**SAMIP**

**Email:** **sam@indusgroupinc.com** **Ph#: 551 400 0034**

**Professional Summary:**

* **7** Years of IT experience in the Salesforce.com CRM platform as both Developer & Administrator.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Formulae Fields, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Experience in SFDC Development implementing the APEX classes, Triggers, S-Controls, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-ins.
* Pervasive experience in performing the administrative and development related tasks like consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Custom Tabs, Custom Objects, S-Controls, Reports, Analytic Snapshots, Dashboards, Workflows, Email Alerts, Entity Relationship Diagrams and Page Layouts.
* Proficient in dealing with the functionalities related to the Service Cloud and Sales Cloud.
* Experience in Salesforce Wave Analytics using internal salesforce data and external salesforce data to develop large data files, creating graphs, charts and pictorial representation.
* Thorough knowledge in the security and sharing model which is used to finely control the user's access to different data.
* Acquainted and well versed with CRM processes like Sales, Marketing, Customer Service and Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.
* Expertise in SOQL queries to search and display data from SFDC Organization using tool Workbench.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, junction objects, master-detail relationships and lookup relationships.
* Proficient in Data Migration from traditional applications to Salesforce using Apex Data Loader, Import Wizard and Data Manipulation Language.
* Expertise in working on Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization.
* Well versed in analyzing CRM business processes that include Forecasting, Campaign management, Lead management, Order management, Account management, Case management and Merging management.
* Developed and worked on different Salesforce.com environments such as production and sandbox by employing the Force.com Migration Tool and Eclipse.
* Expertise in analyzing and documenting the workflows and functionality of existing systems.
* Created and maintained logical entity relationship diagrams, transformed logical models into physical data models with an add-on experience in writing SQL and PL/SQL programming with Oracle and MS-SQL Server.
* Expertise in creating Visual Force pages and other custom components for Salesforce1.
* Responsible for gathering the requirements by coordinating with the business analysts, developers and project managers, in order to better customize, and utilize the full functionality of the Salesforce.com CRM solution.
* Worked with Subject Matter Experts (SME's) of different groups to gain detailed knowledge of the different systems and also to understand the cross impacts of the system by conducting meetings.
* Strong experience in working with Security framework, Dashboards, and reporting modules and designing, creating and implementing profiles, roles, record types, page layouts, assignment and work flow rules, escalation rules, communication templates, approval processes and reports, and configuring security settings.
* Knowledege of Lighning flow.
* Excellent technical, logical, code debugging and problem-solving capabilities and ability to watch the future environment, the competitor and customer probable activities carefully.
* A project-oriented team player with solid communication and interpersonal skills and the ability to maintain a congenial relationship with the client team and with the ability to manage multiple priorities under aggressive deadlines, being highly adaptable to different work environments.

**TECHNICAL SKILLS**

**Salesforce Technologies:** Salesforce CRM, Salesforce SFA, APEX Language, Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components and Controllers), APEX Data Loader, Lightning Component, S-Controls, APEX Web Services, AJAX, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects.

**Salesforce Tools:** Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com

**ProgrammingLanguages:**APEX,Java.

**Web Development Technologies**: XML, HTML,JavaScript, AJAX, JQuery.

**Database Servers:** MS SQL Server, PL/SQL, MySQL,

**Operating Systems:** MS Windows, Mac OS

**Software Development Methodologies**: Agile, MyEclipse, Data loader, MS Visio, Force.com IDE

**Certification:**

Salesforce Certified Administrator – ADM 201.

Salesforce Platform Developer 1 – DEV 401.

**Professional Experience:**

**WALMART, Bentonville, AR March 2020 – Till Date**

**Salesforce Developer**

**Reponsibilities:**

* Worked on migration from Classic to Lightning.
* Lightening components, lightening Out Application and SLDS
* Requirement gathering and working closely with other team members
* Developed various custom pages to provide custom functionality to suite business need
* Developed complex triggers which will create/modify/delete various object records based on certain condition.
* Refresh the different environment.
* Develop lightening Component process builder and schedule class.
* Participating in Sprint Planning, Daily Scrum stand up meetings.
* Developed unit test methods for all the apex triggers & classes and maintained 90% code coverage.

