**Mahesh Kumar**

**Employer Details:**

Email: karthik@eliteitp.com

Contact: 732-344-4286

**Professional Summary**

* Having **7+ years** of experience in Software Development and working on various Salesforce projects of different scales and complexities with domain experience including analysis, requirement gathering, design, developer,Dynamic content blocks,Enhancements, testing, deployment and maintenance of standalone object - oriented enterprise applications.
* Strong Experience working with **Apex classes**, **Triggers**, **Controllers** &**Controller Extensions**, **Components**, **Test Methods,Content builder**,**Flow controls**,**Application Design** and Development on Multitenant **Force.com** platform.
* Hands on experience on **Lightning Components, Application and Events** creation using **Aura.**
* Created Aura enabled controller and**Journey builder workflows** implemented controller logics.
* Strong experience in implementing **lightning design systems**.
* Implemented HTML 5.0 with **Angularjsand Remote Action** methods.
* Strong Experience in Agile methodology and involved in grooming, planning, team ceremonies, program increments and scrum calls.
* Experience with setting up **FSL** data model (Work Orders, Service Appointments, Service Resources, Territories, etc)
* Ability to configure Service Rules and Objectives in support of **Field Service business processes**
* Experience installing **FSL** managed package and guided setup configuration.
* Experience in using **SourceTree and Bitbucket** for deployment.
* Analyzed Sales, Marketing, Customer Service and Customer Support business processes used by **salesforce.com** customers and recommended ways to improve their processes using **salesforce.com**.
* Hands on experience in salesforce.com CRM integration, developing and deploying custom integration solutions. Excellent skills in creating/troubleshooting/modifying **Apex code** and **Visualforce pages**.
* Strong knowledge on **Administration setup, Apex, Visualforce** and experience with different SFDC development tools like **Force.com, Eclipse IDE**.
* Experience in Apex coding to implement the complex business logic with in**Governor Limits**.
* Developed test classes and test methods to ensure maximum code coverage in production instance.
* Experience in developing client-specific solutions on **force.com** platform using **Apex classes** and **Triggers, Visualforce, Force.com IDE, SOQL**, **SOSL.**
* Experience in integration of Salesforce.com applications with other applications with an emphasis of the **Web Services/XML**.
* Extensive experience in designing of Custom Objects**, Custom Fields, Pick List**, Role based Page Layouts, **Workflow Alerts** and Actions, **Validation Rules, Approval Processes**, Custom Tabs, **Custom Reports, Report folders**, report extractions to various formats, design of **Visual force Pages, Record Types, Dashboards**, and Email generation according to application requirements.
* Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to salesforce.com clients.
* Experience in **Sales cloud, Service cloud, Marketing Cloud, Custom Cloud, Health Cloud, Chatter** and**Appexchange**applications**.**
* Having administration experience on **CRM** applications like data exports & imports, application supports security administration, maintenance, and user & security management.
* Strong experience in **Agile** and **Waterfall** methodologies.
* Experience in Object Oriented Languages like C++, Java, J2EE, JSP and Servlets.
* Experience in web technologies like HTML, XML, CSS, and JavaScript.
* Experience with databases such as Oracle, Teradata and SQL Server.
* Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.

**Education:**

Bachelor’s in **INFORMATION TECHNOLOGY** from **JNTU UNIVERSITY**

Master’s in **Computer Information Systems** from **New England College, Henniker-NH**

**SALESFORCE.COM CERTIFIED PLATFORM DEVELOPER I**

**Technical Skills:**

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| **CRM Tools:** | Salesforce.com |
| **Salesforce Technologies:** | Salesforce CRM,Apex classes, controllers and extensions, Visual Force Page,SOQL, SOSL, Apex, Triggers, SOAP API, REST API, Sales Cloud, Service Cloud,Market tool, Administration |
| **Salesforce Tools:** | Apex Data Loader, Connect Outlook, Force.com IDE (Eclipse) |
| **Languages** | Apex, C, SQL, HTML, XML, CSS, Java, Java Script |
| **Operating Systems:** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003, Mac OS X 10.9/10.8/10.7, Linux. |
| **Databases:** | SQL Server 2008. |
| **Mobile Application Tools:** | SalesForce1, Interface Builder. |

