**Summary:**

* Over **8 years** of experience as **Salesforce CRM Developer** which involves **Administrator, Development, Integration, communities and lightning like classic to lightning migration and lightning component development**.
* Hands on experience in **Salesforce.com CRM integration, developing and deploying custom integration solutions.**
* Extensively worked on various **standard Salesforce objects** like **Accounts, Contacts, Opportunities, Leads, Campaigns, Cases, Solutions, Reports and Dashboards**.
* Work experience in designing of **custom objects and junction objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Dashboards, Apex Classes, Controllers & Triggers**, and various other components as per the client and application requirements.
* Work with Organization & User SetupCreated user **Roles and Profiles, Security controls** and **sharing Settings, Page Layouts, Role Hierarchy Grant access, Permission sets, OWD Settings For Schema Level Security.**
* Implemented security and **sharing rules at object level, field level**and **record level,** and **system audit trail setup**for different users based on Organizational hierarchy.
* Experience in developing **Validation Rules, Workflows and Approval Processes**, **process builder, Flows** for Automated alerts, new Tasks, field updates, and Email generation according to application requirements.
* Experienced in implementing **Visual force** pages, **Apex class**, standard **Salesforce** configuration which include **Workflow rules**, **Validation rules**, **Assignment rules**, **Page layouts**, **Record types**, etc.
* Experienced in building **Custom objects**, **Reports**, **Dashboards** and **Tabs**.
* Proficient in understanding of **Salesforce.com CRM** and its Development life cycle, migration of **Sales, Marketing, Service clouds, Communities** and **Force.com** platform.
* Experience with **SalesCloud, Service Cloud and Marketing Cloud**.
* **Developed Lightning components using Aura Framework which also included client-side AngularJS.**
* **Good Knowledge about Salesforce lightning schema builder, process builder, lightning app builder, Components and Lightning connect.**
* **Working on Global actions, Quick actions, Lightning Tabs, Chatter approvals and post templates.**
* **Chatter.com standard actions Post, File, Link, Poll, and Question Customize Chatter Actions, Mobile smart actions as per Business Needs.**
* **Setting up external data integration with Salesforce Connect involves on Creation external data source, external objects and their fields, Indirect Lookups.**
* **Experience in handling events like Component event, System events, and Application events.**
* **Developed single page Applications using Lightning Homepage, Lightning record page, lightning Application page with lightning app builder.**
* Experience working across various SFDC implementations covering **Sales Cloud**, **Service Cloud**, **Call center.**
* **Experience with Design of Service Cloud, Sales Cloud with web-to-lead, Web-to case, Email-to-case.**
* Knowledge in generating **reports**, **workflows**, **dashboard**, customized reports, analyzing data in salesforce.
* Deployed applications from **sandbox to sandbox/production**using **Change Set, ant migration tool,** and **Eclipse**.
* Experienced in handling the functionalities related to the **Sales Cloud, Service Cloud, Community Cloud** and **Marketing Cloud.**
* Experienced in integration of Salesforce.com with external applications by using**Web Services API**, **Metadata API**, and **SOAP**.
* Working on **Community cloud. Partner Central template (lightning bolt) includes lead distribution and deal registration Opportunity management, Deal registration, Easy and quick quoting.**
* Experienced in using **Importwizard** and **Dataloaderutility** for Data migration.
* Implemented **security** and **sharingrules** for users at different levels of organization, **Pick lists**, **lookups**, **master** detail relationships, **formula** fields to the **customobjects**.
* Administrator experience in **Marketing** Salesforce **Cloud** using both **Classic** and **Lightening** versions.
* Experience in setting up of Salesforce DX and Creating of Apps for POC Testing purposes through Salesforce DX and Salesforce CLI.
* Experience with Salesforce Dx, Heroku CLI and GitHub for Creating of apps and deployments.
* Experienced in Web technologies – **HTML**, **CSS**, and **JAVAscripts**, **JDK**, and **WSDL**.
* Experienced with profiles, permission sets, Organization wide defaults (**OWD**) and roles.
* Experienced in **Object oriented analysis**, **Object oriented design**, **client/server architecture** based on Unified Modeling Language.
* Knowledge in customizing Salesforce **CRM** for generating web-to-leads and web-to-cases, sales, marketing, Service cloud, Business processes.
* **Experience in deploying salesforce components across various sandbox and production instances using various migration methods/tools such as Change sets and ANT.**
* **Experience working under agile environment,Scrum Methodology.**
* Experience in Force.com sites development using **Visualforce, jQuery, custom labels, AJAX toolkit** and **CSS.**

