# PROFESSIONAL SUMMARY

* 4+ years of development, implementation and maintenance experience in the IT industry with Over 3.8 years of experience in Salesforce.com administration, configuration, development, and support experience.
* Worked in all stages of Software Development Life Cycle (SDLC), Requirement Gathering, Design, Development, Testing, Implementation and Support.
* Good understanding of the capabilities and limitations of Force.com Platform's multi-tenant architecture in configuring and developing front-end and back-end cloud applications.
* Experienced in enabling business process automation working with Sales Cloud and Service Cloud.
* Utilized declarative features like Validation Rules, Workflows, and Approval Processes for automated alerts, outbound API messages, field updates, assignments, and email notifications as per specific business needs. Experienced in coding using SOQL Procedures/Functions, Triggers, and Packages.
* Experienced in designing Apex Classes, Custom Controllers, Controller Extensions, Data Binding and various other components following client and application requirements.
* Experienced in SFDC development using Visualforce Pages, Components, SOQL, SOSL, and DML Statements.
* Experience working with Eclipse IDE and Force.com Plug-in environment.
* Experience in data migration using Import wizard and Apex Data Loader
* Basic knowledge of Web Services, WSDL, SOAP, and REST APIs, Force.com Callouts, as well as Batch and Schedule Apex Programs.
* Well versed in administrative activities on Salesforce including managing users, security controls, code push, post-refresh, and data management.
* Generated Dashboards, Custom Reports, and Analytic Snapshots as per a company's reporting and decision-making needs.
* Interacted with Customers for requirement gathering and effective analysis.
* Involved in Web Development using HTML, XML, CSS, AJAX, Action Scripts and JavaScript.
* Excellent work ethics, self-motivated, quick learner and team oriented. Continually provided value added services to the clients through thoughtful experience and excellent communication skills.

# TECHNICAL SKILLS

**Languages:** Apex, VisualForce / Components, SOQL, SOSL

**Web Technologies:** AJAX, HTML, CSS, DHTML, JQuery, JavaScript, Json

**CRM:** Salesforce.com

**Tools:** Jira, MS Office, SVN. Dataloader.io, Workbench

**Application Tools:** Eclipse, Force.com IDE, Data Loader, SAP MM.

**Operating Systems**: Windows NT/2000/XP/Vista, Windows Server 2000/2003/2008, Linux, UNIX.

# CERTIFICATIONS

* Salesforce Certified Platform Developer
* Salesforce Certified Advanced Administrator

# EDUCATION QUALIFICATIONS

* **Bachelor of Information Technology,**

**JNTUK India-2014 Pass Out**

# PROFESSIONAL EXPERIENCE

**Project Name : campmor CRM July 2019-Present**

**Client Name : campmor (USA),Houston,Texas**

**Environment : Salesforce.com, Apex, Visual force, JavaScript**

**Role : Salesforce Developer**

**Project Description:**

Campmor (USA) is a recreational equipment retailer that was established in Bogota, New Jersey in 1978. The retail store is in Paramus, New Jersey, and offers much of what is offered online and more.

Campmor is an application developed to help Client in reaching more customers and not to miss valid potential leads and also to make the customer buying process more user friendly and rapid unlike their old website where it was not dynamic or user/client interactive and it failed in providing much information about customer purchases and their preferences. But, in background, this application tracks the consumer purchases, their updated contact details and tracking down their location of purchase, generate potential leads, create contacts out of registrations, greets customers on their birthdays and anniversaries and saving all these important information of consumers which is treated as wealth by the client.Further client is using the information gathered through the application which we developed, for analytics and thus helping them in making their business decisions intensively and affectively now.

**Responsibilities:**

* Developed Apex Classes, Triggers and Workflow rules to meet their business requirements.
* Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the data security is available only to the authorized users
* Supported application code deployment from Test to Production environment using change Set and Force.com IDE.
* Created new sandboxes and deployed Components and Data from one environment to another and managed sandbox refreshes
* Developed Custom Objects & Fields, Tabs and Visualforce Pages.
* Customized Custom and Standard fields, page layouts, record types, searching, list views, queues, reports, and dashboards. Maintained and created workflow rules, validation rules, formula fields, escalation rules, auto-assignment rules
* Documented & Maintained overall system configuration, change control, and enhancements.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in Mass imports and exports of data.
* Worked under the scrum process (JIRA) tool to develop the technical tasks of the project.
* Worked on Migration tools Force.com IDE, Eclipse and have knowledge of Changeset migration code and configuration from the Dev sandbox to Production.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Worked on various AppExchange products according to the needs of the organization.

