**Bharadwaja**

**Certified Salesforce Developer/Administrator**

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**PROFESSIONAL SUMMARY**

* A **Salesforce Certified professional** with expertise in Requirement Gathering & Analysis, Estimation & planning, Business Process Mapping, hands-on Implementation, Testing, Support & Project management on Salesforce Platform
* End to End expertise in developing and implementing business logic in **Sales, Service, Marketing Clouds.**
* Hands-on-experience in configuring of Custom **Objects**, Custom **Formula Fields**, **Field Dependencies, Pick List, validation rules, Search Layouts** and Role Based **Page Layouts.**
* Hands on experience on Salesforce and **SharePoint integration** using **REST API Service**.
* Proficiency in Administrative tasks like **Creating Profiles**, **Roles**, **Users**, **Permission Sets**, **Email Services**, **Approvals** and Activities.
* Implemented permission sets, sharing rules, created reports and scheduled dashboards. Extracted reports to various formats.
* Hands on experience in developing and configuring **Dashboards, Reports** and **Report folders** for different user profiles based on the need in the organization.
* Excellent understanding of Org hierarchy, **object level security, field level security, record level security** and **sharing rules**.
* Designed and developed **Apex Classes, Controller Classes, extensions, Web Services** and **Apex Triggers** for various functional needs in the application.
* Designed and developed **rest** based web services to integrate Salesforce with different external systems. Experienced in building Custom Applications that includes administration, configuration, implementation and support experience with Salesforce.com platform.
* Good knowledge in migrating Salesforce **Classic** to Salesforce **Lightning** to support business process with new environment and hands on Experience with Salesforce **lightning components** as well as Salesforce **Lightning Builder** to develop UI.
* Hands on experience in querying the SFDC database using **SOQL** and **SOSL queries,** and **governor limits.**
* Experience in Realizing the Business Requirements to Design on Salesforce.com Platform by Designing Required Entities like Creating Relationships/Junction Objects like **Master-Detail, Lookups, Entity Relationship Data Model, Pages, Classes, Interfaces, Workflow rules, Triggers, Email Alerts** and Business Logic.
* Well versed with **APEX SOAP/ REST API**, Bulk API, Streaming API for integration and data manipulation.
* Worked with Apttus Support team on DocuSign and Pricing Issues.
* Experienced with different tools for deploying projects using standard **Changesets** and **Force.com sMigration** Tool.
* Excellent knowledge in customizing standard objects like **Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads** and **Campaigns**.
* Involved in **CPQ** (Configure, Price& Quote) design and mapped to the Salesforce custom objects also in **Apttus** Support team on DocuSign and Pricing Issues.
* Extensive experience in Object Oriented Programming languages and OOAD concepts and **HTML, XML, CSS, JSP.**
* Extensive Experience of Agile Scrum Methodology for software development processes.
* Experience with **MVC** and **OOP** (Object Oriented Programming) concepts.
* Good knowledge of developing Web based Applications using **J2EE** frameworks like **Spring 3.0, Hibernate ORM**.
* Monitoring and addressing system related defects by the business.
* Extensive knowledge in using different JavaScript frameworks as **jQuery** and **AngularJS**.
* Experience in doing the code deployment using change Set, ANT script and Jenkin.
* Good experience in interacting with **business users, business analysts** for requirements capturing, analyzing and documenting and letting business users know constraints with the salesforce limitations.
* Articulate in written and **verbal communication** along with **strong interpersonal skills**, a good team player with ability to work effectively with all levels of organization and individually as well.

**CERTIFICATIONS**

* Salesforce Certified Administrator
* Salesforce certified Platform Developer I
* Salesforce certified Platform Developer II

**TECHNICAL SKILLS**

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S-Controls, Apex Web Services, AJAX, Lightning, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects. |
| Salesforce Tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) QTP and Sand box testing. |
| Languages | C#, Java/J2EE |
| Web Technologies | HTML5, CSS3, JavaScript, jQuery, XML, Angular.js |
| Database | MySQL. |
| ETL/Integration Tools | Force.com, Data loader, Force.com Workbench, Data Loader |
| Java/J2EE Frameworks | Spring 3, spring MVC, Hibernate ORM |
| Microsoft Tools | Microsoft project, Microsoft Visio, Import Wizard. |
| Tools | Git, SVN, Jira, Jenkins |
| Development Environment | Developer Console |
| Methodologies | Waterfall, Agile Methodology |

