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***SUMMARY***

* I am an extremely motivated, enthusiastic and experienced **Salesforce Developer** with a client focused attitude and **7** + years of experience in Software Development with **5** **years** of extensive experience in **Salesforce.com CRM** and **Force.com platform** with proficiency as **developer** and **administrator**.
* Expert level understanding of **Salesforce CRM** platform and it’s all stages of **Software Development Life Cycle** (SDLC) including **Analysis, Design, Development, Enhancements, Testing** and **Implementation**.
* **5 x Salesforce Certified professional Administrator, Developer** and **Sales Cloud Consultant.**
* Experience in implementing **Sales cloud**, **Service cloud, Community Cloud and Salesforce CPQ.**
* Hands on Experience in **Salesforce CPQ** (**Steelbrick**). Strong experience in **configurators, product rules, pricing rules, advanced approvals** and **option constraints.**
* Hands on experience in designing and developing rich UI pages using **Lightning Apps combining Lightning Design System, Lightning App Builder, Standard and Custom Lightning Component**.
* Hands on experience in writing Lightning components using **LWC** and **Aura Framework**.
* Experience in **installing Field Service Lightning managed package** and guided setup configuration
* Extensive experience in designing and developing All aspects of the salesforce classic UI like **Custom Apps, Page Layouts, Tabs, VF Pages** using standard and custom controllers.
* Worked on Building salesforce data model using standard and **custom objects, fields**, **Record Types, Lookup Relationships, Master-Detail Relationships** and **Custom Reports etc.**
* Worked on building process automation features using OOTB Capabilities **Validation Rules, Process Builder, Lightning Flows Builder, Workflow, E-mail services** and **Approval Processes** using customization.
* Knowledge on User Management like **Profile, permission sets, roles**, territory setup.
* Experience in **SFDC Development** in writing **Apex classes, Triggers, Visual Force, Force.com IDE, SOQL and SOSL**.
* Hand on Experience in **Apex** and Managed and Configured **Outlook to Salesforce**, chatter, Salesforce Mobile.
* Experience with **Data migration** and updates through the tool App Exchange **Data Loader** in Salesforce.com.
* Well versed with **Apex Soap /Rest API**, Bulk API, Streaming API for integration and data manipulation.
* Strong **Application Integration experience** with **Connectors**, **Routers**, **JMS** and **Data Transformations** using Mule ESB.
* Experienced in designing and developing enterprise services using **RAML** in Mule, **REST** based API's, **SOAP** web services and use of different mule connectors like Salesforce MuleSoft Connector.
* Experience in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL** and **SOAP.**
* Proficiency in Object Oriented Languages like **C++, C#, Java, JSP, Servlets** and other Java technologies
* Proficient in working with **JIRA, Asana, Azure DevOps and confluence.**
* Articulate in **written** and **verbal communication** along with **strong interpersonal skills, quick learner**, a **good team player** with ability to work effectively with all levels of organization and individually as well

***SKILLS***

|  |  |
| --- | --- |
| **Salesforce Technologies** | APEX Language, Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), APEX Data Loader, Lightning Component, Lightning Web Components (LWC) S-Controls, APEX Web Services, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects |
| **Salesforce Tools** | Force.com Data Loader, Force.com Excel Connector, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Force.com Explorer, Workbench |
| **Custom Integration** | Outbound messages, Workflow & Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading |
| **Software Methodologies** | Agile, Scrum, Waterfall |
| **Programming Languages** | APEX, JAVA J2EE, Apex Triggers and VisualForce Pages |
| **Operating Systems** | MS Windows, Macintosh |
| **Web Design tools** | Visual Force, HTML, XML, CSS, JavaScript, |
| **Documentation tools** | MS Word, Documentum, MS Excel, MS PowerPoint, MS Outlook, Jira |