**TECHNICAL SKILLS:**

**SALESFORCE TECHNOLOGIES:**

**Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Webservices, Visualforce Pages, Visualforce Component and Controllers, AJAX, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management Automation, Custom Objects, Sandbox Refreshments, Deployments (Change sets), SOQL, Process Builder, Workflow Rules, Approval Process.**

**Force.com Tools:**

**Apex Data Loader, Force.com Eclipse IDE plug-in, Lexi Loader, Connect Offline, Force.com migration tool, Force.com Explorer, Force.com Excel connector, Workbench & ETL Tools,**

**Force.com Platform (Sandbox, and Production) QTP.**

**Professional Experience:**

**Client: Amazon Inc. September’19 to Present**

**Salesforce Admin/Lightning Developer**

**Amazon Inc**. is customer based company driven by four principles: Customer obsession rather than Competitor Focus, Passion for Invention, Commitment to Operational excellence and Long-Term Thinking.

**Responsibilities:**

* Performed the roles of both Salesforce Developer/Administrator along with Managing any issues/bugs related to production in the organization.
* Developed different types of features for spock, mes and mrp(Salesforce projects) based on the feature requests filed by inventory and manufacturing teams.
* Created integration path between salesforce and coupa systems by calling AWS Get, POST and VOID API’s.
* Built various lightning webcomponents like building a form so that Inventory user can enter Coupa id in the form and by calling AWS API we get all the Coupa information from the Coupa system which is automatically populated.
* Increased Efficiency and Saved time for inventory and manufacturing teams by integrating Coupa with salesforce.
* Created Salesforce and chime integration so that whenever an even occurs in salesforce Notification is send to the user based on the subscription to the chime groups.
* Built a web component so that user can get all the available teams in our spock/mes and select the team for which they want notification sent.
* Converted some existing visualforce pages to lightning web components as part of our organization Migration to Lightning.
* **Automated business logics in the organization using validation rules, workflow rules and apex triggers.**
* **Implemented Different Feature Requests as per customer needs using apex triggers, Classes, Visualforce pages and Lightning Web Components.**
* Developed Apex classes, triggers, controllers and Visualforce pages as per organization Business Requirements.
* Worked on Lightning development applications like components and web components from the scratch.
* Converted some existing lightning components to lightning web components.

Environment: Apex, Visualforce, Visual Studio, Amazon Git, Apex Classes, SOQL, Lightning Components, Lightning Web Components, Apex triggers, Lightning,SalesForce.com sandbox ,Salesforce DX, Heroku CLI, GitHub, production Support.

**Client: JM Family Enterprises, Deerfield beach, FL. June’19 to August 19**

**Salesforce Admin/Lightning Developer**

**JM Family** is one of the largest, most innovative and diversified companies in automotive industry. Its Principal business Focus on vehicle distribution and processing, financing, retail vehicle sales and dealer technology services.

**Responsibilities:**

* Performed the roles of both Salesforce Developer and Administrator in the organization.
* Worked on setting up salesforce external identity product through existing site core website.
* Created Heroku App Using Salesforce DX and GitHub for Testing purpose of external Identity where Heroku app acts as external site core website.
* Implemented external identity through O Auth and client id and provided all the required meta tags to client to add them on their existing site core website.
* Woked on Community cloud and setting up different communities like Napili, customer account portal and lightning bolt.
* Created Custom and Standard Rest Resource Api’s on Salesforce to get all the required information from site core when it calls Mulesoft.
* Created and set up Communities in our org, for External identity Implementation Purposes.
* Performed Data Migration of existing users from Database Platform to our salesforce Platform through apex Dataloader.
* Created Lightning pages for complete customization of our communities like Registration, Login, forgot Password Etc.
* **Automated business logics in the organization using validation rules, workflow rules and apex triggers.**
* Developed Apex controllers and Visualforce pages as per organization Business Requirements.
* Enhanced the security by configuring profiles, organization wide defaults, sharing rules and roles.

Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch.

* Built customized Lightning components replacing the existing ones, using JavaScript on the client side and Apex on the server side.
* Replaced the JavaScript buttons with Quick Actions or Lightning Components in Lightning.

Environment: Apex, Visual force, Apex Classes, SOQL, Lightning Components, Apex triggers, Lightning, Visual force, SalesForce.com sandbox, Salesforce DX, Heroku CLI, GitHub.

**Client: Welcomemat Services Inc. Atlanta, GA. Jan’18 to June ’19**

**Salesforce Admin/Lightning Developer**

**Welcomemat** **Services** offers most technologically advanced new mover marketing program to grow your customer base every month. Through timely, targeted and trackable direct marketing technology we connect your business with new movers in the community.

