**Profile:**

* Around 7.5 years of experience in Salesforce CRM as an Administrator/Developer.
* Certified Salesforce.com 201, 211 and 401 CRM Developer with strong Object-Oriented Analysis, designing and programming technical skills.
* 3-5 years of relevant experience with Apex, Aura/LWC/VF, JavaScript Libraries; Prior experience with the Salesforce platform (Lightning and Classic UI's).
* Hands on experience in SFDC development using the APEX classes, Triggers, Components, Reports, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-in.
* Pervasive experience in performing the administrative and development related tasks like consigning Roles, creating Profiles, Visual Force pages, Validation Rules, Users, Custom Reports, Workflows, Email Alerts and Page Layouts.
* Proficient in dealing with the functionalities related to the Service cloud and Sales Cloud.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Reports, Dashboards, Actions, Tasks and Events.
* Experience in creating and customizing Service cloud Omni channel setup, service channel, Routing configurations, Presence statuses, Presence configurations, Entitlements, Milestones.
* Performed Validation Rules, workflows, e-mail services and approval processes using customization & Apex.
* Experience with Lightning and knowledge of latest Lightning features.
* Development experience in UI technologies such as Lightning Design System (LDS), and Lightning development in both Aura (for support of legacy components) and Lightning Web Components (LWC – for creation and support of any new components)
* Sound Knowledge in creating lightning component tabs and customizing visual force to have lightning experience for desktop and mobile applications.
* Experience in SFDC Integration using Web Service and Apex Programming, Salesforce.com Service Cloud expertise.
* Experience in writing Apex Test classes to achieve 75% code coverage before deploying the code to production.
* Worked on various integration tools like Data Loader, Dell Boomi, DocuSign, Conga Composer, Payment Connect, SteelBrick CPQ.
* Effective employment of Apex Data Loader, Import Wizard and Data Manipulation Language for data migration and management in bulk.
* Worked on Salesforce communities to interlink sales team directly with Professional Development channel partners.
* Developed and worked on different Salesforce.com environments such as sandbox and production environments.
* Developed community cloud portals in Salesforce
* Built knowledge base articles in community potal for customers
* Proven ability to multitask and deliver results in a high paced, entrepreneurial environment.
* Proven ability to operate with limited supervision and to deliver high quality solutions.
* Proven ability to develop creative approached to difficult challenges.
* Proven ability to understand business needs and develop system requirements.
* User or administration experience in following SaaS applications or similar: Avalara, JIRA, Marketo.
* Excellent communication skills, written and verbal, with the ability to communicate effectively with both technical and non-technical audience.

**Education:**

* Master of Science, Computer Science and Information Systems.

KENT STATE UNIVERSITY, Kent, OH. (March 2014)

* Bachelor of Technology, Computer Science and Information Technology.

GITAM UNIVERSITY, Hyderabad, India. (December 2013)

**Technical Skills:**

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| Salesforce Technologies: |
| Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Sales Cloud, Service Cloud, Omni channel configuration, Visual Force (Page, Component & Controllers). |

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| Custom Integration: |
| Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading, Fast Forms, Conga Composer, DELL Boomi. |

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| Certifications: |
| Salesforce Certified Administrator  Salesforce Certified Advanced Administrator  Salesforce Certified Platform Developer I  Salesforce Certified Platform App Builder |

Professional Experience:

**Employer: Monad Solutions. June 2020 – Present**

**Client: Original Shift, San Francisco, CA**

**Sr. Salesforce CPQ Developer**

Responsibilities:

* Collaborate with colleagues and clients to identify business requirements
* Work with Project Leads to implement solution/technical designs
* Hands-on experience and basic to intermediate knowledge of Salesforce CPQ focus areas (Product Bundle Setup, Pricing, Quote Documents, and contract lifecycle management)
* Provide end-user support, work on configuration changes, bug fixes, and minor enhancements
* Provide guidance and standards on user stories to support successful acceptance criteria
* Collaborate with colleagues and clients to create prototypes and proofs of concept as a means of eliciting and defining requirements
* Collaborate with clients and provide recommendations on Salesforce solutions using a best practices approach
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Expertise in development of integration processes using Dell Boomi.
* Defined client’s integration requirements through analysis, and design and develop solutions in Boomi
* Expertise in Netsuite integration with Salesforce to Boomi and vice versa
* Provided technical direction and assistance to clients regarding their integration needs

Environment: Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.

