

**Name: Shashi**

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**Professional Summary:**

* Having 7 years of experience in Software Development and working on various Salesforce projects of different scales and complexities with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object-oriented enterprise applications.
* Experience in working on various tools/technologies. These include - Salesforce (Sales Cloud, Service Cloud, Marketing Cloud and Communities Cloud).
* Implemented communities using both standard out of the box templates (napili etc) and with complete customization using lightning components. Have used community builder to configure or moderate partner community.
* Experience on Lightning components in Communities and setup lightning pages and built lightning component for custom community’s pages and custom knowledge search feature.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Experience in technical architect role. Have designed and architected SFDC/CRM applications, ETL ecosystem, data warehouses, data integrations, database schemas and reporting solutions.
* Development experience on AppExchange Products – Meeting Management, CTI Integration App, E-commerce application.
* Experience on Salesforce Development (Apex Classes, Triggers, Visualforce pages, Custom Objects, Profiles & Roles, Security Settings, Integration etc.) Good experience in querying Salesforce objects using SOQL and SOSL.
* Worked on developing rich user interfaces using Visual force pages with standard components, CSS, JavaScript, Bootstrap, JSON and jQuery and developed Custom Visual Force Components.
* Excellent experience with data integration (batch and real time) using various kinds of data sources via SOAP and REST.
* Using REST API integration, we have made available certain features (Quoting, claiming rebates, create orders, create cases, to partner network (huge number of licenses required). Instead, integrating using REST API helped us develop an independent open-source application which acts as a front-end interface but would depend and interact with salesforce for all its needs.

**Education:**

* Master’s in Computer Science from Rivier University, Nashua, NH

**Certifications:**

* Salesforce Certified Platform Developer I
* Salesforce Certified Platform Developer II
* Salesforce Certified INTEGRATION ARCHITECTURE DESIGNER.

**Technical Skills:**

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| **CRM:** | Salesforce CRM, Force.com, Sales Cloud, Service Cloud, Marketing Cloud and Communities Cloud |
| **Force.com** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), SControls, Apex Web Services, Apex Data Loader, Dashboards, Reports, Analytic Snapshots, Custom Objects, Eclipse IDE Plug-in  |
| **ETL:** | Informatica Cloud. |
| **Technologies:** | Java, C, C++, SQL, JavaScript, HTML, XML, CSS, JSON, jQuery |
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**Work Experience:**

**Austin Community College, Austin, TX January 2020 - Present**

**Salesforce Developer**

**Roles & Responsibilities:**

* Working closely with business and Transforming business requirements into technical design, development, implementation and maintenance of significant applications and community web site used by ACC’s prospect, current students can engage with Enrollment advisors to complete the application process.
* Development and implementation of integrations using Custom OAuth2.0 and Named Credentials in between salesforce with other systems like Box, Form Assembly and Cvent.
* Displaying responsive dashboards from DOMO reporting tool by implementing programmatic filtering and embedded token API and displaying them on the salesforce communities and made more customized and responsive UI to meet the ACC’s Highschool partner’s needs.
* Demonstrate the knowledge of software tools, documentation process, and development process, works on complex problems where analysis of situations or data requires an in-depth evaluation of various factors.
* Reviewing the work/progress of technical team, developing web-based and object-oriented solutions. This led to implementations and deployments of following technologies to meet ACC needs: develop highly interactive UI using Salesforce.com Apex, Aura Framework, JavaScript, HTML, CSS, jQuery; Data Loader and Workbench.
* Designing and developing the journeys for the prospect students by implementing AMP script, Server-Side JavaScript in Email Studio including building email campaigns using the content builder on salesforce marketing cloud.
* As a part of development process, refreshing sandboxes and performing post and pre-deployment steps for each environment based on project needs like QA, Training and end to end testing
* Responsible for deploying the development efforts from lower instance to QA and Pre-prod and Finally to Production org using change sets and Visual studio CLI.

**Caterpillar Financial Services, Nashville, TN February 2019 - December 2019**

**Salesforce Developer**

**Roles & Responsibilities:**

* Design and develop custom interfaces for Caterpillar Financial website accessible to customers and dealers using Apex class, Lightning components, SOQL, Visualforce pages, Triggers, JavaScript and provide technical expertise on digital transformation of various applications like Mobile Quote App, Salesforce Sales and Service Applications.
* Implement web-based monitoring functionality to provide visual representation of web services like REST, SOAP which are used for integrating Salesforce with other external vendors or applications and design process builder to manage cross reference objects to manipulate data fields within the applications.
* Create new batch and scheduler classes to effectively manage timely data based on specifications and provide support to applications within Salesforce by working closely with analyst to gather requirements, design and document technical and functional specifications to ensure efficient delivery and deployment of the product on Caterpillar platforms using changesets.
* Implement security protocols within the applications using various strategies like FLS create and update, XSRF and URL redirections. Analyze, Monitor and document security issues generated from tools like Checkmarx.
* **‌** Worked with communities to implement settings, themes, navigation set up, custom visibility of screens, designing of interfaces while exposing on public sites and configuring customer self-registration with a lot of custom validations and have set up SSO.
* **‌** Have built a lot of lightning and a few lightning web components to implement custom business requirements etc., have strong on debugging issues anything around communities.

