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Summary:

- Around 4 years of experience in Development, Design, Administration, Testing, Configuration, Requirements gathering, Implementation, Integration and Support of Salesforce.
- Experience working in Health Cloud, Financial Service Cloud, Sales Cloud, Service Cloud, Customer portal using Salesforce CRM.
- Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services.
- Well versed in creating/ troubleshooting/ modifying APEX Code and Visual Force pages, Workflow Alerts, Validation Rules, Approval Processes, Custom Tabs, Custom Reports, Relationships, Dashboards, Data Management and Email generation according to application requirements.
- Retrieved data and its functionality from Third-Party API's and displayed within the lightning component.
- Strong Knowledge in implementing Salesforce.com Security using Profiles, Roles, and Permission Sets & Sharing rules based on the Organizational hierarchy, Salesforce Lightning UI, Lightning Design System and Lightning Process Builder and Flow Builder.
- Proficient in SFDC development in implementing Apex Classes, Apex Triggers, Visual Force pages, Force.com IDE, SOQL, SOSL and Salesforce Lightning.
- Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.
- Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.
- Self-sufficient, flexible, self-directed and motivated team player capable of managing multi-tasking and a fast learner by adapting to the conditions.
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.

Technical skills:

Salesforce Technologies	SFDC Standard Object Configuration and Custom Object Development, Visual Force Pages/Components & Controllers, Web Services, Lightning, Workflow rule, Formula Fields, Schedule Batch, Force.com Platform (Sandbox and Production), Change Sets, Salesforce Health Cloud, Salesforce Sales cloud and Service cloud
Integrating Tool	Custom Objects, Custom Settings, Custom Labels and Tabs, Dashboards, Role Hierarchies, Security, Field updates and Reports, Outbound Messages, Workflow & Approvals, Account Management, Contact Management, Email Services, AppExchange Package & Custom Application and Sandbox Data Loading
Programming Languages	Apex, Visualforce, MATLAB, Linux,SQL
Packages	Microsoft Outlook, MS PowerPoint, MS Excel, MS Word, Office 365

Professional Experience:

- **Salesforce Administrator/Developer**
BNP Paribas, Montreal **Dec'18 - April'20**

Responsibilities:

- Interacted with various business user groups to gather the requirements and documented the requirements.

- Product support for easy communication with Patients Providers, Care takers.
- Collaborated with biotech/pharma companies on Health cloud by creating centralized system that can collect HCP script information, patient opt-ins, patient information, and track fulfilment.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder, and Lightning Component features.
- Monitored care plans, wellness practices, financial help like services using the Health Cloud
- Provided real-time patient co-ordination and engagement using private communities.
- Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
- Retrieved data and its functionality from Third-Party API's and displayed within the lightning component.
- Upgraded some Apps from Salesforce Classic to Lightning Experience to develop a rich user interface and better interaction of pages.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Led a team of 6 Analysts who managed the change agent network, conducted focus groups, diagnosed change readiness, and communicated to end users about the implementation
- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
- 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.
- Created and managed a project plan with 500+ rows of tasks, milestones and deliverables. Communicated progress as part of a large implementation project. Led all communication to both the Sales and Service organizations as part of the change management team.
- Worked on Salesforce Automation (SFA), Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
- Used Force.com IDE for creating, modifying, testing, and deploying Force.com Application.
- Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities, Created Objects and fields, Relationships and Record Types, Created Page Layouts and Profiles.
- Involved in Design and development of Workflow Rules, Triggers, Validation Rules, and other customizations with Salesforce.com
- Developed Salesforce.com APEX and Web Services API on Force.com IDE
- Developed Apex Before Insert, Before Update, After Insert and After Update Triggers
- Created Visualforce Page for custom User Interface development using standard and Custom Controllers
- Configured Reports for Custom Objects and associated them to Dashboard.
- Responsible for Data load operations using Sales force's Apex Data loader.

Environment: Salesforce.com enterprise edition, Reports (Matrix & Summary), Dashboards, Custom Objects, Workflows, Custom Fields, Opportunities, Leads and APEX.

- **Salesforce Administrator**

IBM, Waterloo

Nov'16 – Dec'18

Description: To ensure that essential services are provided to the customers, employees and community people by focusing on quality software using best architecture, customization,

maintenance, and development processes on a day-to-day basis. It also involves the cross-functional teams to establish and support the application development and test environments.

Responsibilities:

- Worked as a Salesforce Admin by providing day to day end user training and support for Salesforce.com users.
- Managed ongoing support requests and Administrative needs of users
- With the Service Cloud, helped what the client wanted to understand their customers' need and catered them more effectively such as Mobile App, Company Analytics and Customer Satisfaction.
- Worked on the Health Cloud, where I monitored gaps in a patient's care and communicated with the patients outside the hospital setting via technologies including telehealth.
- Designed and deployed the Custom objects, Entity-Relationship data model, Formulas, Validation rules on the objects, Page layouts, Custom tabs, Components, Roles, Profiles, Public Groups, Permission Sets, Custom Settings, and Labels to suit to the needs of the application.
- Managed overhaul of sales database from Filemaker and Microsoft Excel to Salesforce CRM
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
- Worked on Salesforce Communities and Customer Portals.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Designed Complex logic involving Apex Controllers (Standard and Custom Controllers) and Triggers to support the forecasting application confined to Governor Limits.
- Designed a Batch Class to handle bulk logic and invoked the batch Class from Trigger Context asynchronously.
- Designed and deployed Workflows, Validation rules, Approval Processes, Process Builder for automating business logic.
- Created Page Layouts, Record Types, and Search Layouts to organize fields, custom links, related lists, and other components on record pages.
- Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.

Environment: Salesforce.com, Salesforce Communities, Apex, Visual Force (Pages, Component & Controllers), Validation Rules, Workflow Rules, Approval Process, Process Builder, Data Loader, Workbench.

Education: Master's degree in Electrical and Computer Engineering from Queen's University