**Chaitanya Kasani** **Salesforce Developer**

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**Professional Summary:**

* Over 8 years of Total IT experience in which 5+ years of experience Salesforce Administrator and 2 years of experience as Salesforce Analyst.
* Well versed in implementing business processes by **standard record types, page layouts, validation rules, reports and dashboards**.
* Experience in **Administration, Configuration, Implementation, Lightning, and support experience** with Salesforce platform.
* Experience in Salesforce **Customization, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration**.
* Expertise in SFDC Development using **Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default,** Sharing rules, Workflows.
* Worked on Lightning Process builder flows, Connect API and quick Action.
* Good Experience on Salesforce **Lightning. Experience in third party integration with ERP** (Marketing Cloud, Service Cloud).
* Expert in creating **pick lists, dependent picklists, lookups fields, junction objects, master detail relationships, validation, and formula fields**.
* Experienced in designing salesforce.com security model, **org-wide defaults, role, profile, permission sets and sharing rules. Used field level security, profiles and audit trail setup to ensure that protected data is only with authorized users**.
* Expertise in standard salesforce configuration that include **workflow rules, record types, approval processes, assignment rules, validation rules, Process builder, Queue Management** etc.
* Proficient in **creating page layouts, search layouts to organize fields, custom links, custom tabs, related lists and other components on a record detail and edit pages.**
* Experienced in using **data loader/import wizard to import/export customer information records into accounts, contacts and cases**.
* Working knowledge on **Apex Programming** on Force.com Platform.
* Experience in integrating external web systems with salesforce using **REST and SOAP** web services.
* Worked on **Data Migration using Import wizard, Excel connector and Apex Data Loader.**
* Used SOQL and SOSL Queries within Governor limits for data manipulation needs of the application.
* Experienced in **Deployments, Force.com IDE, Eclipse IDE** and various production environments.
* Excelled in creating and maintaining **APEX Triggers.**
* Experience in migrating data from legacy systems to Salesforce using **Apex Data Loader**.
* Worked on **Web-to-lead, Web-to-case, Email-to-case** in Lead and case management.
* Extensive Experience of Agile Methodology and Scrum Methodology of software engineering processes.
* Experience in moving code from **lower sandboxes to production environments** and addressing issues related to **functionality, integration, and deployment**.

**Technical Skills:**

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| **Salesforce Technologies** | Apex, visual force, Workflow & Validation rule, Sharing Rules, Process Builder, Reports, Dashboards |
| **CRM** | Salesforce.com CRM |
| **Salesforce Tools** | Force.com platform, Force.com Data Loader, Force.com Workbench, AppExchange |
| **Languages** | C, OOP's, Apex |
| **Web Technologies** | XML, HTML, SOAP/REST |
| **Database** | MySQL, SOQL, SOSL |
| **Operating Systems** | LINUX, UNIX, Windows XP/7/10. |

**Certifications:**

* Salesforce.com Certified Administrator (201)
* Salesforce Platform Developer 1
* Salesforce Certified Sales Cloud Consultant.
* Certified Copado Administrator.

**Educational Background:**

* Bachelor’s degree in Electrical Engineering from JNTU.
* Master’s degree in Information Technology from Texas A&M University.

