**PROFESSIONAL SUMMARY:**

* 10+Years of IT experience that includes over 6+ years of experience in Salesforce.com CRM and Force.com Platform. 4+ years of experience as Salesforce Business Analyst/Admin with experience in Business process analysis/modeling, business requirements gathering, and database design.
* **Salesforce Certified Platform Developer 1** (SP20), Credential ID: 21396487.
* **Salesforce Certified Administrator** (ADM201), Credential ID: 21490169.
* **Salesforce Certified Platform App Builder** (WI21), Credential ID: 21845975.
* **Salesforce Certified CPQ Specialist** (WI21), Credential ID: 21843370.
* I have earned 63 badges and 72,275 points with 6 Trails and 3 Superbadges in my Salesforce Trailhead and hold the Expeditioner Rank in Salesforce Trailhead.
* Strong knowledge on Development Life Cycle (SDLC) including UML, Rational Unified Process (RUP), Waterfall, Agile/Scrum methodologies.
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Experience in using **Lightning Web Components**.
* Upgraded some Apps from **Salesforce Classic**to**Lightning Experience** to develop rich user interface and better interaction of pages.
* Proficient with understanding CRM business processes: Account, Contact, Opportunity, Lead, Campaign and Case Management, **Sales Cloud** and **Service Cloud**.
* Knowledge on **Salesforce Community Cloud.**
* Proficiency in Salesforce out of box data model and modeling in salesforce by creating **Custom Objects, Formula Fields, Roll-up Summary fields**, Field dependencies, creating new relationships using Lookup, Master-Detail and Junction Objects.
* Experience with **Apex Classes, Apex Triggers, Batch Apex**, Schedule Classes, Anonymous Apex, Components, Visualforce Pages and integrating with external sources by developing **SOAP, RESTful Apex web services and Force.com API**. Dynamic Apex, Custom Settings, Test Classes, Debugging.
* Strong Knowledge in Salesforce Customization, Workflow Approvals, Data Validation, Sales, Marketing, Customer Service and Support Administration.
* Proficient in Alerts, Field Updates, Tasks and Outbound Message Implemented declarative programming using Formula Fields, Validation Rules.
* Created **Workflow Rules, Workflow Approvals** and Actions like Email alerts and field updates.
* Developed **Reports, Dashboards** and Approvals to continuously monitor data quality and integrity.
* Experience in Import/export of data using Data loader from external systems into Salesforce.com.
* Knowledge of **XML, HTML, CSS, SOAP/REST, Java and Java Script**.
* Knowledge of Lightning Data Service for **Aura Components**
* Extensive experience in writing queries using **SOQL** and **SOSL** within **Governor limits** for data fetching and manipulation needs of the application.
* Experience in working with Salesforce.com sandbox and production.
* Exceptional ability to build Client relationships through frequent meetings, one on one interaction and ability to converse with all facets in the client organization by utilizing elicitation techniques like interviewing, questionnaires, brainstorming, focus groups, prototyping, cost/benefit and risk analysis.
* Full understanding of Rational Unified Process (RUP) using Rational Rose, Requisite Pro, Test Manager, Unified Modeling Language (UML), SDLC and Object-Oriented Analysis /Design (OOAD).
* Proficient in Documentation of requirements as **Business Requirement Documents (BRD)** and conducting meetings with Business people to give a walkthrough of final BRD to get their concurrence and approval.
* Preparation of the **Functional Requirement Document (FRD)** based on the approved Business Requirement Document (BRD).
* Proficient in developing Analysis Models, Use Case Models, Design Models, Implementation Models, Use Case Diagrams, Context Diagrams, RACI Matrix, **Dataflow Diagrams**, User stories, Behavior Diagrams (sequence diagrams, collaboration diagrams, and activity diagrams), also Class Diagrams based on UML Methodology using MS Visio and draw.io
* In Depth understanding of the AS-IS and TO-BE business processes and experience in converting these requirements into technical specifications for preparing test plans.
* Experience in conducting GAP analysis, User Acceptance Testing (**UAT**), **SWOT analysis**, Cost benefit analysis, Portfolio Analysis and ROI analysis.
* Experience in **Requirements Elicitation**/Gathering, **Data Modeling**, Feasibility Studies, Scope Documents, and Requests for Proposal.
* Expertise in understanding and supporting the client with project planning, project definition, requirements definition, analysis, design, testing, system documentation and user training.
* Having conceptual knowledge on **SQL**.
* Experience in using **JIRA** as project management tool
* Excellent interpersonal skills, analytical, problem solving and presentation skills.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Programming Languages:** | Salesforce – SF Development - Apex, Visual Force, SFDC Administration, SF Lightning, HTML, DHTML, XHTML, XSLT, JavaScript, Java, Ajax, Perl, C/C++, XML |
| **Salesforce Integration tools:** | Data Loader, Import Wizard, Change Sets, REST&SOAP API, .DocuSign |
| **Database:** | MySQL 5, DB2, Oracle, PL/Sql, SQL, PostgreSQL, Sybase, MSAccess |
| **Operating Systems** | Windows 2000/98/XP |
| **Tools** | JIRA, Microsoft Visio, ALM |

**SALESFORCE CERTIFICATIONS:**

* Salesforce Certified Admin (201) (21490169).
* Salesforce Certified Developer (SP20) (21396487).
* Salesforce Certified Platform App Builder(WI21), Credential ID: 21845975.
* **Salesforce Certified CPQ Specialist** (WI21), Credential ID: 21843370.