**Employer: ECLAT, ISS Inc – Houston, TX. January 2015 – May 2020**

**Client: TS, Bethesda, MD**

**Salesforce CPQ Developer and Administrator**

Responsibilities:

* Design, configure, administer, and customize SFDC CPQ including, but not limited to, Apex code and supporting test classes, Custom Objects, Workflow Rules, Custom Fields Validation Rules and Visual Force Pages.
* Designs, develops, tests, document and deploys high quality business solutions on the Salesforce platform, employing industry best practices for development
* Establishes governance and processes and procedures around change releases; manages all aspects of production release preparedness
* Delivers support and solutions for system breaks/fix issues
* Communicates and collaborates extensively cross functionally to understand business need and to develop acceptable technical solutions that reflect an understanding of the business priorities and user experience.
* Involved in Salesforce transition from Classic to Lightning. Used Salesforce Lightning tools/framework with Lightning Pages, Lightning Components, and Lightning App Builder.
* Involved in building a custom lightning calendar page for community cloud users to track their schedules.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* 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.
* Implemented Sales Cloud and Service Cloud for Contact Management, Sales Performance Management and Opportunity Management.
* Implemented and configured Omni Channel for Service cloud including service channel, Routing configurations, Presence statuses, Presence configurations, Entitlements, Milestones.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Contracts, Quotes, Orders, Cases, Renewal Opportunities, Products, Reports and Dashboards.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Experienced in working with Salesforce communities to interlink sales team directly with Professional Development channel partners.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Worked on Integration tools like Dell Boomi for bulk field updates, for extracting and storing the values in database.
* Developed Apex Triggers, Apex Classes and Test Methods.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created Test Classes for Unit Testing and Apex Triggers for various functional needs in the application.
* After using Sandbox for testing and configuration, assisted in deploying to the production system.

Environment: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Apex Triggers, Web Services, Reports, Custom Objects.

**Blackboard Learn, Kent, OH. Sept 2014 – December 2015**

**Salesforce Developer and Administrator**

Responsibilities:

* Responsible for customizing Objects, Record Types, Email Templates, Report Types, Workflows and Approval Process.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, Validations and Formula fields to the custom objects.
* Involved in creating Custom Profiles, took care of setting up Sharing and Permission sets for Profiles and Users on Objects and Fields. Created Roles and assigned Profiles to the Users and assigned Users to the Roles.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a student record detail and edit pages.
* Used field level security along with page layouts to manage access to certain fields.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement the logic.
* Responsible for building Reports and Dashboards.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Developed Apex Triggers, Apex Classes and Test Methods
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used Sandbox for testing and configuration, assisted in deploying to the production system.
* Involved in writing Test Scripts for various scenarios.
* Responsible for preparing Configuration workbook and Technical Documentation.

Environment: Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, Reports, Custom Objects, Custom Tabs, Email Services.

**Bolster Solutions – Hyderabad, India December 2013 – July 2014**

**Salesforce Administrator and Developer**

Responsibilities:

* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, and Opportunities.
* Developed various Custom Objects, Components and Visual Force Pages.
* Worked on creating and assigning Profiles, Field level security, Roles, and Public Groups for the users.
* Developed Validation Rules, Workflow Rules, and Approval Process on the object to achieve the functionality as per the business requirement.
* 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, Field updates to implement business logic.
* Designed, developed and deployed Apex Classes and Apex Triggers for various functional needs in the application.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Worked on APEX DML statements.
* Created custom Reports, Dashboards and gave accessibility to dashboards for authorized people.
* Used Sandbox for testing and configuration, assisted in deploying to the production system.

Environment: Saleforce.com IDE, Apex, Visual Force, Data Loader, Workflows, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox, Eclipse.