**Ram**

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**Professional Summary:**

* Having **7 plus** Years of Experience in Salesforce.com as Admin and Developer.
* Certified as Salesforce Developer and Admin by salesforce.com
* Currently handling team which includes salesforce support and development and team strength is 9.
* Extensive experience on Salesforce.com Configuration like **Relationships**, **Validation rules** , **Workflow rules** and **Approval process** and **Out of Box Functionalities**
* Worked on the Security model using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules) settings.
* Experienced in Administration setup like Manage Users, Security Controls and Data Management and ADFS user authentication setup.
* Experienced on Data migrations tools especially **Apex** **Data** **Loader** .
* Experienced in Dynamic **SQL** and implemented Dynamic **SQL** in customizations.
* Designing of Reports and Dashboards.
* Experienced on Salesforce.com customization using Force.com **Apex Classes**, **Apex Triggers** and **Visual force pages.**
* Experience in **Sosl** & **Soql**.
* Experienced in Force.com IDE tool.
* Experience in analysis, design and development of web based and application.
* Exposure in **Lightning**, created objects, fields and worked on **CSS** HTML Tables as per business requirement.
* Experience in **SOAP** and **REST** based web services and tested the services using Postman extensions.
* Worked on **Change sets** for Deploying the developed apex functionalities and out of box functionalities.
* Comprehensive knowledge of Software Development life cycle(**SDLC**) having thorough understanding of its methodologies like **Waterfall**, **Agile**.
* Worked with salesforce.com in license transfer and production org creation and helped in clearing many SFDC cases which were raised with salesforce.com

**Technical Expertise:**

**Packages/Products :**Salesforce.com, Force.com.

**Languages :**APEX (Sales force)

**Tools :**Apex Data Loader,Import wizard

**Web Technologies :**HTML, CSS.

**Sales force Features :**Apex Classes, Triggers, Workflows & Approvals, Reports,

Dashboards, Validation rules, VF Pages /Components.

**Data Base Languages :**SOQL, SOSL, DML.

**Education:**

* B.Tech (EEE) from J.N.T.U HYDERABAD

**Organizational Experience:**

* Currently working as SFDC Administrator and Developer at **IDFC FIRST BANK LTD(CAPITAL FIRST LTD)**, Mumbai from January2018 to till date.
* Worked as SFDC Developer and Administrator at **LODHA GROUP**, Mumbai from june2017 to till Dec2017.
* Worked as SFDC Developer at **SONATA Software**, Hyderabad From June 2015 to May 2017.
* Worked as associate software developer **CSQ** **GLOBAL** **SOLUTIONS,** Chennai from Sep-2013 to May 2015.

**Project Summary:**

**Project 1 : CREDIT CARD ONBOARDING**

**Role : SFDC Team lead/Solution architect/Developer/Admin**

**Environment: Web Services , Apex class , TSYS systems, AURA components etc**

**Credit Card onboarding includes issuing credit cards to existing and new customers of bank and we have developed many channels/sources to issue credit cards by following the unique technical solution for all journeys**

**Responsibilities:**

* **Have Lead the team and helped in giving solutions and helped in making the project live in our organisation.**
* **Handled developments like Building web services etc.**
* **Handled Deployments through change sets & using work bench.**
* **Worked on different systems like TSYS, SFDC, DATALAKE, MDM.**

**Project 2 : CAPITAL FIRST LOAN APPLICATION**

**Role : SFDC Administrator and Developer**

**Environment: Web Services , Apex class , Finnone system ,SFDC masters**

**CAPITAL FIRST LOAN APPLICATION PROCESS involves many products like two wheeler loans, Used Car loans, Personal Loans, Consumer durable Loans.**

**Responsibilities:**

* **Handled trivial developments like Building web services .**
* **Handled Deployments through change sets.**
* **worked on different systems like FINONE, SFDC, MYSQL.**
* **Handled Data migration activities etc.**

**Project 3:**

**Title : EXPRESS MANAGEMENT SYSTEM**

**Role** : **Sales force Developer.**

**Environment : Apex class, Apex trigger, Visual force pages, Workflows**

**‘Express Management System’** The **American Express Company**, also known as **Amex**, is an American [multinational](https://en.wikipedia.org/wiki/Multinational_corporation) [financialservices](https://en.wikipedia.org/wiki/Financial_services" \o "Financial services) corporation headquartere in [Manhattan](https://en.wikipedia.org/wiki/Manhattan)'s [Three World Financial Center](https://en.wikipedia.org/wiki/Three_World_Financial_Center) in New York City, United States. Founded in 1850, it is one of the 30 components of the[Dow Jones Industrial Average](https://en.wikipedia.org/wiki/Dow_Jones_Industrial_Average).The company is best known for its [credit card](https://en.wikipedia.org/wiki/Credit_card), [charge card](https://en.wikipedia.org/wiki/Charge_card), and [traveler's cheque](https://en.wikipedia.org/wiki/Traveler%27s_cheque) businesses. Amex cards account for approximately 24% of the total dollar volume of credit card transactions in the US.

