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**Binod Rijal**

**Sr. Salesforce Developer**

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**Professional summary:**

* **8+** years of professional experience in Software Development with Strong technical skills including **5+** years of experience in Salesforce Configuration, Customization, Integration and Support of **Salesforce.com CRM platform** both as Sr. Developer.
* Participate in all Phase of **Software** **Development** **Life** **Cycle** (SDLC) and **Agile** **methodologies** with expertise in **Requirement** **Gathering**, **Analysis**, **Designing**, **Development** and **Testing**.
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component features**.
* Leveraged **Apex Controller** to make a call for **external requests** to retrieve data from various API’s and displayed them on to the component. Upgraded some Apps from **Salesforce Classic**to**Lightning Experience**.
* Performed Design & Development using Best Programming Practices of **Apex Classes/Triggers/Test Classes, Visual force pages, Process Builder**, SOQL/SOSL, Batch Jobs, SOAP & REST Web services.
* Efficient in developing and monitoring Apex asynchronous processes using **Future methods**, **Batch apex**, controlling processes with **Queueable Apex** and scheduling jobs using **Apex scheduler**.
* Experience in integrating **external web systems** with salesforce using **REST**and**SOAP web services**.
* Built and configured third-party **computer-telephony integration (CTI)** system and Live Agent with Salesforce Call Center application. Worked on Knowledge Articles.
* Experienced in **Sales Cloud, Service Cloud, Community Cloud, Chatter & App-Exchange** applications.
* Experience on Salesforce **Communities** and **Customer Portals**. Worked on different communities’ templates like **Salesforce Tabs + Visualforce and Customer Service**.
* Worked on the designing of **Custom Objects, Custom Fields, Record Types, Custom Tabs, Custom Reports, Junction Objects, Design of Visual Force Pages, Snapshots, Dashboards.**
* Extensive experience in designing, creating and maintaining **Validation rules**, **Workflow Rules**, **Approval Process, Process Builder**, Groups, Queues, Email Templates.
* Excellent understanding of Salesforce.com in terms of Organization **hierarchy, Role Profiles, Users**, Object level security, field level security, record level security and sharing rules.
* Experience in **customization and configuration of sandboxes**. Worked on deployment of metadata from sandbox to production by using deployment tools like **Force.com IDE migration tool, Change sets**.
* Hands-on experience in Mass data Migrations using **Data loader**, **Work Bench & Import Wizard**.
* Experience to respond to production support request and **troubleshoot issues**.
* Proficient knowledge of **Governor limits.** Experienced in optimization of existing code in according to the governor limits.
* Experience with J2EE complaints IDE’s such as JBuilder, Eclipse2.1/3.1.
* Experience in installing, managing, and evaluating the AppExchange applications.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing using test cases to prove that system conform to specifications of business and quality requirements.
* Adept at determining end user needs, and in translating those needs into powerful, but easy-to-use software solutions.

**TECHNICAL SKILLS:**

* **Lightning Experience Development:** Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers.
* **Salesforce.com Development:** Apex Language, Apex Trigger, Apex Class & Apex REST and SOAP Web Services, SOQL, SOSL, Visualforce Force (Page, Component & Controllers), HTML.
* **Administration:** Reports & Dashboards, Validation Rules, Users, Roles and Profiles, Deployment (Change sets), Workflow Rules, Approval Process, Lightning Flow, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Sharing Settings.
* **Languages:** Apex, Java, j2EE, C, XML, HTML, Java Scripts, CSS.
* **Tools/Utilities:** Workbench, Eclipse IDE, Intellij IDEA, Apex Data Loader, Jira, Force.com Platform (Sandbox, and Production).
* **Databases:** Force.com DB, Oracle, Microsoft SQL Server.
* **Operating Systems:** Windows 7/8/10, Linux, MAC OS X.

**EDUCATION:** Bachelor's Degree (2012)- Tribhuvan University, Nepal

**Certifications:**

* Salesforce Certified Administrator 201 ( **CERT NUMBER - 20834227**)
* Salesforce Certified Sales Cloud Consultant (**CERT NUMBER - 21414704)**
* Salesforce Certified Service Cloud Consultant ( **CERT NUMBER - 21340920**)
* Salesforce Certified Platform Developer I ( **CERT NUMBER - 21280249**)