**Responsibilities:**

* Performed the roles of both Salesforce Developer and Administrator in the organization.
* Interacted with different business and Graphic teamsto meet the Business and Organizational Requirements.
* Created Custom Objects, Custom Formula Fields, Field dependencies, Relationships, Picklists, Custom Tabs, Validation rules, Work Flows, Approval Processes, -Page Layouts, Search Layouts and Triggers to meet the client's requirement and functionality.
* Performed administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Reports and Dashboards.
* Switched Company Interface from Salesforce Classic to Lightning.
* Developed Custom objects, Custom fields, Tabs, Record types as per the requirements of the organization.
* Performed CRUD (Create, Read, Update and Delete) operations of data using Data Loader, and Import/Export wizards from legacy CRM database into Salesforce using apex Data Loader scheduler on timely basis.
* Created Batch Process using the command line for the data loader to make uploading of scans and certificates easy for the sales department.
* **Automated business logics in the organization using validation rules, workflow rules and apex triggers.**
* Created **Apex Email Services** for Attaching Checks and Reports Directly to Salesforce Contracts.
* Enhanced the security by configuring profiles, organization wide defaults, sharing rules and roles.
* Worked on Salesforce.com based development enhancements and implemented lightning applications fromthe scratch.
* Developed apex controllers and extensions along with Visualforce pages for better UI and functioning.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and ReportFolders to better utilize Sales force as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorizedpeople.
* Used Data Loader for insert, update, bulk import or export of data from Salesforce .com sObjects used it toread, extract, and load data from comma separated values (CSV) files.
* Created Various Apex Schedulers to delete old data more than the specified periods, to free up the data storage in our organization.
* Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visualforce,Force.com IDE, Migration Tool, Web Services API.
* Experience in Salesforce Marketing Cloud Implementation and Lightning Design System.
* Utilized Salesforce Aura Lightning Experience Process Flows to automate Business process.
* Worked closely with the business for requirements and enhancements while guiding implementation andfacilitating Testing including user acceptance of changes.
* **Worked on Lightning Experience has evaluated complete Readiness report provided by Salesforce and redidthe work in Lightning sandbox and made sure everything is working.**
* **Testing the CPQ integration with ERP.**
* Formatting and migrating user data into LE, **Implemented Salesforce Lightning Components** within theorganization. Used **Salesforce Lightning Design Systems (SLDS) components** in the Lightning Application.
* Written SOQL, SOSL for data manipulation needs of the application using platform database objects.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to endusers, which help in sales enhancements.
* Upgraded some Apps from Salesforce Classic to Lightning experience to develop rich user interface andbetter interaction of pages.
* Involved in end to end testing and configuration enhancement for the CPQ and CLM functionalities.
* Used Visualforce to build enrich UI for creating Custom buttons and for routing to new pages and worked on integrating SOAP and REST API.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applicationsfrom Sandbox to Production.
* Has evaluated complete Lightning Readiness report provided by Salesforce and redid the work in LightningSandbox and made sure everything is working.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning DesignSystem) that makes the Lightning component look and feel better.
* Built customized Lightning components replacing the existing ones, using JavaScript on the client side andApex on the server side.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Created a Generic Tunneling Lightning Component having Iframe for communicating and consuming thevisual force pages. JavaScript Frameworks not currently working in Lightning platform can use the component to showcase the visual force pages having the framework.
* Analyzed salesforce classic application and converted to Lightning Application from ground up.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning DesignSystem) that makes the Lightning component look and feel better.

Environment: Apex, Visual force, Apex Classes, SOQL, Lightning Components, Apex triggers, Lightning, Visual force, Pages, Batch Apex, Schedule Apex, SOAP, REST, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing.SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox.

**Client: Florida Blue, Jacksonville, FL Aug’16 to Jan’18**

**Salesforce Developer**

**Florida Blue** is a Leading Health Care provider with the vision of helping people and communities achieve better health. Florida Blue continuously seeks innovative and Creative ways to meet the demands of the customers.

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Closely worked with SalesForce.com consultants while implementing the solutions for the needs oforganization.
* Created new custom objects, assigned fields, designed page layouts, components as needed to meet designspecifications.
* Configured different roles, profiles, and accounts in Salesforce.com
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns,Opportunities, Activities, and Dashboards.
* Customized the Dashboards to the track usage for productivity and performance of business centers andtheir sales teams.
* Create a SOQL query using Date Range and multiple Users ID for the Data Loader and many more•
* Worked with SOQL, SOSL relationship queries for query optimization and not to hit governor limitations.
* Customized tabs for among different business users groups and business centers.
* Configuring fields, workflow, reports, templates
* Create various profiles and configured the permissions based on the organizational hierarchy requirements.
* Administer security for users, add/remove users, controls, and settings.
* Performed day to day salesforce.com operations bulk data migration, user management, Object and FieldCustomization.
* Perform Salesforce customization that can be handled by System Administrator.
* Maintained the client relationship by communicating the daily statuses and weekly statuses of the project.
* Worked with DTS packages and MSOLAP Services.
* Analyzed the existing system and migrated into Salesforce.
* Preparing Data Model and get it reviews with client technical architects.
* Involved in BSR (Business System Requirements) meetings and requirements specifications, documentingthe functional and non-functional requirements and was part of designing key solutions needed for project's progress.
* Implementing the security and sharing rules.
* Hands on experience on Batch/Real Time Data migration tasks.
* Modifying the Visualforce pages to work in both Classic and Lightning environment.
* Worked in development of Lightning components and Lightning Design System.
* Defining Validation rules, Work flows and Approval process based on the client requirements.
* By using Apex Data Loader importing data into Salesforce cloud.
* Interacting with the Client team and resolving the issues.