**Professional Experience:**

Client: RH Corte Madera, CA Nov’ 2018 – Present

Position: Salesforce Developer

**Responsibilities:**

* Worked on Salesforce1 Platform to build Mobile **App by enabling Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* 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.**
* 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.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Created modern Enterprise Lightning Apps **combining Lightning Design System, Lightning App Builder and Lightning Component** features.
* Tested apps by appending multiple components to a **Lightning Application thereby deployed Applications from Sandbox to Production.**
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created workflow approval, validation rules and formulas with Salesforce administrative tasks and creating reports, modifying data developing USE case scenarios.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field Level security and configured their sharing settings.
* Administered and monitored the company's Salesforce CRM application. Created the **workflows for automated lead routing, lead escalation and email alert.**
* Having extensive knowledge in implementing, customizing and maintaining Salesforce solutions.
* Involved in creating **gap analysis** document clearly identifying the data, business process and workflows of the organization with respect to salesforce.com implementation.
* Developed and Customizing salesforce.com application based on the user needs.
* **Developed field & page layout** customization for the standard objects like Account, contact, Leads.
* Implemented Salesforce Admin Cycle covering **Sales Cloud**, **Service Cloud**, **Call Center, Chatter** & App-exchange applications.
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application.
* Developed and configured **Dashboards, Reports and Report Folders** for different user profiles based on the need in the organization.
* **Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.**
* Involved in **data mapping** and migration of data from legacy systems to **Salesforce.com** Objects and fields. Work on complex **data migration** projects using **Data Loader tool**.
* Created **custom links, formulas, Layouts, workflow and approval processes**. Set both **object-level and record level security.**
* Defined Custom Profiles, User Permissions and created Custom Sharing Rules for Record owners with "Read-only" Permissions granting client- requested **Create/Read/Update/Delete** capabilities.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow, campaign management.**
* Created **support guides** and conducts training for new and current Users on how to use the system in accordance with established business practices.
* Customized page layouts for **Opportunity, Contacts, and Accounts** depending upon user roles, and groups.
* Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.
* Performing unit testing and regression testing of the technical solutions being developed.
* Implemented the integration between Service cloud and Marketing cloud.
* Experience implementing Service Cloud with Omni-Channels.
* Setting up the environment, sample data required for the Integration and User Acceptance testing.

**Environment:** Saleforce.com platform, Apex Language, Visual force Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightning design system (LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

Client: HP, Houston, TX August 2015 – Oct’2018

Position: Salesforce Administrator (sales and service cloud)

Responsibilities:

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports, Dashboards, using Lookup and Master-detail relationships.
* Agile Development Methodology was followed for the implementation.
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Worked on various Custom Objects, Tabs, validation rules, formula fields.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Expertise in Development of applications in SOAP and Restful Web Services.
* Worked on Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints.
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data cleanup and/or Data migration to/from salesforce.com.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Data Loader through the Command Line Interface to extract the data from database.
* Configured Chatter for the Users in the Organization for collaboration.
* Created and maintained the documentation for Design, Migration and Integration.

**Environment:** Saleforce.com platform, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Client: Aramark, Philadelphia, PA May 2014 - April 2015**

**Position: Salesforce Administrator**

**Responsibilities:**

* Responsible for managing Salesforce application user profiles, roles, permissions while generating security tokens and validation rules.
* 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 Visualforce, Force.com API, and Web Services.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the business functional needs.
* Imported data from excel in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Created user accounts, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Provided support to Salesforce users and acted as the primary point of contact for end-user support.
* Monitored team’s salesforce adoption rates and responded in providing them with training, communication and documentation as needed.
* Created test scenarios on Sandbox environment, created packages and moved it between sandbox and Production environments to place final implementations.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Dentified, evaluated and analyzed reports to manage forecasting.
* Setup automatic email notification from Salesforce to directors on updates on cases and opportunities
* **Environment:** Saleforce.com platform, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

Client: Infotech-Hyderabad India Dec’ 2013 – May ’2014

**Position: Salesforce Analyst**

**Responsibilities:**

* Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
* Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis.
* Worked towards preparation of requirements management plan, business and functional requirement documents.
* Created data flow diagrams and process flow diagrams to facilitate better system understanding.
* Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.
* Created new custom objects, assigned fields, designed page layouts, custom tabs and components.
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce; worked on visibility and security settings around them as required by the business.
* Designed different custom dashboards for various user groups based on their business functionalities and needs.
* Created and deployed several reports for different user profiles based on the need in the organization.

**Environment:** Jira, confluencesalesforce.com, Custom Objects, Custom Tabs, Email Services, Security Controls.