

**Naveen PMP,SMC,ITILv3.**

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**Experience Summary:**

* **IT P**rofessional with 14+ years of of total experience in ITES industry and 8 year’s experience in Salesforce.com CRM, involved in various parts of the software development life cycle(SDLC).
* Strong experience in Requirements Gathering, Analysis, Estimation, Design, Development, Enhancement, Maintenance and Testing
* Strong knowledge of testing process, worked on analysis, design and execution of test cases for Unit Testing as well as System Testing.
* Strong knowledge of SDLC, PMP and ITIL methodologies.
* Experience in setting up Github and Autorabit implementation.
* Experience in Agile methodology in software development.
* Experience in Administration, Design, Development, Configuration, Implementation, Testing and support experience with salesforce.com platform and complete understanding of SDLC life cycle.
* Organized and facilitated sprint planning, daily stand-up meetings, reviews, retrospectives, release planning, demos and other Scrum-related meetings.
* Enabled improvement in team delivery commitments and capacity planning for sprints by identifying & tracking hidden tasks that increased customer satisfaction.
* Worked with customers and product manager to prioritize and validate requirements.
* Extensively worked on Sales and service cloud features of Salesforce.com
* Experience in writing Apex Classes, SOQL/SOSLqueries, Triggers and Visual force pages.
* Experience in developing and implementing the CSS style sheets, java script to the Visual Force pages in SFDC.
* Experience in Force.com IDE and Eclipse IDE with Force.com Plug-ins.
* Experience of working with excellent understanding of the MVC (Model View Controller) design pattern.
* Experience in writing/implementing Apex Batchableand Schedulable interfaces.

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| **Technical Skills Summary** |  |
| Programming Languages: | CoreJava,JDBC,servlets,HTML,CSS,Javascript,Visualforce,Apex,Web services,SOQL/SOSL |
| Databases | SQL,DB2,RDBMS |
| Tools-Automation Testing | Test Director, SOAP-UI for web services, Aggregators Testing, Migration Testing. |
| Special Skills | Force.com IDE ( Eclipse),Apex Data Loader,,IBM Rational Clear case, IBM Rational clear quest, Test Director, Remedy Ticketing tool, HPQC, Release Management, Functional Web Architecture Testing,Rally,Remedy, Service Now, AutoRabit,Github |

**Certifications:**

* Salesforce Certifed Developer
* Salesforce Cerfied Administrator
* Salesforce certified Advanced Administrator
* Copado Certified Admin
* Copado Certified Developer
* Salesforce Certified Sales Cloud Consultant.
* Salesforce Certified Development Lifecycle and Deployment Designer
* Salesforce Certified Identity and Access Management Designer
* Salesforce Certified Community Cloud Consultant.
* PMP ( Project Management Professional)--Active
* Scrum Master Certified
* ITIL

**Projects:**

**Lennar - FL**  June 2018 – Till date

Salesforce —Sr Salesforce Admin

* Co-ordination Release Management: Bi-Weekly Release and Mini Releases – Continuous Delivery on multiple projects.
* Implemented Continous integration release management process using Copado/Bitbucket integration.
* Very extensive knowledge on Bitbucket and Copado related deployment process which includes Pipeline Configuration,Back Deployment Process, Creation of Quality gates,Scheduling the deployments, configuration of environments.
* Worked on setting up Code scan static code analysis for all incoming changes into branches and sandboxes.
* Working with developers on Copado training, day today deplyoment errors and effect usage of Copado by following best practices.
* Plan,design and develop the branch and sandboxes strategies to smooth deployments.
* Managing SFDC production deployments and day to day sandboxes deployments by maintaining in sync with Bitbucket branches..
* Configuration of Data Deployment using Copado.
* Coordinating on onshore/offshore model for all incident, problem, tasks Resolution and enhancements.
* Managed multiple releases thru Copado and Bitbucket process.
* Creation of road map for release calander on monthly basis
* Scheduling Data backups,Static code analysis and Coverage reports on weekly basis
* Managing sandboxes refreshes to minimize the interruption of the development activities, configuration of environment variables for various configuration items like Custom meta data types, Custom settings data,URLs,Remote site settings.
* Taking care of creation of change requests, getting approvals from from CAB and all related release management activities.
* Working on modification of Profiles, Record types, Workflows, Validation rules configuration.
* Developed various configurations Custom Objects, Tabs, Components and Visual Force Pages (VF) and Controllers(Apex) as a part of core team.
* Coordinating with third party vendors for defect fixes.
* Daily, weekly status reporting and attending client calls.