**Professional Experience:**

**Client: Anthem Inc, VA Beach Feb 2020– Present**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Designed, developed and deployed **Apex Classes and Test classes, Controller Classes and Apex Triggers, validation rules, Flow controls** for various functional needs in the application.
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable classes** on daily basis.
* Experience in **Sales cloud, Service cloud, Marketing Cloud, Custom Cloud, Chatter** and**AppExchange, Content builder** applications **and Journey builder workflows**
* Developed **Apex triggers, Apex classes and test classes** working around the governor limits.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks,Dynamic content blocks,Eemail alerts, filed updates to implement business logic.
* Organized email templates and inbound emails using Visual force for the clients and customers.
* Expertise in **Data Loader and workbench** to insert, update, export, export all data in CSV files.
* **Integrated the external system** like **CSP, Workbench** and making callout to them using **SOAP**.
* Managed Auto response rules if customers approached beyond the business hours.
* Worked with Standard Objects, Business Processes and Field-Level Security.
* Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Performed **Backup of data** in CSV files using workbench and stored in libraries in our organization.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
* Involved in **Unit Testing, for the customizations and developments** done during the project.
* Performed Data Validation and used data utilities including Data Loader and Mass Delete
* Generated sync of contacts, Email alerts, events and tasks amidst Salesforce to Outlook and vice-versa.
* Experienced on **Record Types, Validation Rules, Triggers and Page Layouts Designed workflow rules, time triggered tasks, email alerts**, filed updates to enable business logic.
* Packaged and Deployed customizations from Sandbox to other environments using Eclipse IDE and Cloud Set.
* Designed, developed and deployed **Apex classes, Controllers, Extensions and Apex triggers in Visual force and Force.com** for various functional needs of the application.
* Worked on the Asynchronous apex called batch apex to insert and update the Offer records in Offer contact cache.
* Created a lighting community for the Users and included the custom components that are developed using the visual force pages and lighting components.
* Created Server APEX Controller for Salesforce Lightning Experience and Added **Lightning Component to Lighting Pages and Record Pages.**
* Supported the data migration activities for migrating the data from various business sources with the support of Salesforce CRM.
* Created productive documents which will be used by rest of the team to have better understanding of the related system, Salesforce.com CRM.
* Experienced the Agile methodology participated in daily stand ups, Retrospective and Sprint Planning, grooming sessions.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Lightning, SOAP UI, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards, Oracle, Windows.

**Client: University Of Maryland, Adelphi, MD June 2019 – Feb 2020**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked on converting Salesforce classic VF pages into lightning using **Lightning Components** and **Lightning App Builder**
* Worked with **Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning customizations, Lightning CSS framework**.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements.
* Used **SLDS and Bootstrap** for the design of Lightning components.
* Developed Reports, dashboards, and processes to continuously monitor data quality and integrity
* Used to work on Lightning components available for drag and drop in the Lightning Components pane in Community Builder and also had to create a custom theme styles from lightning design system layout to transform the appearance and overall structure of the pages in the Customer Service.
* Worked on the Front-end UI like **HTML, XML, CSS and JavaScript**
* Provided development, implementation, and updating focusing on **Sales cloud** and **Service cloud**.
* Integrated Steelbrick and salesforce integration for automating quoting, contracting and billing process.
* Worked on Salesforce.com **Standard Objects** such as **Accounts**, **Contacts**, **Opportunities**, **Campaigns, Cases, and Solutions.**
* Worked on global, live communications company that creates community between brands and customers.
* Created **Page Layouts** to organize **fields**, **custom links**, **related lists**, and other components on record pages.
* Integrated external systems using **SOAP API, Rest API.** Worked with call in and callouts API’s.
* Have good understanding and knowledge of the functionality of **Web Services** for **SOAP API**.
* As an Administrator, implemented various advanced fields like **Picklist Fields**, **Master-Detail Fields**, **Custom Formula Fields**, and defined **Field Dependencies** for custom picklist fields.
* Worked with SSO Setup and SAML 2.0 to integrate internal and third party applications like LMS and Web applications. Experience in Salesforce Encryption and platform encryption.
* Implemented **Case Assignment Rules** to direct the case to appropriate group such as Stories and PCS Central Support.
* Experience with setting up **FSL** data model (Work Orders, Service Appointments, Service Resources, Territories, etc)
* Ability to configure Service Rules and Objectives in support of **Field Service business processes**
* Experience installing **FSL** managed package and guided setup configuration.
* Defined objects and **Field Level Security** for different profiles.
* Worked with integrating external systems using web services call outs.
* 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.
* Provided the migration strategy from SAP CRM to Salesforce Cloud CRM platform in phase wise model.
* Created orchestrations for bi-directional integration of Salesforce and SAP using Jenkins tool.
* Performed other administrative tasks such as managing **Accounts, Contacts** and **Cases**, setting **workflows** and **approval process** for approving new accounts and other business process.
* Created and maintained **Reports** and **Dashboards** to provide fast access to key business metrics.
* Provided **Case Management** by Configuring **Email-to-Case** for end user to submit a case through Outlook.
* Experience with **Apttus admin** settings, **Apttus** custom settings and **Echosign**settings.
* Experience with **Apttus** Products and Pricing, Shopping Cart functionality, Quoting and **Quote Templates.**
* Customized Salesforce.com **User Profiles** by setting **Standard** and **Custom objects layouts**, **Custom App**, **Field-level Security**, **Permission Sets** for client services and marketing.
* Worked in different **sandboxes** for development and testing, and involved in migrating the code to production instance in installments using **Change Set**.
* Configured **Chatter** to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used **Apex data loader** to Inset, Update, and Import data from **Microsoft Excel** into Salesforce.com.