**PROFESSIONAL EXPERIENCE:**

**Client: Health & HR Dept of State, Michigan Jan 2019 - Till Date**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Performing administrative responsibilities to include **validation rules, custom fields, workflows, custom objects, fields,** and **formulas** on Standard Salesforce **Case Object** and **Custom Objects**.
* Created **picklist, dependent pick lists, lookups, master detail relationships**, and Record Types to enforce data quality Setup Auto Response Rules and assignment rules.
* Customized **User Roles, new User Accounts and assigned profiles, Role hierarchies, Profiles, Page layouts** and **sharing settings** to ensure that the protected data is available only to the authorized users.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Working on the integration of components by consuming **soap API**. Integrating the web services for extracting the data from external systems to display in pages of salesforce.com.
* Involved in creating **workflow rules** for **automated alerts, field updates** according to the business criteria and built Visual Force Email Templates and Field updates for sending Email notifications to the internal users.
* Responsible for writing **SOQL** & **SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using the platform database objects.
* **Export, update, delete**, **insert and bulk import or export of** data in development sandboxes using Data Loader from salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Working closely with Team Lead or Project Manager to develop solution in accordance to the system design.
* Implemented **Security** and **Sharing rules** at **Object Field** and **Record levels** for different users in the organization.
* Interacting with various business groups to gather the requirements for salesforce implementation and documenting the business and software requirements.
* Designing and **developing apex classes, controller classes, extensions, web services and Apex triggers** for various functional needs.
* Created customized **UI** on **Service cloud** as per the client and application requirements using Visualforce.
* Used the Force.com plugin for Eclipse IDE to develop enhance, test, and deploy applications on the Salesforce platform.
* Analyzing the Scenarios for switching between salesforce classic and the Lightning Experience.
* Migrated the **standard and custom objects** in standard experience to lightning experience.
* Writing new stories during **Lightning upgrade**, translate requirements into clearly defined technical tasks.
* Strong experience in deploying Salesforce components across various Sandbox and production instance using Change Sets.
* Working on creating **Test Classes** for the Custom codes in the system and deployed it to the production to satisfy code coverage.
* Worked with salesforce system administrators and support teams for critical application production issues troubleshooting.
* Monitoring performance and provide responsive action to issues, maintaining high-level internal customer satisfaction through the successful resolution of customer requests/issues/change requests.
* Understanding the solution designs, implement programmatic changes and configuration in salesforce and work with the technical lead to build code as per the recommendation.
* Worked on **JIRA** for the requirements gathering and moving the requirements to various levels once they are being done.
* Attended technical review sessions and trainings with the assistance from architect.
* Identifying areas of continuous improvement to reduce overall support requirements.
* Created test scenarios on **Sandbox** environment and migrated code to deployment upon successful testing.
* Involved in **testing and deploying** the application in **UAT** and performed production fixes.
* Working with the user group for requirement gathering throughout the planning and implementation.
* Create user manuals for new applications and **troubleshoot user issues**, **managed incoming tickets** relating to field and record accessibility.
* Working with developers to transfer knowledge of Salesforce.

**Client: Dept of Buildings, Newyork June 2018 - Jan 2019**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Attended meetings and interacted with various business team members and Product Owner to gather the requirements for **salesforce.com CRM** implementation.
* Upgraded from Legacy environment (**Salesforce Classic)** to **Salesforce Lightning**.
* Created Dashboard and Reports for the business users with respect to the requirements.
* Strong experience in deploying Salesforce components across various sandbox and production instance using Change Sets.
* Worked on creating Test Classes for the Custom codes in the system and deployed it to the Production to satisfy code coverage.
* Involved in creating Workflow rules according to the business criteria and built Visual Force Email templates and Field updates for sending Email Notifications to the internal users.
* Involved working in the integration components by consuming Restful API s.
* Experience in designing junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules and Work Flows for automated alerts, field updates, and Email generation according to application requirements.
* Worked as an enhancement team member and performed the roles of Salesforce.com Developer and Administrator.
* Developed **Lightning apps** using **Lightning Components** and made them compatible with salesforce1 mobile app.
* Worked on building Lightning Components by applying **SLDS** (Salesforce Lightning Design System) and embed these components in **Visualforce pages**.
* Created Lightning Components and used Salesforce Lightning Design System (SLDS) to convert existing Visualforce pages to lightning components.
* Created various **Reports (Summary reports, Matrix reports, pie charts, Dashboards,** and **Graphics).**
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and **custom objects** in Lightning experience.
* Developed **Visualforce Pages** using different **components** and using **Angualr.js, HTML5, CSS3.**
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Skilled in understanding and implementing the **new salesforce Lightning Experience.**
* Implemented Salesforce Lightning Components for small set of users for customizing **reports** and **dashboards**.
* Defined objects and **field level security** for different objects.
* Worked on Community cloud to connect with customers and employees with each other.
* Followed **Agile**& Scrum methodology for the execution of day to day work related activities.
* Maintained and customized Salesforce.com scopes such as **users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists** and **page layout** customization to support vital business functions.
* Worked on converting Salesforce classic VF pages into Lighting using **Lightning components** and Lightning App builder.
* Written **Apex REST API Web Service** classes to automate the end to end flow.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Involved in writing triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Implemented visual force pages with **custom controller, standard controller, controller extension** and **standard set controller**.
* Developed various **Batch Apex classes** and scheduled those using **Apex Schedulable classes.**
* Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rule.
* Responsible for writing **SOQL & SOSL queries** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in **Data mapping** and migration of data from legacy systems to SalesForce.com Objects and fields**.**
* Performed Bulk **Data Migration** from Applications to Salesforce using **Import Wizard**, Excel Connector, Data loader, Workbench, **Apex Data Loader** utility.
* Managed UAT live support and production fixes.
* Developed different Visualforce Pages to suit to the needs of the application using different Visualforce components.