**Environment:**

SalesForce.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL,ServiceNow

**Coke - GA**  Oct 2016 – June 2018

Salesforce Admin/Developer

* Manage, coordinate, prioritize, escalate, communicate, and drive event and incident response to minimize business disruption.
* Root cause analysis including Debug log analysis, Batch issues, Integration failures , third party apps integration for high complexity issues and determine proper solutions
* Managing SFDC production applications on day to day end user business functions.
* Handling L2 and L3 Change request requests.
* Managing mycoke,HRCM,NSTK,Customer Express production support salesforce applications
* Extensively working on servicenow tool for tickets tracking and resolution updates to meet SLAs as per agreement.
* Working on configuration and managing of Communities for HR
* Managing sandboxes refreshes and related activities with out intruption to the on going development work.
* Working on release management activities using GITHUB,AUTORABIT and chang sets.
* Taking care of creation of change requests, getting approvals from from CAB and all related release management activities.
* Working on modification of Profiles, Record types, Workflows, Validation rules configuration.
* Working with project owners and IT unit leads to identify resources for project requirements analysis, design, development, implementation, testing, and deployment efforts
* Define current business processes and future state processes, as well as system functional and technical requirements
* Developed various configurations Custom Objects, Tabs, Components and Visual Force Pages (VF) and Controllers(Apex) as a part of core team.
* Coordinating with third party vendor for defect fixes.
* Daily, weekly status reporting and attending client calls.

**Environment:**

SalesForce.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL,ServiceNow

**Prudential - NJ** May 2014 – Oct 2016

Salesforce —Technical Lead

* Facilitate scrum ceremonies (grooming, sprint planning, retrospectives, daily stand-ups)
* Managing a team of 8 resources from offshore/onshore delivery model.
* Monitored the development progress throughout each sprint to ensure project was within scope and budget.
* Present/demo the project changes to the business team prior to the UAT
* Developed various configurations Custom Objects, Tabs, Components and Visual Force Pages and Controllers as a part of core team.
* Actively work with the Business users in understanding the requirements and prepare the BRD. Prepare estimates on the development work and resource utilization for the project.
* Prepare functional document for the technical team for various discretionary

 projects.

* Coordinating with third party vendor for defect fixes.
* Daily, weekly status reporting and attending client calls.
* Monitor the sprint repository closely and proactively address issues, incomplete stories and perform required due diligence
* Extensively worked on release management of apps-Dupe Blocker MapAnything and Marketto
* Worked with testing team on SIT and UAT activities.
* Hands on experience in configuring reports and dashboards based on the business needs.
* Facilitated Scrum of Scrum for offshore teams in India
* Worked on Case management ( Service Cloud) extensively
* Worked on Live agent configuration.
* Build of objects and their fields/ configuration settings and supporting/modifying/adding to the already existing ones.
* Extensively worked on Data migration from SLX to SFDC.
* Developing of Visualforce pages as per business requests.
* Involved in the deployment of the change sets from Dev to Test sandbox.
* Involved in end user training for the new releases

**Environment:**

SalesForce.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL,Rally

**Google, California** Oct 2013– May 2014

Salesforce –Technical Lead

* Supporting sales, service and Force.com cloud applications for Google enterprise business.
* Carried out daily standup meetings, reviews, retrospective, sprint and release planning, demos and other scrum related meetings for two teams.
* Managing a team of 9 resources on offshore/onshore delivery model.
* Attending functional requirements understanding call with Technology Managers and make sure that all queries are answered to do Technical design and build.
* Worked on Creating change sets and Moving changes from lower sandboxes to Production environment.
* Worked on development of best practices for code development and change set deployment.
* Creating and maintaining User roles and profiles.
* Creating sand boxes for new development activities and planning monthly release calendar by coordinating with other integration teams.
* Participating in Test cases review plan and make sure all test cases covered for weekly release items before moving to production.
* Interacting with Team for issue resolution, requirements validation/verification go live and post-go live Test support
* Used data loader for user, lead, opportunity management.
* Keeping the Team Lead informed timely, against the Milestones, project targets, to keep in line with the Schedules.
* Extensively worked on service Cloud (Case management, Knowledge management).
* Worked with testing team on SIT and UAT testing activities.
* Helping Team members for their Technical queries and worked closely with other team members to complete allocated work to resources.
* Creating knowledge base documents and managing knowledge transition to resources.
* Configuring and managing Globalization and translation workbench in salesforce.com

**Environment:**

Salesforce.com platform, Workflows and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Components and Controller, JavaScript, Eclipse IDE Plug-in, Data Loader.

**COMCAST/Accenture, Philadelphia** Feb 2011 – July 2013

Salesforce Dev/Admin—Team Lead/Scrum master

* Facilitate the estimation of product backlog Items and other Scrum activities.
* Responsible for time-boxed (2-4 weeks) sprint planning and execution
* Worked on Apex classes, SOQL/SOSL, Triggers, Visual force pages, work flow, creation of profiles, record types, page layouts.
* Creating and updating Configuration work book.
* Working on production support activities to resolve the remedy tickets with in the specified SLA time frame.
* Creating sand boxes for new development activities and planning monthly release calendar by coordinating with other integration teams.
* Participating in Test cases review plan with other third party testing vendor and make sure all test cases covered for monthly release items.
* Working on Monthly (Snap shot refresh) and quarterly (full refresh) sandboxes refresh activities and coordinating with other team members on supporting refresh activities.
* Worked on service cloud features (Email to Case, Web to case, Knowledge mgmt.).
* Interacting with Team for issue resolution, requirements validation/verification go live and post-go live Test support
* Keeping the Team Lead informed timely, against the Milestones, project targets, to keep in line with the Schedules.
* Helping Team members for their Technical queries and worked closely with other team members to complete allocated work to resources.
* Creating knowledge base documents and managing knowledge transition to resources.