Environment: Apex, Visual force, Apex Classes, Apex triggers, Visual force, Pages, Batch Apex, Schedule Apex, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing, SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in.

**Client: UBS, Nashville Aug’14to July’16**

**Salesforce Developer /Administrator**

**UBS** ismultinational diversified financial services company. UBS is involved in virtually all major financial activities, including retail and commercial banking, investment management and wealth management.

**Responsibilities:**

* Analyzed the business requirements and mapped to Salesforce.
* Involved in data migration from Excel to Salesforce using Apex Data Loader.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Developed Apex Classes, Visual force pages and Apex Triggers to develop the custom functionality as per the requirements.
* Worked on various AppExchange products according to the needs of the organization.
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Implemented Case Management by creating record-types specific to the user groups.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Wrote SOQL, SOSL considering the governor limits.
* Configured user Roles, Profiles, sharing settings, organization wide defaults.
* Built custom License management app for the services team that tracks software license purchases andmakes it easy for customers to log in to the portal and download new licenses.

• Integrated Apex with External services by making callouts that used SOAP and WSDL.

# Environment: Saleforce.com platform, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in

**Client: NV Logic Technologies Ltd., Hyderabad Feb’13 to Jul’14**

**Jr Salesforce Developer/Admin**

**NV Logic Technologies Ltd** is Software Development Service provider in the field of VLSI Designs and also requires software Solutions.

**Responsibilities:**

* Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts,Opportunities, Cases, Activities, Dashboards and Reports
* Designed Page Layouts, Custom Tabs, Components, Visual Force Pages, Custom Reports
* Designed, Developed and Deployed Apex Classes, Controller Classes and Apex Triggers for variousfunctional needs in the application
* Developing Triggers with bulk-safe and have a minimum of 75% code coverage
* Implemented Data Security Features with secure hardware tokens to create a Failsafe Login AuthenticationProcess.
* Migrated large volumes of external data on to Salesforce.com using Dataloader.io and APEX Data Loaderas part of data management functions.
* Generated different Reports like Standard, Summary and Matrix for quarterly and half yearly sales.
* Involved in Administrative work, created and maintained Users, Roles and Profiles.
* Involved in writing case escalation rules, the workflows for automated lead routing.
* Involved in Design and Development of different views and page layouts for different profiles.
* Creating Email Templates, Custom Reports, Dashboards and Analytic Snapshots.

# Environment: Salesforce.com, jQuery, JavaScript, Import Wizard, Apex, Controllers, Sharing Rules, Workflows, Email Updates, Eclipse IDE, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval process.

**Client: Softcom Solutions, Hyderabad April’11 to Jan’13**

**Salesforce Administrator**

**Softcom Solution** is Consulting and Staffing Firm which is a trusted partner for many firms and Actively engaged with several clients across verticals like banking and financial, Insurance, Telecommunications etc.

Responsibilities:

* Worked as team member and performed the roles of Salesforce Admin in the organization.
* Performed the Roles like profile creation, email templates, profile level permissions, object creation and customization using Visual force and Apex coding.
* Interacted with Other Departments to gather the requirements and Implement these requirements on Force.com Platform.
* Designed, implemented and Created the custom objects, Custom tabs, Validation rules, Page Layouts, Compact Layouts to suit the needs of the Application.
* Worked on creating the users and assigning the roles, profiles for different users in the organization.
* Created Object and Field level security to hide the critical information on the profile users.
* Created Workflow rules, defined related tasks, time triggered tasks, email alerts, field updates to implement the business logic.
* Implemented security and sharing rules at object, field and record level for different users based on Organizational hierarchy.
* Worked with Integration and web services. Integrated Sales force with legacy systems using Apex Web services and outbound messaging.

# Environment: Force.com Platform, Apex, Visual Force, Data loader, Java, Security Controls, Windows 07, Scrum Methodology.