**BVP, NYC, NY April 2019 – March 2020**

**Salesforce Developer/ Admin**

**Responsibilities:**

* Involved in customizing and implementing with Validation Rules, Workflows Rules, Process Builder, Approval process, Record Types, Assignment/Sharing Rules, Reports and Dashboards.
* Worked with the user group for requirement gathering throughout the planning and implementation and designed the data model to transform the existing business process to Salesforce.
* Worked on Data Management including data integration from external data sources using API.
* Deployed application on sales cloud which includes the marketing applications.
* Designed, developed and deployed the Custom Apps, Configuration, Custom objects, Custom Fields, Custom buttons, Page layouts, Custom tabs, Components, class Force Pages, Apex classes to suit to the needs of the application.
* Worked on migration from Classic to Lightning.
* Developed Apex Classes, Apex Triggers, Visual force Pages and Custom Controller classes for various functional needs in the application. Adhering to the best Practices while creating Triggers.
* Worked closely with team for mapping to external application.
* Created presentation for Salesforce Lightning to help new users.
* Worked on BOX and outlook sync issue.

**AACR, Philadelphia, PA Nov 2018 – Mar 2019**

**Salesforce Developer**

**Responsibilities:**

* Worked in a team as a developer and administrator to perform technical requirements, detailed analysis of business and designed the solution.
* Participated in salesforce.com Application Setup activities and customized the apps to fulfill the functional requirements of the organization.
* Lookup Fields, Customized Dependent Picklists Formula Fields, Roll-up Summary Fields, Page Layouts and Record Types.
* Developed Custom Controllers to make external web service callouts, validations and data insertion.
* Created Visual force components and attributes to override the look and feel of standard Visual force components.
* Developed Java Script methods for doing two actions on a single button click, to overcome the salesforce limitations.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Worked on all phases of application development to implement the assigned use cases successfully.
* Used the Force.com explorer to build and test SOQL and SOSL queries.
* Deployed and Designed the Custom objects, Entity-Relationship data model, validation rules on the objects and tabs, Page layouts, Custom tabs, Components, Visual Force Pages to match the requirements of the application.
* Worked on developing rich user interfaces using Visual force pages with standard components, JavaScript and developed Custom Visual Force Components
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Integrated, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Capital Blue cross, Harrisburg, PA**  **Feb 2018 – Oct 2018**

 **Salesforce Developer/Administrator**

**Responsibilities:**

* Developed Visual Force pages which rendered based on Salesforce1 App or Web.
* Efficiently worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Developed Salesforce Lightning applications, Components, Controllers, handlers and Events in the existing organization.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Proactively created Apex Triggers and Apex classes and also developed and managed complex workflows, approvals, validation rules, assignment rules and system triggers.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Designed Salesforce Service Cloud console to boost productivity with the dashboard-like interface, reducing clicking & scrolling, making it easy to quickly find/update/create records.
* Testing the connections, authorization providers and creating the registration handlers with the Azure using the SSO Azure Active Directory.
* Worked with Dynamic Apex to access S-Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Change Sets to deploy components into different environments.
* Experience in Dealing with Salesforce Support calls in case of any Salesforce Org issues.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and Sharing settings.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Veeva, Zuora, Custom Component, Lightning Component, Service Cloud, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security Controls, HTML, Web Services, Reports, Sandbox, Eclipse IDE Plug-in, Workbench.

**Reliance, India Sept 2013 to May 2016**

**Salesforce Administrator**

**Responsibilities:**

* Interacted with various business team members and documented and Implemented the requirements on salesforce.
* Managed users, roles, profiles, groups and other salesforce.com setup options as necessary.
* Worked on various standard objects like Accounts, Contacts, Opportunities, Leads, Campaigns, Reports and Dashboard.
* Worked on creating Custom Objects, Custom fields, Page layouts, Custom Tabs to the needs of the applications.
* Created lookup, master-detail relationship, formula field and roll-up summary on the fields based on requirement.
* Created formula field to retrieve field value from one object to other.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for object.
* Imported Accounts, Leads, Campaigns, and custom object data in salesforce using data loader .csv file.
* Developed various picklists, formula fields, master-detail relationships and lookup relationships
* Experience in Creating Record Types, Page Layouts, Sales Stages, Opportunities, Products and Price books.