UI using HTML5 and CSS3 in Visualforce pages and used JavaScript and JQuery to utilize the plug-ins.
* Deployed Apex using Force.com IDE, Force.com Migration tool and Web services API.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Handled ongoing customization/ alteration of Salesforce.com. To increase benefits and usability.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make **Lightning Application mobile.**
* Designed **Salesforce service cloud** console to enhance productivity with dashboard like interface.
* Created custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Worked on Vlocity, for 360-degree customer views, customer history feed, and complete policy information in simple, card-based formats, driving new business and renewals, and tracking producer credentials. Coordinated and transferred knowledge to the offshore team.
* Used refined global search in **Lightning** by developing **Apex classes** and Controllers.
* Used Single sign-on, **SAML** settings to enable the user to login to various applications.
* Written Apex Test classes to meet Unit testing before migrating from Sandbox to Production environment.
* Use **SOQL & SOSL** considering the Governor Limits for data manipulation using the apex code.
* Design, create and maintain user roles, profiles and hierarchies. Monitor application storage usage and archive data as needed.
* Developed **a SOAPUI** based framework to enable testing of legacy **SOAP/REST API** implementations and Salesforce **Service cloud** integration with **CI/CD** Automation.
* Created case escalation rules to escalate cases automatically if they are not resolved within a certain period of time, also worked on app-exchange tools for tracking orders.
* Developed **Apex Triggers, Apex Classes** and Test methods, Controllers & Extensions to support Visualforce pages, Test Classes for Unit testing as per the functional needs in application.
* Customized standard Sales force objects like Accounts, Contacts, Case management and Solutions. Developed and created customized reports and dashboards.
* Developed Test classes for all the **Apex classes** and **Triggers** with minimum 92% code coverage for triggers and classes.
* Implemented Salesforce.com web services client using sales force **web services API, Java, XML** and partner **WSDL.**
* Exported data from legacy system and imported into **SFDC** through Apex data loader for data Migration.
* Followed **Scrum** Agile methodology for the iterative development of the application and participated in weekly Sprints, daily stand up meetings and customer reporting backlogs.
* Used Source tree to move the code from one environment to other environment and Target Process to maintain sprint stories and defects.

**Environment:** Saleforce.com, Security Controls, Escalation rules, Lightning Experience, Lightning Components, Assignment rules, Record types, Service Cloud, Custom objects and Fields, Web services API, Relationships, Apex Classes, Visual Force (Pages & Components), Workflows, Rules, Eclipse, Force.com Explorer, Apex Data Loader.

**eVariant, Austin TX Jul 2017 to Sep 2018**

**Salesforce Developer/Admin**

**Responsibilities:**

* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Discussed and analyzed the requirements with business team and converted the requirements into detailed technical requirements.
* Created modern **Enterprise** **Lightning** **Apps** combining Lightning Design System, 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.
* Design, develop and implement solutions for the **Apttus CLM** system deployed on the Salesforce platform.
* Create and modify contract templates using **Apttus X-Author** Word.
* Customized Salesforce CRM beyond native functionality with Visualforce and Apex code as per the requirements.
* Integrated Salesforce with Mule soft to connect with enterprise applications in the cloud and on-premise.
* Built reusable UI/UX components with Lightning component framework.
* Developed Test classes and maintained the proper code coverage to deploy into the production boxes.
* Implemented Salesforce **Lightning**Components for small set of users within the organization.
* Implemented **Service Cloud** including: Service Console, Customer Portal & Communities, Case Feed, and Knowledge Base & Entitlements.
* Experience with Salesforce **Service cloud** implementation and **Sales cloud.**
* Created custom controllers and controller extensions while developing Visualforce pages.
* Developed the Apex Triggers to ensure the correct data entries into the system.
* Created Validation rules on various objects. Also, created assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Customized Salesforce.com Fields, Page Layouts, Record Types, Queues, and Profiles and make the same changes in test and production environments.
* Deployed the enhancements of Custom Objects, Fields, Triggers, Reports and Workflows into the test and prod boxes to make them in Sync.
* Strong experience in implementing Salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Experience with Salesforce security model, permission sets, record types, and configuration of page layouts.
* Data migration and updates through the Apex Data loader in Sales force.com.
* Co-ordinate with the test team and provide the application flow demo before the test team start the System Testing.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit the needs of the application.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields using Restful API callouts. Involved in creating Apex classes, Visualforce pages, Triggers, Workflows, Batch Apex Classes and Schedulers.
* Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals.
* Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.
* Used the sandbox for testing and migrated them between Sandbox and Production environments for final implementations.

**Environment:** Saleforce.com platform, Force.com Sites, Apex, Blackbaud, Visualforce (Pages, Controllers), Pages, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Data Loader and Eclipse IDE with Force.com plugin.