**Environment:** Salesforce, Communities Cloud, Sales Cloud, Service Cloud, Lightning framework, APEX Language, Visual Force Pages.

**University of Maryland, Adelphi, MD November 2017 - December 2018**

**Salesforce Developer**

**Roles & Responsibilities:**

* Configuring Salesforce for various business needs (e.g., profiles, permissions sets, sharing rules, user roles, data security, org refreshes etc.)
* Developing Apex Classes, Triggers, Visualforce pages, Custom Objects/Tabs, Reports & Dashboards in Salesforce for different business requirements.
* Developing new custom functionalities in Global Customer Connect application (SFDC Service Cloud) and integrating the same with Salesforce Cloud.
* SFDC Sandbox management – Creation of new sandbox for testing and refresh of FULL sandboxes from production.
* Experienced in HEDA account model and have been a part of requirements gathering from business and implemented solutions in HEDA environment.
* Business Analysis - Interacting with client’s business & IT partners, end users, affiliate partners to gather Business Requirements,
* Designing and architecting data integrations between Salesforce and On-Premise and On Cloud applications (batch and real time both)
* Key role in gradual transition of company's application from Salesforce Classic to Lightning Experience and Implemented those Salesforce Lightning Components for small set of users within the organization and Worked on Lightning Process Builder to consolidate existing workflow rules.

**Environment:** Marketing Cloud, Lightning framework, APEX Language, Salesforce.com Data Loader, Workflow & Approvals, Reports, HEDA, Custom Objects, Custom Tabs, Email Services.

**FCM Travels, Boston, MA August 2016 - October 2017**

**Salesforce/Integration Consultant**

**Roles & Responsibilities:**

* Leveraged clients existing IT framework/CRM system for better data visibility and system integration.
* Assisted in developing Project Scope, Business Requirements and Functional Requirements with internal team and clients.
* Designed and deployed Custom tabs, Custom Objects, Components, Visualforce Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Worked with standard Salesforce objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent picklists, lookups, master detail relationships, and Record Types to enforce data quality Setup Marketing Campaigns, Assignment rules, Web-to-Lead and Auto-Response rules.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Add methods that can be called from Visualforce pages to Controller Extensions.
* Facilitated the creation of test scenarios and test scripts.

**Environment:** Salesforce service Cloud and Communities, APEX Language, Salesforce.com Data Loader, Security Controls, HTML, JavaScript, Java, Sandbox, Eclipse IDE Plug-in.

**Brookstone, Merrimack, NH July 2015 - August 2016**

**Salesforce Developer**

**Roles & Responsibilities:**

* Designed Workflow rules, Visualforce pages and using Apex Code created triggers and classes.
* Created Jobs site for Requisition posting and job code display uses VF pages.
* Configured of Salesforce.com application for various modules Accounts, Contacts, Lead and Activity.
* Worked on Web to lead, Web to case, Email to case, Case Assignment rules, Lead Assignment rules and Lead conversion.
* Set up Users, roles, profiles and Security settings.
* Migrated from sandbox to production and force.com IDE.
* Customized records types, tabs, list views, column fields, page layouts and forms.
* Extensively worked on salesforce app design and development
* Created Visual Force Pages, Apex Classes and Visualforce pages that uses the lightning components.
* Created Workflow alerts, and automated email response and used series of Ant Scripts to commit and pull files from GitHub.
* Used the sandbox for Testing and migrated the code to the deployment instance after testing.
* Set up remote site settings using endpoint URLs in client side SFDC using SOAP API.
* Consumed the partner WSDL and Apex WSDL and wrote the Apex code in client side to perform real time SOAP integration between two systems.
* Created a custom label in salesforce to establish the connection with the source system as a part of integration.
* Followed the governor limits while writing the Apex code.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading.

**Symbiosys, India January 2014 - April 2015**

**Salesforce Admin/Developer**

**Roles & Responsibilities:**

* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities, dashboards.
* Customized the dashboards to monitor lead activities based on sales geography.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM; this involved designating access to the applicable user within the user hierarchy.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Formula Fields, Validation Rules, Assignment Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Generated different Reports like standard, summary and matrix for quarterly and half yearly sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Designed Workflow rules, Visualforce pages and using Apex Code created triggers and classes.
* Created web service classes/methods to be consumed by Oracle Fusion and Tibco.
* Created Sharing rules for user groups and day to day permission to the users and support issues Sandbox refreshes.

**Environment:** APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports.