## **Amir k**

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**EXECUTIVE SUMMARY:**

* Over 7 Years of IT experience with 5+ years of experience as a Salesforce Developer/Administrator, working on Force.com Platform and client-server architecture.
* Extensive experience in **Apex Development, Visual force pages, Classes, Controllers, Triggers, Web services API, Components, Tabs, Custom Objects, S-Control, Scheduler** and Batch Processes Wrapper classes and Dynamic apex Design Patterns.
* Excelled in working with various **salesforce.com** standard objects like **Accounts, Contacts, Opportunities, Products, Cases** and **Leads**.
* Experience in designing **Sales Cloud, Marketing Cloud, Service Cloud**, Data loader, and Partner Communities.
* Experience working across various SFDC implementations covering **Sales Cloud, Marketing cloud, Service Cloud**, Call center, Chatter.
* Extract target **Marketing Cloud** in experience development on marketing cloud with salesforce and their billing system site.
* Have good Experience in working knowledge in querying Salesforce database using **SOQL & SOSL** queries using Force.com Explorer.
* Experience in configuration and customization of **Salesforce Sales, Marketing, Service CRM clouds,** Collaboration and Community.
* Expertise in working with **REST, SOAP/WSDL Web services** for integrating with third party tools.
* Experience integrating **Salesforce.com** with enterprise-level applications though all available integration channels as well as **Salesforce-to-Salesforce integration.**
* Experience in Force.com Apex Classes, Apex triggers, Visual force, Batch Apex, Integration, REST & BULK API, WSDL, SOAPbased Web Services, Force.com API, SOQL and SOSL and Salesforce AppExchange.
* Extensive knowledge and hands on experience on Wave Analytics (Dashboards) in Salesforce.
* Integrated **Data sources** (Applications) **with Salesforce CRM for building the holistic 360**\* view for any data source for typical dashboard view.
* Designed, implemented the Bulk & Rest API integrations for exporting& importing the data from Salesforce CRM to Down Stream Applications (Two-way Integrations)
* Experience in **SFDC Administrative tasks** like creating **Profiles,** Permission Sets, Roles, Users, Record Types, Email Services, Reports, Dashboards, Tasks and Actions.
* Hands on experience implementing **Role Hierarchies and Sharing Rules** for system security design.
* Experience **in Salesforce SFA** applications based on Apex Language and leveraging Force.com Platform -world's first commercial Software as a Service **(SAAS)** application running in **Cloud Computing Environment.**
* Experience in **Standard and Custom Controllers in Visual force** for development of custom Visual force pages and components as required by business requirements.
* Worked on various **Salesforce/Veeva integrations** with **SAP, Oracle** and other third party systems to support Order Management module.
* Worked on complete life cycle of **SFDC Implementation.**
* Experience working with **Salesforce.com sandbox,** Service Max field service and production environments.
* Experience in using the Workbench tool for SOQL queries, SOSL and the REST Explorer.

**Technical Skills:**

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| Salesforce | SFDC Certified Force.com Developer, Salesforce CRM, Salesforce SFA, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Veeva, Visual force Pages / Components, Apex Web Services, Lightning Componenet, Lightning Web Component AJAX, Workflow & Approvals, Marketo, Analytic Snapshots, Wave Analytics, Apttus, Exact Target, Case Management Automation, Dashboards, Custom Objects. |
| IDE | Eclipse, Visual Studio, Force.com IDE, Force.com Explorer, Data Loader, Demand Tool, Workbench, SOAP UI, UML. |
| Web Technologies | JavaScript, JQuery, XML, XSL, HTML, XHTML, CSS, AJAX. |
| Databases | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2. |
| Versioning | Git, SVN, Bit bucket, Copado |
| Programming Languages | C/C++, Java, J2EE, JDBC, JSP/Servlets, Struts, PL/SQL, Apex. |
| Web/Application Servers | Apache, Tomcat 5.0, JBoss, Web Logic, IBM Web Sphere, IIS. |
| Operating Systems | Windows 8/7/XP/2000/NT, Mac OS, Red Hat Linux 7.x/9.0, Unix. |