**PROFESSIONAL EXPERIENCE:**

**WY-ERAP Nov 2020 – Present**

**Location: Wyoming /Remote**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Extensively worked on Agile methodology and attended Daily Touch Point/Standup meetings.
* Used Community cloud to build deeper relationship with Wyoming residents to provide better service and assist them through application submission process.
* Designed and developed different custom Vlocity Omniscripts flows such as Landlord Flow, Tenant Flow, Appeal Flow, Prescreening flow.
* Created custom web component to embed in the screen flow and launched from the community title menu.
* Designed, developed and deployed Apex Classes, Bulk Triggers and Validation Rules for various functional needs in the application.
* Developed Batch Class, Schedulable Apex, Future Method, Test Classes, Wrapper classes.
* Developed Web Service Callouts from Salesforce to External Applications using REST API. (Experian API, Census API, IHEAP API)
* Built reusable UI components using LWC (Lightning Web Component), added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created Workflow Rules and defined Related Tasks, Time-Triggered Tasks, Email Alerts and Field update to implement business logics.
* Used Automation Tool such as Lightning Process Builder and Flows to move the Case status based on different criteria.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.

**Energy Star June 2019 – Oct 2020**

**Location: Fairfax, VA / Remote**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Performed Development and configuration activities on six different Salesforce custom Applications.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Replaced the existing community template from visualforce plus tab to customer community template and upgraded the iframe based page into custom lightning page.
* Created reusable web component for lookup fields and invoked this component in various custom edit form component and utilize 'Component Event' to listen the event from parent components.
* Design and developed the lightning table and embed this table in various other parent components.
* Integrated Energy Star’s contractor application using REST API, the contractor can submit the Home Builder Report based on the Property address and if no address match found then create report else update the existing home builder report.
* Used Field Service Lightning for the field agent to perform the onsite inspection.
* Configure auto scheduling and dispatching based on assigned field reps territory and inspection site.
* Create custom apex trigger for various validation around Closure of work order with open line items and renewal deadline.
* Used Einstein Activity Capture to sync the agents outlook and salesforce activity.
* Managed customization of Salesforce Communities; performed various configurations related to communities and Implemented Knowledge Management.
* Used lightning component in custom service template to build the registration process for end users.
* Created scheduled apex class to mass delete the Invalid Home report record with expired renewal date and org ID.
* Handled the cases related to workflow rules, Data Security, Permissions, validation rules, Formula fields and various customizations within Salesforce.
* Apex Classes, Exception Handling, Batch Jobs, Controllers & Triggers considering governor limits and various other components as per the best practices and application requirements.
* Crate custom error log object and invoke in catch block to insert the error for the audit purpose.
* Participated in daily stand up meetings to track and address different pending activities.
* Worked on supporting live Salesforce applications and handling Salesforce tickets on daily basis. Interacted with various teams to resolve those tickets on time.
* Used the sandbox for testing and deployed the code to the different instances. Supported the admin team for complex deployments.
* Communicated with the business regularly to understand their requirements and designed solutions to implement them. Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Provided support to the users when the project went live for phase 1 and was part of the maintenance team providing quick and effective solutions to the users.

**Seagate Oct 2018 - June 2019**

**Location: Minneapolis, MN**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked as Sr. Salesforce Developer and performed configuration, customization, and Integration activities for various salesforce applications.
* Involved in project governance to effectively manage the process within the timelines set by the client. Performed admin activities time to time basis to resolve production daily tickets.
* Worked on various design prototypes with pros / cons and expected time frame before writing code.
* Extensively used Apex coding concepts to deliver self-contained & robust code segments without dependency on existing workflows and validation rules.
* Used Visualforce techniques coupled with Standard / Custom Controllers to deliver pages that meet the end user needs.
* Created Visualforce pages for custom login and configuration of communities.
* Rigorous testing methodologies including manual testing (Single/bulk insertion), system testing (unit test/ functional test / regression test / bulk test) to break the code for all possible scenarios were employed.
* Collaborated various users and solved their issues based on business needs by strong communities.
* Performed end to end implementations in Sales Cloud and worked with Eloqua to automate the Marketing process.
* Integrated Salesforce to Eloqua for managing marketing campaign activities.
* Handled Data Management, Activity Logging and Campaign Tracking in Eloqua.
* Created various responsive visualforce page for external user using Lightning design system as well as standard components.
* Created Lightning Component for Proof of Concept to show the new lightning look and feel along with the functionality.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Used Email to Case, Web to Case features and created a community where the customers can create, update, and manage their cases.
* Used Spinners in custom pages whenever page is updating any records for showing progress. Created many lightning action buttons using visualforce page.
* Involved in analyzing implementation gap between Salesforce classic and Lightning.
* Created a prototype for Lightning page to use in the existing visualforce page.
* Actively did requirement analysis for the end-to-end project by exploring all possible use cases.
* Worked on User Security, Data Security, workflow rules, validation rules, Formula Fields, and various customizations activities.
* Involved in Data Migration, Data Imports Using Data Loader and Bulk API.
* Coordinated with business and technical team members to guarantee a smooth flow for history load, incremental load & Inbound / outbound sync.
* Interacted regularly with business / technical users using appropriate vocabulary to ensure they are well informed of the progress throughout the project.
* Worked closely with Lead Salesforce Admin to confirm all the required privileges granted pre-deployment and necessary user provisioning done post-deployment.