**Project Name : Data Handler Jan 2019 – July 2019**

**Client Name : wireless wave**

**Environment : Salesforce.com**

**Role : Salesforce Developer**

**Project Description:**

Wireless wave began as an independent Mobile Phone Retailer based in Canada. They make 1Million transactions per day through all sources and due to which, managing the data and maintaining exceptional relationships with customers has become a great issue for them. So, they have chosen Salesforce CRM to help them in handling their customers and to track their business operations dynamically. We have used Data Loader CLI to push the collective data into a Custom Object and then segregate the data and push them in to Accounts, Contacts & Assets respectively and maintain a Dynamic database of transactions and customers details also built few reports to track new customers and to track the revenue generated each day. On the whole this application has provided a complete CRM solution to clients.

**Responsibilities:**

* Worked on Standard objects, Data accumulation, Batch Apex classes and scheduled batch classes according to business processes.
* Developed Apex Classes, Triggers and Workflow rules to meet their business requirements.
* Developed Custom Report Types, Custom Reports, and Dashboards to meet the reporting needs of the organization.
* Used the Force.com plugin for Eclipse IDE to develop, enhance, test, and deploy applications on the Salesforce Platform.
* Used Command Line Data Loader for Data Migration.
* Developed Apex Classes, Apex Triggers, Custom Controllers, and Controller Extensions.
* Deployed changes from sandbox to production environment using Change Sets.
* Participated in KT sessions for business users and other associates working with SFDC.
* Involved in Design, development, planning, testing and deployment of application.

**Name of organisation : AD WORLDWIDE TECH CO. PVT. LTD Sept 2017 – Oct 2018**

**Project Name : Santander Consumer, USA**   

**Client Name : Santander Consumer**

**Environment : SalesForce.com**

**Role : Salesforce Administrator & Support**

**Project Description:**

Santander Consumer USA Holdings Inc. (NYSE: SC) is a full-service, technology-driven consumer finance company focused on vehicle finance and unsecured consumer lending products. Santander Consumer is a customer service provider for maintaining relationships by assisting in customer business.

**Responsibilities:**

* Providing Salesforce CRM support to Premier and Standard clients based in the USA as a part of CRM-Usage skill group.
* Taking the ownership of the cases raised by Premier and standard clients and troubleshooting their issues with complete adherence to the defined SLA.
* Answer technical questions, solve technical problems, and suggest appropriate Workarounds related to supported applications.
* If required coordinate with the various teams like Feature Activation, CRM-Configuration, Tier-3 and R&D and other Skill groups that are based globally to ensure the complete resolution and fulfil the out of box request for Salesforce clients.
* Create knowledge base materials dedicated towards operational efficiency.
* Help customers in migrating data between their Salesforce orgs using various Data migration tools.
* Develop and maintain technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.
* Assist with the design and delivery of product and other technical training.
* Review support cases for technical and troubleshooting accuracy.
* Assisting Salesforce clients in finding the best AppExchange products that suit their business requirements and help them in integrating the same with Salesforce.
* Helping clients in creation and implementation of different Sandbox environments as per their business needs. If requires coordinate with their Account executives or Customer success managers for License related issues.

**Name of organisation : AD WORLDWIDE TECH CO. PVT. LTD Feb 2016 – Aug 2017**

**Project Name : Pharmacy products ,UK**   

**Client Name : Planet drug direct**

**Environment : SalesForce.com**

**Role : Salesforce Administrator & Support**

**DESCRIPTION:** Planet Drugs direct is one the world’s leading Danish Multinational Generics and specially pharmaceutical companies, providing products to customers in a number of countries and territories. The company maintains one of the industry’s broadest and highest quality product portfolios.

**RESPONSIBILITIES:**

* Serve as primary system administrator and Developer for the Salesforce.com environment with 700+ users
* Handle all administrative and Developer functions including user account maintenance, reports and dashboards, workflows, Apex, Trigger and other routine tasks.
* Taking ownership of self-service tickets and support the user with their technical questions, problems with complete adherence to SLA.
* Answer technical questions, solve technical problems, and suggest appropriate Workarounds related to supported applications.
* Coordinate with Developer and BA when it’s required to provide great support experience to end users.
* Take part in Production bug fixes and new deployment
* Participate in weekly calls with Operations and Vendors