**Client: CDK Global Portland, Oregon. Aug 2018 – June 2019**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Developed **Custom Objects**, **Custom reports** and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statistics.
* Worked on various **SFDC** standard objects like **Accounts, Contacts, Leads, Reports** and **Dashboards**, **Content builder, Flow controls.**
* Implemented field level security, profiles and audit trail setup**Journey builder workflows.**
* Experience in **Sales cloud, Service cloud, Marketing Cloud, Custom Cloud, Chatter** and**Appexchange**applications**.**
* Used eclipse **Force.com** toolkit for creating **Apex Classes** and **Apex Triggers** to develop **custom logic** and **objects.**
* Created the workflows for automated lead **routing**, **lead escalation**, and **alerts**.
* Made new feature enhancements on Service cloud console view and developed some Visualforcecomponents.
* Provided the training to the internal business users to use the application and develop their **own custom reports.**
* Customize the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Implemented Service Cloud Console live agents.
* Used **Data Loader** for **Data Management inforce.com platform**.
* Helped in designing and developing **Database migrationscripts** and execute migration plan to load data into Salesforce from Siebel using Informatics Salesforce Integration
* Experience on **Lightning componentframework** and worked on **Lightning app builder**.
* Involved in creating Lighting pages inside **Lightning community builder.**
* Perform administration tasks as needed, managing custom fields, integration and data clean up.
* Worked extensively with Cast Iron and **Web Services API** with force.com to migrate data from the existing system.
* Extensive experience in data migration and integration using **Data Loader**.
* In-depth experience in **CRM business** process like **Forecasting**, **Campaign Management**, **Lead Management**, **Pipeline Management,Order Management**, Account Management, Case Management.
* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships and Junction objects.
* Experience in integrating Salesforce with **ERP** applications like SAP using Informatics-On-Demand.
* Extensive experience in designing **Custom Formula Fields**, **Field dependencies**, **Validation rules**, Work Flows, and Approval Process for automated alerts, Field Updates and Email generation according to application requirements.
* Proficient in Salesforce platform tools like **Validation Rules**, Workflow Rules and actions, Escalation Rules, Assignment Rules, Approval Processes, Setting Advanced Security Model,Dynamic content blocks, Security Settings and controls, Creating Profiles, Roles, Email Services, designing and creating complex relationships, Page Layouts.

**Environment**: Salesforce.com platform, force.com IDE, workflows and triggers, data loader, web services, custom and standard object, sharing rules, apex classes, test cases - unit testing, validation rules, formula fields, Lightning Framework.

**Client: BNSF Railway Fort Worth, Texas May 2017 – July 2018**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Designed, developed and deployed **Apex Classes and Test classes, Controller Classes and Apex Triggers, validation rules, Flow controls** for various functional needs in the application.
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable classes** on daily basis.
* Experience in **Sales cloud, Service cloud, Marketing Cloud, Custom Cloud, Chatter** and**AppExchange, Content builder**applications **and Journey builder workflows**
* Developed **Apex triggers, Apex classes and test classes** working around the governor limits.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks,Dynamic content blocks,Eemail alerts, filed updates to implement business logic.
* Organized email templates and inbound emails using Visual force for the clients and customers.
* Expertise in **Data Loader and workbench** to insert, update, export, export all data in CSV files.
* **Integrated the external system** like **CSP, Workbench** and making callout to them using **SOAP**.
* Managed Auto response rules if customers approached beyond the business hours.
* Worked with Standard Objects, Business Processes and Field-Level Security.
* Responsible for writing **SOQL & SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Performed **Backup of data** in CSV files using workbench and stored in libraries in our organization.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.
* Involved in **Unit Testing, for the customizations and developments** done during the project.
* Performed Data Validation and used data utilities including Data Loader and Mass Delete
* Generated sync of contacts, Email alerts, events and tasks amidst Salesforce to Outlook and vice-versa.
* Experienced on **Record Types, Validation Rules, Triggers and Page Layouts Designed workflow rules, time triggered tasks, email alerts**, filed updates to enable business logic.
* Packaged and Deployed customizations from Sandbox to other environments using Eclipse IDE and Cloud Set.
* Designed, developed and deployed **Apex classes, Controllers, Extensions and Apex triggers in Visual force and Force.com** for various functional needs of the application.
* Worked on the Asynchronous apex called batch apex to insert and update the Offer records in Offer contact cache.
* Created a lighting community for the Users and included the custom components that are developed using the visual force pages and lighting components.
* Created Server APEX Controller for Salesforce Lightning Experience and Added **Lightning Component to Lighting Pages and Record Pages.**
* Supported the data migration activities for migrating the data from various business sources with the support of Salesforce CRM.
* Created productive documents which will be used by rest of the team to have better understanding of the related system, Salesforce.com CRM.
* Experienced the Agile methodology participated in daily stand ups, Retrospective and Sprint Planning, grooming sessions.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Lightning, SOAP UI, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards, Oracle, Windows.