***EXPERIENCE***

**CISCO**  ***September 2019 to September 2020***

Salesforce Admin / Developer  
**San Jose, CA.**

* **This project involves developing lightning components for community users to accept or cancel the orders based on the products available.**
* Also modified existing **VF pages to make Lightning compatible**.
* Involved in various stages of Software Development Life Cycle (SDLC) in **Agile methodology**.
* Strong implementation and rollout experience with **Salesforce.com CRM** (**Sales cloud, Service cloud, Marketing cloud, Communities, Sites, and Force.com platform.**)
* Building of **Custom lightning components** to display the list view of orders and an order detail page to handle the business logic.
* Using **Community Builder create community pages for Dealers** and used the **SLDS for styles and apex classes** for DML operations.
* Good experience in **Creating lightning web components** design and implementation and **Converted lightning components to lightning web components.**
* **Created and Debugged Lightning Components**, building with Lightning App Builder and Visual force with the new **Lightning Design System**.
* Designed and Developed **Application on Force.com Platform in Salesforce.com environment** with Apex programming language at backend, Visual Force pages and Salesforce Lightning Experience as user interface.
* Designed and Built **CPQ Quoting & Product configuration, pricing** and build an **Apex program to** **load the CPQ configurators.**
* Experience with setting up **Field Service Lightning data model** (Work Orders, Service Appointments, Service Resources, Territories, etc)
* Ability to **configure Service Rules and Objectives in support of Field Service business processes**
* Developed various **Apex Triggers Batch Apex, Schedulable and Queueable, Future methods** to meet integration requirements while respecting governor limits and salesforce technical limitations.
* Created **Custom Objects and fields for transactional and contractual information**.
* Used **SOQL & SOSL for data manipulation** needs of the application using platform database objects.
* Worked on Data model changes like **Pick lists, Dependent Pick lists, Lookups, Master detail relationships, Validation and Formula fields** to custom objects.
* Created **Page Layouts, Search Layouts** to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Created **Workflow rules and defined Related tasks**, **Time Triggered tasks**, **Email alerts**, filed updates to implement business logic.
* Developed **Complex Workflows, Process Builder, Flow Builder** and **approval processes** for automating business logic.
* Worked on customer portals and Communities Administration.
* Created **Custom Dashboards for community managers** and recruiters home page and gave accessibility to dashboards for authorized people.
* Created various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics**).
* Worked with admin team to create **Profiles and implemented Object and field level security** to hide critical information on the profile users.
* Used **Force.com developer toolkit** including **Apex Classes, Apex Triggers** and **Visualforce pages** to develop custom business logic.
* Made new **feature enhancements on Service Cloud Console view** and developed some **Visual force components**.
* Involved in **Migrating the data from Oracle database to Salesforce application** using **Apex Data Loader**.
* Performed **Data Migration** from home grown legacy system to Salesforce CRM.
* Experienced in **Unit Testing**, for the customizations and developments done during the project to **achieve 90% code coverage.**
* Implemented **Data Migration using Informatica** on demand and **Data loading using Data loader, import wizard**.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Installed and configured **Cloudingo Salesforce AppExchange** product for cleansing duplicate data.
* Extensive experience with **Atlassian Bitbucket** and **Source Tree** for code collaboration with teams and handled **deployments using IntelliJ illuminated cloud2 plugin.**
* Hands on **Experience using GIT commands** to fix the merge conflict.

**Environment:**

Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Communities, lightning compatible VF pages, Lightning(Components), Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**Charter Communication**  ***February 2019 to August 2019***

Salesforce Admin/Developer  
**Kansas City, Missouri**

* Developed work plans or reviews other work plan timelines and manages workflows to meet project timeframes by participating in **Planning meetings**, **Analysis development**, **Test inspections**, and other project meetings throughout **project lifecycle through Agile methodology**.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement Environment
* Implemented **Service Cloud Agent Console** for Charter Customer Support needs and managed users with permissions, about 1000 users nationwide contact centers.
* Built **Reports and Dashboards** for SLAs and agent performance on cases to continuously monitor data quality and integrity.
* Made new feature enhancements on Service cloud console view and developed some Lightning Components and Visual force components for **PDF generation**.
* Implemented CPQ solution using **Salesforce CPQ & Contact Management (CLM**) for various customers.
* Configured various pricing factors like volume-based pricing and attribute-based pricing.
* Worked with contact center management and end users’ issues to create and manage workflow rules, data validation, processes and flows on ad-hoc basis.
* Created Visualforce pre-chat form to gather information about your customers and Enabled Web chat.
* **Enabled Omni-Channel facilitating multichannel** support to routes work to the support agents by **different routing types** that Omni-Channel supports.
* Implemented **Lightning Knowledge** and assigned appropriate user licenses to access and give, permissions for visibility of knowledge articles, also customized page layouts and record types to support knowledge article management.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.**
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Created user **roles and profiles, security controls and shared settings**.
* Executed security and sharing rules for Field, Record Level and Object for distinctive users at different levels of organization.
* Working with management and end-users to create and manage **workflow rules, data validation, processes and flows**.
* Worked with **Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers and Asynchronous Apex**.
* Resolved major issues in previously existing integrations between SAP and Salesforce in the Jenkins environment and **used REST and SOAP APIs** to create, retrieve, Update, delete the records.
* Implemented **REST based Web Services using SAP and Informatica Power Exchange**.
* Involved in **Unit​ Testing, Code Coverage and Code​Review**.
* Analyze the code and developing the Technical Documentation.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Cleansed data from other systems and import data using Data Loader.
* Support application training activities including **Creating Training Material**, **conducting training and assisting in the support of system release update**.
* Developed using Visual Studio code editor and handled Deployments to sandboxes using **ANT Migration Scripts** and Hands on experience working on **GitHub Repository to pull and push the code** using **GIT commands for merged code** with cross teams.
* Enabled and Analyzed **Field Service Lightning features** for company new initiatives.
* Automated deployments using **Jenkins** by running **ANT migration scripts** for different environments like Dev, UAT and production **Continuous Integration and Delivery (CI/CD).**

**Environments:**

Salesforce.com, Case Management, Salesforce Lightning UI, Lightning Components, Apex Classes, Apex Test Classes, Apex Controller, Visual Force Pages, Apex Triggers, JAVA, Custom objects and Fields, Roles, Profiles, Field Level Security, Public Groups, Queues, GitHub Repository, Validation Rules, Workflow Rules, Approval Processes, Data loader, SOQL, SOSL, Force.com IDE.