**One Main Financial, Evansville, IN Mar 2016 to Jun 2017**

**Salesforce Developer/ Admin**

**Responsibilities:**

* Worked on various standard Objects like Leads, Accounts, Contact, Opportunities, Products and contracts that helps the company to maintain their information and make sales of the product.
* Created many of Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
* Developed Validation Rules for the Custom Objects and Approvals for some fields.
* Implemented field level Security, Profile, and audit trail setup.
* Customized several Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes.
* Created several Validation Rules, Custom buttons, and links on custom and standard objects.
* Create many of the custom controllers and custom Buttons which are used in the salesforce Visualforce pages.
* Developed APEX class, Controller class and APEX Triggers for various functional needs in the application.
* Created the many of the Reports and Dashboards, which helps the sales team in marketing their product.
* Created Visual Force pages and Components used repeatedly in Visual Force pages to reduce the case of overabundance whenever needed.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created Visual force pages in page layout of the custom objects, which helps us to describe the details of some of the standard objects, which are used in project.
* Scheduled Apex Batch jobs for processing large records.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed, and sent to an external entity.
* Worked on data migration from databases to SFDC using Data Loader.
* Worked on Data Loader, which helps us to perform CURD operation with the help of CSV files.
* Created email templates and inbound emails using Visual Force for customers and clients.
* Used Sandbox migrated the code and deploying inbound and outbound change sets instance after testing.
* Collaborated with GitHub to access and share data from database.
* Worked with release management team for performing various post & pre-migration tasks and conducting initial level of BA checkout.
* Implemented the salesforce.com applications using Agile Scrum Methodology.
* Created Custom dashboards displaying data used in research through which process is observed and verified.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.
* Performed a software build using a build system like Apache Maven or Gradle, executed a shell script using Jenkins.

**Environment:** Saleforce.com platform, Visual force, Apex Language, Triggers, Tableau, Agile, SOQL, Service cloud, Change Set, Standard and custom controllers, Data Loader, Force.com, Eclipse IDE Plug-in, Work Flow-Approval, Custom objects, Custom tabs, Email service, Html, Web-service (REST and SOAP).

**Frontier Communications, Norwalk, CT Nov 2014 to Feb 2016**

**Salesforce Developer**

**Responsibilities:**

* Using SFDC created detailed analysis of business and technical requirements and created solutions by customizing various standard objects along with Visualforce, Force.com API and web services.
* Developed and implemented workflows, field updates, email alerts, custom tabs, validation rules, approval processes.
* Developed and customized visual force pages using standard controllers, controller extensions, and custom controllers.
* Developed various visual force pages according to the needs of the application using different visual force components.
* Deployed SFDC package from organization to organization.
* Worked with various Salesforce.com objects Account, Contact, Leads, Opportunity, Cases, Order standard objects.
* Customizing the Application version using Apex triggers, Visualforce pages and SOAP API for Veeva online.
* Worked on Validation Rules, Workflows and Approval Processes.
* Integration using Web Sphere Cast Iron and Informatica cloud for data migration into the cloud.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Created triggers to enforce constraints on the fields and schedule tasks.
* Performed data migration into Salesforce App using Data loader with CSV files.
* Participated in Code review and suggested better ways of doing it.
* Used SOQL and SOSL conceding the governor limits to achieve the required result.

**Environment:** Salesforce.com, Force.com, SOQL, SOSL, Apex Classes, Controllers, Visual force, Data Migration, Triggers Informatica,, Data Loader, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**RED CENTRIC - Hyderabad, India Aug 2012 to Oct 2014**

**Java Developer**

**Responsibilities:**

* Involved in analysis and design of the application architecture based on MVC Architecture, used open source Struts framework and Database with new field updates added to the legacy system.
* Wrote and customized several Java Programs for the spend management system at SBI to streamline the process of procurement.
* Web Tier was developed by using Struts Frame Work.
* Involved in Application development with IDE Tool Eclipse and web server Tomcat.
* Designed and developed User Interfaces, Menus using HTML, CSS, DHTML, JSP, JavaScript and client-side&server-side validations.
* JavaBeans have been developed for using them among various modules of the application.
* Created front-end screens for the module by using JSP’s.
* Used PL/SQL, Stored Procedures and table level and system level triggers for handling database processing and for generating analysis reports from MS SQL Server.
* Involved in writing XML parser handlers for parsing XML files and filling JavaBean Objects.
* Used SVN for Source Control and Version Management.
* Involved in Module and Unit Level Testing with JUnit, Participated in database tuning.

**Environment:** Java/J2EE, J2SE, Struts 1.1, XML, DOM, SOAP, Eclipse, SVN, WebLogic 8.1, Tomcat, MS SQL Server, PL/SQL, Ant, JUnit, UNIX.