**EXPERIENCE**

**First National Bank of Tennessee, Sparta, TN Nov 2019 – Till Date**

**Salesforce Developer,**

**Responsibilities:**

* Worked with the business group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Visual Studio.
* Designed and developed SFA based Application on Force.com Platform in **Salesforce.com** environment with Apex programming language at backend and **Visual-Force** pages as user interface.
* Developed Apex Classes and Apex Triggers for various functional needs in the application.
* Worked on Inbuilt features like Process Builder, Workflows flows to performed actions like Creating / updating Records, posting a outbound messages, Email Alert, Invoking an Apex Class.
* Designed **Validation Rules** along with Roll-Up Summary Fields to maintain data quality and consistency.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Implemented Salesforce **Lightning Web Components (LWC)** for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Created **Lightning Web Components** **(LWC)** and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Built marketing camping reports in Salesforce and utilize it as a main source of data to integrate with **marketing cloud.**
* Managing subscriber data, import and segmentation using a combination of Salesforce **Marketing Cloud** tools and database queries Used automation studio for performing actions such as imports, extracts and SQL query activities.
* Managed Exact Target / **Marketing Cloud** implementation for a large enterprise, including multiple business units as well as troubleshooting and user support.
* Migrated some Apps from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Experience in working with Aura Framework, by adding Aura attributes and Aura Handlers for Events to focus on logic and interactions in **Lightning** Applications.
* Created **Lightning** Record Pages while enabling Salesforce **Lightning** to Users and Created and customizes **Lightning** Compact pages and mini page layouts for actions and important fields to be highlighted.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Worked with various **Sales Cloud** modules in salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, and Campaigns etc.
* Introduced to Wave Analytics and worked with prebuilt Dashboards and Wave app for data isolation, sales cloud, service cloud, **marketing cloud** Salesforce Cloud Commerce (SFCC) to create custom reports, and opportunity development as per business requirement.
* Worked on CRM platform environment of SFDC **Sales Cloud** and **Service Cloud** modules.
* Worked on Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Marketing cloud
* Manage the Commercial Solutions Consulting team for the Salesforce Marketing Cloud
* Synchronizing data from Salesforce CRM to Marketing cloud.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud**, Call Center, Chatter & App-exchange applications.
* Analyzing the Scenarios for switching between Salesforce classic and the **Lightning** Experience.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Assisted Email to case, Web to case, customized case page layouts and case assignment rules.
* Executed security & sharing rules for Field, Record Level & Object for distinctive users at different levels of organization.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Involved in Agile (JIRA) process with development and co-ordination within very short span of time.

**Environment:** Salesforce.com, Apex, Visual force, triggers, Custom Objects, Custom Tabs, Email Services, Sandbox Data loading, Integration Techniques, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE, Lightning, Informatica

**Catholic Health, Denver, CO Sept 2018 – Oct 2019**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Agile Development Methodology was followed for the implementation
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Worked with **SOQL, SOSL queries** with Governor Limitations to store and download the data from Salesforce.com platform database.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, **AKARD, Docusign etc.**
* Strong Experience in Salesforce Lightning components design & designing compact layouts using **Apex triggers**, **Page layouts, Visual force pages, workflows for Mobile platform.**
* Developed custom Business logic using **Apex Classes**, **Visual force pages** and **Lightning components**. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Implemented custom **Cascading Style Sheets (CSS) for Visual force pages**.
* Used **Community cloud** to build deeper relationship with customers to provide better service and assist them through online.
* Created branded portals on **Community cloud** for the easy access and interaction of data on service cloud
* Integrated Customer **Community Cloud** with internal knowledge-base.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles**, Roles, Page Layouts, and Record Types** and configured the Permissions based on the Organization hierarchy requirements.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visual Force, Force.com IDE.**
* Experience in creating Lightning Components and used **Lightning Design System** to convert existing Visual force pages to **lightning components.**
* Involved in using Lightning, Process Builder and Workflows. Worked on customization of visual force to have **Lightning** Experience for desktop and mobile applications.
* Enabled Aura Framework and added **Aura Attributes/Handlers for Events / Logic & Interactions.**
* Extensive experience on S controls, Visual force pages and Page layouts according to the Business requirements.
* Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like **Apttus**, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, Docu sign etc.
* Built SF1 quick action Visual force pages using lightning components.
* Worked on using Lightning Design Systems to develop the Visual force pages for SF1.
* Developed **Lightning** apps using **Lightning Components** and made them compatible with **salesforce1 mobile app**.
* Installed the Call Center Applications and allowed the end users to maintain a track history of customer’s complaints.
* Experience in integrating Salesforce with ERP applications like SAP using Informatica on Demand
* Managed and deployed **Salesforce.com CRM** solution to multiple departments within the organization.