**Responsibilities:**

* Worked on various **salesforce**.**com** standard objects like **Accounts**, **Contacts**, **Cases**, **Opportunities, Products,Leads**, **Campaigns**, **Reports** and **Dashboards**
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups
* Designed, and deployed the **Custom objects**, **Custom tabs**, **Entity-Relationship data model**, **validation rules**, Workflow Rules, Auto-Response Rules, **Page layouts**, **Visual Force Pages** to suit to the needs of the application
* Designed, and developed **Apex Classes**, **Controller Classes, extensions** and **Apex Triggers** for various functional needs in the application.
* Created **workflow rules** and defined **related tasks, time triggered tasks, email alerts, filed updates** to implement business logic
* Created **templates, approval processes, approval page layouts** and defined **approval actions** on them to automate the processes
* Involved in **data mapping** and **migration** of data from legacy systems to **SalesForce.com** Objects and fields
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com objects.

**Project 4:**

**Title : Automobile Insurance.**

**Role : Salesforce Administrator/Developer.**

**Description:**

Is an Australiaglobal professional services and insurance brokerage firm in 2008, it had over 30,000 employees and annual revenues of $10.49billion. During that time it was successfully charged with bid rigging which resulted in settlements of close to $1b. Marsh & McLennan Companies was ranked the 221st largest corporation in the Australia by the 2009 Fortune 500 list, and the 5th largest Australia in the diversified financial industry.

**Responsibilities:**

* Worked on various salesforce.com**standard objects** like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
* Created **Custom objects** to build new application functionality in the Salesforce.com.
* Created Custom **Profiles**, Public **Groups** and **Roles** to distribute user rights and functionality
* Designed and deployed the Custom objects, Custom tabs, **Entity-Relationship data model, Validation rules**, **Workflow Rules, Email Alerts, Auto-Response Rules, Page layouts**, **Components**, Visual Force Pages to suit to the needs of the application
* Created email **templates, approval processes, approval page layouts** and defined **approval actions** on them to automate the processes.
* Designed and developed **Apex Classes**, Controller Classes, extensions and **Apex Triggers** for various functional needs in the application
* Developed **SOQL** and **SOSL** queries to get data from different related objects.
* Loaded data into SFDC using **Data Loader.**
* **Interacted with various business user groups for gathering the requirements for SalesForce implementation and documented the Business and Software Requirements.**

**Project 5:**

**Title : Supply Chain Management.**

**Role : Salesforce Administrator/Developer.**

**Description:**

Ventana Medical System has focused on producing innovative solutions for the rapidly changing health care market place. The company produces instrument/reagent systems that automate tissue preparation and slide staining in clinical histology and drug discovery laboratories worldwide.

**Responsibilities:**

* Created Custom **Profiles**, Public **Groups** and **Roles** to distribute user rights and functionality.
* Created user accounts and managed the profiles.
* Worked on role hierarchy & sharing rules to configure visibility.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Defined **lookup** and **master-detail** relationships on the objects and created **junction objects** to establish connectivity among objects.
* Involved in Deployment, deployed all the classes, triggers, objects, components, pages from one environment to another environment.
* Implemented **case management automation** (on **Case Object**) to track and solve customer’s issues. Implemented **Email-to-Case** entry and **manual case entry** for entering customer’s cases in **Cases Tab**.
* Developed automated **workflows** and **approval processes** for sales opportunities, quote discounts and lead routing.
* Performed the roles of **Salesforce.com Analyst** and **Administrator/Developer** in the organization.
* Developed several **Apex Triggers**, **Classes** during the project lifecycle.
* Developed **visual force page** using the extension controller according to the clients’ requirement.
* Worked with SOSL and SOQL queries using Apex explorer tool.
* Loaded data into SFDC using **Data loader** and migrated several legacy applications to the Force.com Platform.

## I Hereby declare that all the above information is true and best to my knowledge and belief.

Yours sincerely,

(**Ram**)