**Client: Thrivent Financial, Appleton, WI March 2016 – April 2017**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for **Salesforce.com** implementation and documented the Business and Software Requirements.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com** (SFDC).
* Experience in **Sales cloud, Service cloud, Marketing Cloud, Custom Cloud, Chatter** and**Appexchange**applications**.**
* Implemented the requirements on Salesforce.com platform and **Force.com IDE** Plug-in using **Eclipse.**
* Implemented web-based case management **automation - Web to Case** (on Case Object) to track and solve customer's issues.
* Created various Custom objects to build new application functionality in the **Salesforce.com.**
* Developed **visual force pages**, Component, created tabbed view and designed these pages using style sheets.
* Designed various Webpages for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Cases, Opportunities**, Products, Opportunity Line Items, Leads, Campaigns, Reports and dashboards.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, **Workflow Rules**, **Page layouts**, **Components**, **Visual Force Pages** to suit to the needs of the application.
* Developed apex **REST web services** classes for external applications accessing **Salesforce.com** data with restricted access.
* I also worked on **Apttus Advanced Workflow approvals**, Apttus order management, created agreement wizards, validation rules, contract templates.
* Coded various business process methods required for creation of Web Services related to customer information and provider information, using **JAX-WS, SOAP, WSDL and JAX-RS, REST** web services.

**Environment:** Windows XP, Force.com Platform, Salesforce Enterprise Edition, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com sandbox data load, Sandbox data loading.

**Client: InfoTech Solutions Hyderabad, India. June 2014 – Nov 2015 Role: Salesforce Developer/Admin**

**Responsibilities:**

* Gathered requirements for the salesforce.com as per project requirement using different methodologies and developed the business and functional requirement specification describing and prioritizing of the requirement.
* Designed, developed and deployed **Apex Classes, Controller Classes, Visualforce Pages, and Apex Triggers** for various functional needs in the application.
* Designed and deployed **Custom tabs, validation rules, workflow, Approval Processes and Auto-Response Rules** for automating business logic.
* Implemented **pick lists, dependent picklists, lookups, master detail relationships, validation and formula fields** to the custom objects and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Implemented Sales Cloud, Service Cloud, Call Center, Chatter &Appexchange applications.
* Made new feature enhancements on Service cloud console view and developed some Visualforce components.
* Involved in migrating the data from database to Salesforce application using Apex Data loader, SSIS, Informatica and Appexchange applications.
* Integrated Salesforce with third party applications using REST and Implemented SSO for security instance.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand.
* Defining/designing SOAP/REST web services to interact with third party applications.
* Created various Reports, Report Folders and dashboards to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the need in the organization.
* Worked in Agile environment and provided status updates in daily stand up calls.

**Environment**: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Informatica, SOQL, SOSL, Workflow & Approvals, Ant, Custom Reports, Dashboards, Oracle, Windows.

**Client: Clarion networks, Hyderabad, India Feb 2013 – April 2014**

**Role: Java Developer**

**Responsibilities:**

* Analyzed the business requirement and developed app using Java and Mozilla XUL.
* Development using spring, Hibernate and JSF Framework. Used ANT script for project deployment.
* Use case, design – class, sequence diagrams. User Interface design
* Data Modeling – logical and physical models
* Requirements gathering- Prototyping, Walk-through to business groups and gap analysis
* Understand the business aspect of the application and converted into requirements document.
* Create POC for first time patterns and vendor integrations.
* Code review with the developers and delivery team
* Coordinate and manage Global Delivery teams at offshore locations.
* Schedule and organize weekly or daily stand up meeting with the whole development teams both onshore and offshore. Create Unit Test Documents as part of code deliverables
* Participate and represent the Integration team in defect triage meeting with channel partners and provider systems.
* Business process review and modeling and Data modeling and ER diagrams
* Develop Functional Requirements Specification (FRS) and Business process review and modeling
* Involved in writing SQL queries for the application in Teradata database.
* Create or involve in Implementation planning with Project Manager.
* Support Production Install and Validations.

**Environment:**Java, J2EE, SQL, JSF, Hibernate, Eclipse IDE, JUnit, XML, ANT, Oracle 10g, Accrue,Tomcat