**Environment:**

Salesforce.com platform, Workflows and Approvals, Reports, Custom Objects, Tabs, Email Services, Apex Language, Visual Force Pages, Components and Controller, JavaScript, Eclipse IDE Plug-in, Data Loader, Snapshot refresh tool, JIRA

**Roche Diagnostics/Accenture, New Jersey** July 2009 – Jan2011

Salesforce Dev/Admin-Onshore/offshore coordinator

* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers
* Merged and enhanced functionality from Clarify CRM to Salesforce.com that included development of Custom page layouts, user profiles, custom objects, validation rules and workflow rules.
* Created profiles, roles and implemented object level, field level and record level security.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages
* Created profiles, roles and implemented object level, field level and record level security.
* Worked extensively on sales and service cloud features for automation of process.
* Worked on Apex classes,Triggers,Visual force pages, work flows
* Increase capability of team members by having multiple KT sessions
* Interacting with Team for issue resolution, requirements validation/verification go live and post-go live Test support
* Helping Team members for their Technical queries and worked closely with other team members to complete allocated work to resources.

**Environment:**

Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, JavaScript, Data Loader, HTML, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading

**Bank of America**

**Financial Services/Accenture** Oct 2008 to June 2009

Java Developer

* Analysis of Business requirement document for requirements gathering.
* Creating Technical design documents based on functional design.
* Come out with estimations for development projects
* Involved in coding and unit testing of Orchestration Message Driven bean, which is responsible for extracting the XML message from the JMS queue and delivering it to SMS bean and calling Memo bean to add a memo and error handling
* Coordinating with other team members to complete build and test of the created technical documents from offshore.
* Reviewing the code and Unit Test results done by other resources in the team.
* Taking care of deliveries that should be made to client on daily basis and sending mails regarding them to onsite.
* Involved in designing UI using JSP.

**Environment:**

JDK 1.5, Java EE 5.0, Web Sphere Application Server 6.1, RAD 7.0, Eclipse 3, IBM UDB DB2, (AJAX), Web Services, HTML, CSS, XML, Ant, UML, Rational Rose, JUnit, Log4j, Clear Case, Windows XP.

**ADP Pvt Ltd. India** June 2008 - Sep 2008

Java Developer

* Coding and Testing of the program changes sent by Onsite.
* Analysis, preparing Technical Specs, implementation of changes and testing on the programs given by onsite or if the programs are involved in a system enhancement projects.
* Developed the business logic using Core java, Servlets, JSP and JDBC
* Extensively used Maven Project Management tool and Maven plug-in for Spring, EJB, JAXB and Apache XML Beans
* Reviewing the SR’s and code for the Ad-hocs done by other resources in the team.
* Developed web pages using JSP.
* Design and development of User Interfaces using JSP, HTML, and CSS.
* Involved in implementing JDBC coding.
* Taking care of deliveries that should be made to onsite/client on daily basis and

 sending mails regarding them to onsite.

**Environment:**

J2EE, Web sphere, Eclipse, CVS, JDBC, JSP, Servlets, Struts, Oracle, Web services, JavaScript, Html, Oracle, SQL.

**Keane, India** July 2007 - June-2008

**(Hanover insurance Group-Claims)**

Java Developer

* Communicating with the offshore and Onshore personnel for analysis and implementation of Work Requests
* Executing Work requests which involves analysis, coding, testing, implementation, and documentation
* Designed and developed web pages using JSP, HTML and used JavaScript for client side validation
* Extensively involved in development of server side programming using Servlet, JSP and EJB.
* The onsite coordination involved understanding the requirements from the client and preparation of technical specifications before downloading the work to offshore
* Coordinating the production releases from onsite with offshore resources to make sure that all the components of the projects are moved to production successfully.
* As the primary contact for the Claims-Java at onshore, leading the conference calls from onshore for daily and weekly status meetings with offshore resources and project lead.
* Involved in reviewing the code (Peer Review) for programs coded by other team members and was also involved in test reviews (Peer Review of test plan and test results).
* Ensure the adherence of the process to the ISO 9001, SEI CMM quality standards.

**Environment:**

Java, J2EE, JSP, Servlets, JavaScript, Oracle 8i, HTML, Tomcat, DHTML, XML.

**Keane, India.** June 2005 - July 2007

**Hanover Insurance Group (Personal lines-PMS).**

Java Developer

* Executing Work requests which involves analysis, coding, testing, implementation, and documentation from offshore
* Developing Action classes, those are used to delegate the request for Business

Processing.

* Involved in the unit and integration testing.
* Developed Servlets to process update information.
* Used JDBC for communicating with the database
* Involved in Batch Production Support to resolve Severity 1 and 2 requests.
* Coordination between the Onsite and Team members in clarifying the requirements standards.

**Environment:**

Java, JSP, Struts, Oracle, JDBC, Servlets.

Educational Qualification

* **Bachelor of Technology** from Sri Venkateswara University, India.