**Ashok Kumar, Gorre**

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**Professional Summary:**

* Around Six plus years of experience in IT industry includes 3 years of experience in Salesforce.com CRM Platform.
* Hands on experience in **SFDC Development** using the **APEX Classes**, **Triggers**, **Visualforce, Components**, **Reports**, **Force.com IDE**, **Eclipse** with **SOQL, SOSL** and **Force.com plug-in.**
* Configured, Implemented, administrated and maintained the salesforce.com platform.
* Pervasive experience in designing data model, technical solutions for complex business processes and code reviews.
* Hands on experience on development related tasks like consigning Roles, creating **Profiles**, **Visual Force pages**, **Validation Rules**, **Users**, **Custom Reports**, **Workflows**, **Process Builder**, **Email Alerts**, **Entity Relationship Diagrams** and **Page Layouts**.
* Proficient in dealing with the functionalities related to **Sales Cloud,** **Service cloud, Marketing Cloud** and **Community Cloud**.
* Thorough knowledge in the **security** and **Sharing Model** which is used to finely control the user’s access to different data.
* Effective employment of **Apex Data Loader, Import Wizard** and Data Manipulation Language for **Data Migration** and management in bulk.
* Developed and worked on different Salesforce.com environments such as **sandbox** and **production environments**.
* Responsible for deploying between the Production and Sandboxes by employing Ant migration tool and Eclipse.
* Expertise in working on **APEX Web Services API**, Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization.
* Extensive knowledge on integrating third party systems with Salesforce using **REST** and **SOAP API**.
* Analytical and coherent software developer with excellent skills in programming languages like **Java** and web technologies like HTML, XML and JavaScript.
* Explored and involved on latest technologies/features like Einstein Analytics, Pardot and Marketing Cloud tools like **Email Studio**, **Social Studio**, **Automation Studio** and **Journey Builder**.
* Started working on migrating Salesforce org from **Classic environment** to **lightning environment**.
* Good understanding of Software Development Life Cycle (**SDLC**), **Agile** and **Scrum** Methodologies.
* Able to work alone and as part of a team with excellent troubleshooting mechanisms and highly adaptable to different work environments.

## TECHNICAL SKILLS:

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| **Salesforce Technologies:** | Apex Language, Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Apex Data Loader, Apex Web Services, AJAX, Dashboards, Analytic Snapshots, Custom Objects, Lightning components (Starter). |
| **Salesforce Tools:** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, CTI, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Marketing Cloud Tools (Email Studio, Social Studio, Automation Studio, Pardot and Journey Builder) |
| **Programming Languages:** | APEX, Java |
| **Web Technologies:** | XML, HTML, JavaScript |
| **Operating Systems:** | MS Windows |
| **Databases:** | SQL |
| **Methodologies:** | Agile, SDLC |
| **Tools:** | Eclipse / Force.com IDE, Git |

**Work Experience:**

Client: Synchrony Financial, Kettering, Ohio July 2017 to Present

Senior Software Engineer

**Project Description:**

Synchrony Financial (SYF) has established a single CRM platform across all three of its Divisions (Retail Cards, CareCredit and Payment Solutions) on the Salesforce.com (SFDC) Platform.

SYF SFDC team are basically responsible for design, development, maintenance and enhancements of various internal and external facing applications.

The process starts with capturing of leads using different sources like web, marketing, campaigns and tradeshows etc. Once these leads get converted, merchants are sent for approval and on approval the transactions will flow into the SFDC applications.

The data from these applications will be used by both external and internal users to analyze, forecast and improve the sales.

Analytics team and external client facing users have access to the Account and Performance data using the communities and portals.

## Responsibilities:

* Worked as a team member and performed the roles of Salesforce.com Developer/Admin in the organization.
* Attend the grooming calls / Client Interaction for new requirement gathering.
* Attend the daily standup meetings to provide the updates to business and IT Teams.
* Creation of Technical and Functional documents (Design documents, mapping documents etc. Work on finalizing the design/architecture.
* Involved in application development which includes Apex classes, Triggers and custom Visual force pages.
* Involved in data loading activities
* Involved in designing and implementing the Custom objects and Custom fields.
* Created Reports and Dashboards as per the client's requirements.
* Involved into Case Management activities and performed unit tests on existing code and prepared the test cases.
* Developed and Customized User interface in Salesforce.com using Visual force and Apex controllers.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Packaged and Deployed customizations from Sandbox to other environments using Ant tool and Change Sets.
* Involved in preparing project documentation and having good experience on Change Management and Release management.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Security Controls, HTML, Reports, Sandbox.

Employer: Quadrant 4 System Corporation, Hyderabad, India November 2011 to April 2015

Executive – Business Development

**Responsibilities:**

* Identifying and contacting new prospective clients.
* Arranging meetings with prospective clients
* Promoting the image of the company as a leader in technology services
* Meeting clients at their offices, identifying their requirements and then proposing solutions.
* Highlighting the benefits of the company’s software products and services.
* Answering any technical IT questions that clients may have.
* Developing sustainable relationships with decision markets
* Arranging software demonstration for customers.
* Negotiating commercial and license agreements with clients.

**Education:**

Master’s in Computer and Information Sciences from Rivier University – New Hampshire, USA.

Master’s in Business Administration from Osmania University – Hyderabad, India.