**Environment:** Saleforce.com platform, Apex Language, Wave Analytics, wave dashboards, Visual Force, Lightning, HTML, Java Script, Reports, Dashboards, Sales Wave App, XML,Sql, JSON, REST, Service Wave App, Wave Analytics, Data Prep tool, Data Manager, Data flow, Atom, Wave Labs, Data Utils, SAP, Informatica Rev, Informatica, Dell Boomi, Eclipse IDE Plug-in, Sandbox data loading, Eclipse IDE Plug-in, Windows, Agile

**Legal & General America- Frederick, MD Apr 2017 – Aug 2018**

**Salesforce Developer/Admin**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Created a user interface using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects and Developed UI containing angular/JQuery in Salesforce
* Performed the detailed analysis of functional and technical requirements, designed & deployed the custom objects, identified the lookup and master-detail relationships, and created the junction objects. Demonstrated ability to translate customer requirements into specification.
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab and created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Involved in Service cloud and Sales cloud for Implementation/Customization.
* Managed and maintained Marketo marketing automation platform.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Working on Jira Agile tool for migration projects from SAP to Salesforce.com.
* Development of SOAP and REST based web services used for custom development
* Created custom object creations with multiple record types, page lay outs, custom buttons, validation rules and apex triggers.
* Created custom reports and dashboards outlining key sales metrics for upper level management and provided daily administration and support to Marketing Cloud.
* Developed Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Worked with Exact Target marketing automation suite for email, landing pages, camping web analytics, lead scoring, assert management, and trigger workflow.
* Worked with Multi-Currency, Product and Price book set-ups.

**Environment**: Saleforce.com platform, Apex Language, Visual force (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Agile, Informatica, Apex Triggers, Reports, JSON, REST, SOAP, Custom Objects, Custom Tabs, SFDC Sandbox , Windows XP

**Community Health Choice- Houston, TX Jan 2016 - Mar 2017**

**Salesforce Admin**

**Responsibilities:**

* Interacted with various business team members (JAD Sessions) to gather the requirements and documented the requirements.
* Worked with the user group for requirement gathering throughout the planning and implementation.
* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created and deployed Several Reports using salesforce.com platform.
* Developed and deployed workflows wherever necessary.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the home-grown web services.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards

**Environment:** SalesForce.com CRM Application Platform, Apex Language, Visualforce, S-Controls, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse.

**Scalable It Solutions, India Feb 2014 – Dec 2015**

**Java/J2EE Developer**

**Responsibilities:**

* **Used CSS, HTML, Java Script, JQuery, and AJAX** for creating interactive web Application.
* Involved in developing the **CSS** sheets for the **UI** Components.
* Used **JavaScript** for the web page validation.
* Implemented **Model View Controller** modules and design patterns.
* Developed and debugged the servlets and **EJB** with **WebSphere Application** server.
* Developed view components using **JSP** pages used in combination with servlets that handles business logic.
* Used **SOAP** for **Webservices** by exchanging **XML data** between applications over **HTTP**.
* Created and modified Stored Procedures, complex **SQL** Commands for the application using **PL/SQL**.
* Used **ApacheLog4j** Logging framework for logging of a trace and Auditing errors in application.
* Involved in **troubleshooting** bugs and **debugging** application to enhance performance of the application.

**Environment**: Java, JSP, Servlets, Struts, HTML, CSS, JavaScript, Junit, Shell, XML,SQL, JBOSS, Eclipse, CVS, Linux/UNIX.