**ProQuest May 2016 - Sept 2018**

**Location: Ann Arbor, Michigan**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in gathering business requirements with other team members from various business teams spread over Sales, Marketing and Customer service.
* Generated Queries using Apex Explorer and WSDL application to connect with different servers.
* Performed end to end configuration and customization using various OOB features and Apex.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement various business process.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Designed and Developed Apex Classes, Test Classes, Controller Classes, Extensions and Apex Triggers for Various Functional needs in the application.
* Involved in Custom Integration of Outbound Messages, Formula Fields, Validation Rules, Reports, Custom Objects and Tabs, Email Services, AppExchange Package & Custom Application.
* Created and maintained User Roles, Security, and Profiles that was required for the Salesforce Knowledge implementation.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Developed Apex REST Web Services and HTTP Callouts for calling the API provided by downstream applications.
* Involved in migrating data into Salesforce application using apex data loader through CSV files. Installed and configured data loader.
* Managed and implements customization requests by Business Users, including creating workflow triggers, workflow alerts, and automated email response.
* Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.

**John Deere** **Oct 2015 – April 2016**

**Location: Waterloo, Iowa**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Demonstrated Strong SalesForce Design, Implementation and configuration knowledge including - APEX, Force.com, Java, JavaScript, etc.
* Implemented picklists, dependent picklists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.
* Worked with standard objects in customer and partner portals.
* Designed, developed Apex Classes, Controller Classes, Extensions and Apex Triggers for different functional needs in the application.
* Created several workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Installed Salesforce AppExchange Apps, configured and maintained user security permissions in accordance with organizational requirements.
* Developed DAO (Data Access Objects) and DO (Data Object) using Hibernate as ORM to interact with Oracle DBMS.
* Interacted with other parts of the application developer to share the functionality of application.
* Developed web service clients for testing the application.
* Well designed the project under Eclipse environment, so as to maintain the highest rate of reusability and extendibility.

**IHG July 2014 – Oct 2015**

**Location:**  **Atlanta, Georgia**

**Role: Java Developer**

**Responsibilities:**

* Object Oriented Analysis and Design using UML include development of class diagrams, Sequence diagrams, and State diagrams and implemented these diagrams in Microsoft Visio.
* Developed the controller servlet to handle the requests and responses.
* Designed and created Java objects, JSP pages, JSF, JavaBeans and Servlets to achieve various business functionalities. Created validation methods using JavaScript and Backing Beans.
* Utilized the Tiles framework for page layouts.
* Involved in writing client side validations using Java Script, CSS.
* Developed the build scripts using Ant.
* Involved in designing test plans, test cases and overall Unit testing of the system.
* Developed controllers and actions encapsulating the business logic.
* Developed classes to interface with underlying web services layer.
* Designed web services for the above modules.
* Prepared documentation and participated in preparing user’s manual for the application.

**Scoset Softech Oct 2012 – May 2014**

**Location: Kathmandu, Nepal**

**Role: Software Developer**

**Responsibilities:**

* Developed UI using JavaScript, HTML, CSS, JavaScript validations and XML Worked extensively with the file management and image libraries. De-bugged web browser using Firebug.
* Responsible for the process of UI design for Internet sites and applications.
* Promoted the site, monitored error logs, and identified and resolved potential problems.
* Fixed bugs and provided support services for the application.
* Highly involved in making updates to the current website and simultaneously handling other projects.
* Developed non-functional HTML, CSS pages from the mock ups and involved in UI review with UI architect and Business Units.
* Improved user experience by designing and creating new web components and features
* Involved in complete SDLC - Requirement Analysis, Development, System and Integration Testing.
* Followed MVC Structure to develop Application.
* Handling cross browser compatibility issues (IE, Firefox, and Safari) on both Windows and Mac.
* Managed application state using server and client-based State Management options.
* Coded Java Script for page functionality and Light Box Plugins using JQUERY.
* Implemented AJAX functionality using JQUERY, EXT-JS, JSON and XML