**CERTIFIED COURSES COMPLETED**

* **Business Analysis Foundations.**
* **Agile Requirements Foundations.**
* **Business Analysis: Business Benefits realizations.**
* **Requirements Elicitation and analysis.**
* **Business Process Modeling.**

**PROFESSIONAL EXPERIENCE:**

**Jul 2018 to till date**

**Project Name – QMS Integration**

**Client Name – Dorman Products, Colmar, PA**

**Role – Salesforce Lead/Developer**

**Description:** The Quote Management System has a well knitted integration with Salesforce and Legacy Quote management systems.

**Responsibilities:**

* Involved in requirement gathering, Architecture & Design
* Built Data table to display Quotes with Pagination, Sorting and Search Capability
* Involved in integration by passing Opportunity details to Dorman QMS and able to successfully create the Quote, Rate through REST API
* Handled the Quote Rates & Quote Attachment display through REST API Integration
* Implemented Flows to display Competitor plans
* Implemented Workflows & Chatter implementation for Quote status display.
* Created several POC with respect to API integrations & Display of Quotes through ODATA
* Worked extensively on Lightning Pages & SF Lightning components
* Worked on SF Integration to pull Quotes & Rest from third party system using REST API
* Worked on POCs using Salesforce connect to display Quotes using ODATA protocol
* Page Layouts, Quick Actions, Activities, Reports & Dashboards
* Configuration of Security Profiles/Permission set for the Users
* Used Visual Studio Code for Development & Git Hub for Version control System
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Did code review / Managed Deployments
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Mentored & Trained Junior Developers.
* Experienced in Test Driven Deployment
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.

**Environment:** Sales Cloud, Force.com Platform, SF lightning, Aura, Apex, VisualForce

**Working as a Salesforce Developer at CGS Technology Associates, Inc.**

**Jan 2015 to Jul 2018**

**Project Name – Salesforce 1-CLIC System**

**Client Name – Dorman Products, Colmar, PA**

**Role – Sales Force Developer**

**Description**: Created a custom Timesheet Solution using Salesforce force.com platform for Dorman Employees & Contractors. The App is integrated with the SAP system to pull the Employees daily. The App has a two-way integration with the Beeline Vendor Management system to get the Contractor information daily.

The Timesheets are automatically generated every week and have an option to copy from the previous week. The Application has Workflow incorporated with the Submission & Approval Management system. The Approved Timesheets will be pushed to the Beeline Vendor Management system. The Key feature includes Automatic User Creation & Deactivation Users.

**Responsibilities:**

* Involved in requirement gathering with the business team.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader. Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging. Worked on Integrating SAP and Salesforce systems using SOAP and REST API's. Experienced in using SFDC with MuleSoft for Integration, Salesforce Connect.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Web services have been developed for integration purpose.
* Packaged and Deployed customizations from Sandbox to other environments using Eclipse.
* Implemented Single Sign on Implementation
* Co-ordinated with Pentaho ETL Team to fetch the data from SAP & Oracle Apps to SFDC on daily basis
* Worked on GitHub for Version control System and Managed Deployments through GearSet.

**Environment -** Force.com Platform, SF lightning, Aura, Apex, VisualForce

**May 2013 to Dec 2014**

**Client Name – Citibank, NJ**

**Role – Salesforce Admin/Business Analyst**

**Project description**: The project involved enhancement of the salesforce system which will allow the representatives to manage their accounts in an efficient manner.

* Interacted with various business team members to gather the requirements and documented the requirements
* Designed, diagnosed, and implemented Salesforce.com security model for 130 users including setup of profiles, organization wide defaults, territories, roles and sharing rules, Cloud, Chatter & App-exchange applications
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization and the technical support team.
* Used Salesforce Automation (SFA) for Sales Lead Management, Account and Contact Management and Approvals and Workflows keeping the end user in mind.
* Managed the UAT testing efforts with business users from legacy CRM systems
* Implemented formal change management (CR) process and provided training to implementation team to eliminate scope creep
* Worked in close coordination with the Informatica integration team to define, diagnose and map system objects, data elements and transformation logic between systems
* Assisted additional teams responsible for integrations to/from SAP, DW, Billing and other legacy systems
* Actively assisted the system administration and deployment teams on configuration, deployment and implementation procedures and best practices.
* Responsible for deployment to production including management of deployment logs and go-live release schedule

**Jan 2011 to May 2013**

**Client Name – BNY, NY**

**Role – Salesforce Admin**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirements.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Worked on generative data models using agile data conversions.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Used Chatter teams/Private Groups to share our project files and information with co-workers.

**Environment:** SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Web services.

**EDUCATIONAL QUALIFICATION:**

* Master of Arts in Economics from University of Hyderabad, Hyderabad, India.