**Environment:** Saleforce.com CRM platform, Force.com Sites, Apex, Visual force, Custom Component Lightning Component, Reports, Workflow & Approvals, Pages, Data Loader, HTML, CSS, Angular.js, REST, SOAP, Community cloud, Reports, Service Cloud, Sal­­­­­es Cloud, Custom Controllers, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Production, web Services.

**Client: Cargill Minnesota May 2013 - Jan 2015**

**Role: Sr.Salesforce Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Used **field level security** along with page layout to manage the visibility and accessibility of fields for different profiles.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, opportunities, Reports** and **Dashboards**.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Developed and Customized User interface in Salesforce.com using **Visualforce, Apex controllers** and **Force.com IDE**.
* Implemented **Email-to- Case,** Case **Escalation rules**, Case **Assignment rules** for service request automation.
* Worked on **SOQL** and **SOSL** statements within custom controllers, extensions and triggers by following the **Governor limits** in Salesforce.com.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions** and **Apex triggers, API integration** for various functional needs in the application using the **Eclipse IDE**.
* Managed **Service Cloud** components including Service Console, **Partner portal**, Call Center, **CTI integration,** Customer Portal, Live agent, Knowledge Base and Entitlements
* Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Regularly keeping track on client’s requirement to achieve their organization business goals.
* Created workflow rules and defined related tasks, **time triggered tasks, email alerts, filed updates** to implement business logic.
* Effective in use of **Git-Stash** for version controlling and JIRA Bard for issue tracking.
* Worked closely with senior management on a Specific track to meet goals and Documented process work flows reflecting interactions between all software within IT identifying how information is processed and what forms of communications are used.
* Involved in migrating the data from Oracle database to Salesforce application using **Apex Data Loader**, also used Data Loader for insert, update, and bulk import or export of data from Sales force Objects.
* Responsible for **Continuous Integration (CI)** and **Continuous Delivery (CD)** process implementation using **Jenkins** and Project Management tool as **JIRA.**
* Individually worked on creating and implementing the Web-TO-Case functionality to solve and track customer issues.
* Participated in the training sessions provided by the Salesforce team.

**Environment:**Salesforce.com, Security Controls, Assignment rules, Escalation rules, Record types, Custom objects, Ape, Community and Partner Portals, Visualforce Pages, Jenkins, Jira Tooling API, Eclipse IDE.