**Lexitus**  ***May 2018 to January 2019***

**San Jose**

Salesforce Admin/Developer

* Interacted with Business users groups to **gather requirements** for Salesforce Implementation and interacted with all levels of external and internal customers.
* Involved in **integrating Web service** with **salesforce.com** to load Leads back and forth from Salesforce.com to Legacy and vice versa.
* Perform **analysis of business/technical requirements** & designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Provided data access reports to Compliance and Security ensuring that data and roles are properly defined and transparent.
* Involved **in Salesforce.com Application Setup activities** and customized the apps to match the functional needs of the organization.
* Designed and **deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.**
* Created **workflow rules and defined related tasks, email alerts, and field updates**.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented **Email-to-Case, Web-to-Case entry** and **manual case entry** for entering customers cases in Cases Tab.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Used Force.com developer toolkit including **Apex Classes**, **Apex Triggers** and **Visual force pages** to develop custom business logic.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.**
* Created **Custom Dashboards** for managers home page and gave accessibility to dashboards for authorized people.
* Administered **Conga Composer App Exchange** product for creating documents and templates.
* Handled **Deployments using Changesets** by creating outbound and inbound changesets.
* Executed various levels of **Unit, Integration, User acceptance and Operational acceptance testing** to prove that system conform to specifications of business and quality requirements.
* Participated in **Weekly Change control meetings** and performed application and global impact analysis.

**Environment:**

Platform, Workflow and Approvals, Reports, Dashboards, Custom Objects, Tabs, Email Service, Visual Force Pages, Data Loader, Agile.

**Dale Technologies** ***February 2014 to December 2017***

Salesforce Admin/Developer

Hyderabad, India

* Interacted with various business user groups for **gathering the requirements** for Salesforce implementation and documented the Business and Software Requirements.
* Used **Agile methodology** and got good experience in **daily Scrums and sprint meetings**.
* Worked with various Confidential objects like **Accounts, Contacts, Leads, Opportunities, Reports, and Dashboards**.
* Developed **Validation rules** on various objects.
* Also created **assignment rules** on Lead object to assign the Leads Automatically to various groups of users based on the region.
* Developed various **Custom Objects, Tabs, Components and Visualforce Pages and Controllers**.
* Created and managed **User Roles, Profiles, Permissions, and Role Hierarchies, Public Groups, Security Controls and Sharing Settings.**
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Developed and configured various Custom Reports for different user profiles based on the need in the organization.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from external systems to display in the pages of salesforce.com.
* Handled **deployments to UAT** and production using **Changesets**.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.

**Environment:**

Platform, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards.

**Saipem** ***June 2012 to January 2014***

Java/Web Developer

**Chennai, India**

* Involved in **Requirements gathering**, **Analysis**, **Design** and **Testing** of the complete system.
* Assisted on various design patterns UML and Enterprise Application Integration.
* Worked with **OOPS concepts** such as **Inheritance**, **Encapsulation**, **Abstraction** and **Polymorphism.**
* Developed using **Collections**, **Exception Handling** and **Multithreading**.
* Added **Dynamic functionality** to the user interface using **Java Script**.
* Eclipse used as **Java IDE tool** for creating **Action Classes** and **XML files**.
* Develop the User Interface Screens for presentation Web logic using **JSP**, **HTML** and **CSS**.
* Developed modules in Java and integrated with **MySQL database**.
* Created several complex stored procedures and triggers using SQL Server to retrieve data.
* Responsible for coding using **Java Servlets**, **Java Beans** and **XML**.
* Used **JDBC** to connect and perform operations on database.
* Responsible for preparing the **Test design document** with test cases and test results.

**Environment**

Java 1.3, Java Script, Java Beans, Java Servlets, jQuery, Apache Tomcat, Eclipse, AJAX, Windows, PL/SQL, JDBC, XML, CSS, HTML.

**Education and Training**

New Jersey Institute of Technology**,** Newark, NJ

Master of Science**:** ComputerSoftware Engineering

**Certifications**

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Administrator**
* **Salesforce Certified Advanced Administrator**
* **Salesforce Certified Platform App Builder**
* **Salesforce Certified Sales Cloud Consultant**