**Client: Century Link, Orlando, FL Sep 2012 - Apr 2013**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Designed and developed Visualforce Pages to meet various functional needs.
* Created the company profile, set up new users, defined roles and set up public groups, involved in setting up field level access for each custom object created based on the user's role within the Organization.
* Utilized **Apex Classes, Controllers** and **Apex Triggers** for various company specific functional needs in the application.
* Worked with **Approval processes** that used **Email Approvals** and **Parallel Approval steps**.
* Created Dashboards and Dashboard Components and implemented multiple levels of **Dashboards** and **scheduled Dashboard** refresh.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Worked as administrator to maintain **Application Level Security** and involved in discussions to implement **System Level Security** configured **Single Sign-on.**
* Created **Custom objects**, fields according to the requirements of business which are useful in the validation of entitlements
* Good knowledge about **Sales & Service clouds.**
* Implemented the requirements on **Salesforce.com platform** and **Force.com IDE** Plug-in using Eclipse.
* Worked on **SOQL** and **SOSL** queries.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements.
* Strong knowledge of **sales**, **marketing**, **service** and **support** automation
* Communicating with executive management on project status and overall project progress against target.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Campaigns**, and **Reports** and developed the **Custom objects, Page layouts, Custom tabs, Component**s and user Dashboards.
* Involved in Salesforce.com Application Setup activities and customized the objects to match the functional needs of the organization.
* Created **Custom Objects** and defined lookup and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail page and edit pages.
* Created **workflow rules** and defined related actions, time triggered tasks, email alert, field updates to implement business logic.
* Built package.xml and deployed components to sandbox and production instances using Force.com ant migration tool, **Workbench and Change Sets.**

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

**Client: Thrivent Financials, WI Jan 2010 - Aug 2012**

**Role: Salesforce Administrator/Developer**

**Responsibilities:**

* Designed and developed Visualforce Pages to meet various functional needs.
* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Developed APEX triggers, classes, Visual Force pages.
* Used agile methodology to achieve high performance.
* Guided colleagues how to overcome the complex scenarios when they are experiencing some critical issues like duplicating of records, bug fixes in coding etc.
* Developing Test plans, distinct test cases and execution of Test cases and Performing UI Testing and Functionality Testing.
* Documented test cases, test results, test procedure and reported to client and also coordinated with development team for Bug fixing.
* Performed fields mapping of Salesforce and Legacy CRM systems.
* Involved in system integration using Call Outs, Triggers and outbound messaging.
* Performed data migration into Salesforce application using apex data loader through CSVfiles.
* Created custom controllers implementing complex code for retrieval from Salesforce to VISUALFORCE pages.
* Developed Apex class and triggers to format phone/fax/zip code in account object.
* Extensively used REST APIs for integration between Salesforce and on premise systems.
* Developed and maintained SFDC analytical reports and dashboards for management review.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Involved in Setting up Service Cloud (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).
* Involved in Configuring Campaign Management, Lead Conversion and Case Management Process.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Created Price books and also migrated the active Products from these Price books.
* Created Workflows and Approval processes and developed validation rules.
* Imported accounts and contacts data through Import Wizard.
* Involved in UNIT testing and Integration testing.

**Environment:** Saleforce.com platform, Standard and Custom Objects, Validation rules, Workflow & Approvals, Record types, Reports, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Conga Composer, HTML, Java Script, AJAX, Custom Tabs, Access and Security Controls.

**Client:** **Cisco – Texas  Aug 2008 - Jan 2010**

**Role: Java/J2EE Developer**

**Responsibilities:**

* Involved in various internal releases of the application and supported the application modules during testing and pre-production phases.
* Developed modules in Java and integrated with MySQL database.
* Responsible for coding using Java Servlets, Java Beans and XML.
* Worked with OOPS concepts such as Inheritance, Encapsulation, Abstraction and Polymorphism.
* Expertise in performing operations such as Collections, Exception Handling and Multithreading.
* Developed web applications using Spring MVC framework.
* Setup the class path for the Java JDK and managed the JVM (Java Virtual Machine) settings.
* Involved in Analysis, Design and Development of different phases of Process Flow module.
* Designed and developed highly customized front end screens using Sencha ExtJs framework library, JavaScript, HTML, CSS as a Rich Internet Application (RIA).
* Designed Graphical User Interfaces using JSP’s.
* Worked on various design patterns UML and Enterprise Application Integration.
* Implemented Action class and Action Forms using struts
* Worked on the design of the entire end-to end architecture for the Classification Web Application.
* Added Dynamic functionality to the user interface using Java Script.
* Implementation of components and wireframes using cross-browser compatible JavaScript, JQuery and AJAX.
* Experience in Programming with SQL, PL/SQL.
* Used JDBC for administering and managing users and clients.
* Implemented XSLT transformation for converting XML to HTML.
* Implemented database tables, middleware designing, client-side web programming and server-side java programming.
* Followed Scrum Agile methodology for the iterative development of the application.
* Scripting of Test cases base on the specifications received for the request.
* Utilized various Testing methodologies for testing application on various levels like system testing and integration.

**Environment**: Java, JDBC, J2EE, JavaScript, Tomcat server, HTML, CSS, XML, UML, SVN,log4j, Maven, Jenkins, CVS, ANT, Eclipse.