

**Nitiksha**

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**Certified and Senior Salesforce Developer / Administrator**

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**Professional Summary:**

* Over 8+ years of experience in Application Software Designing, Development, Testing and Implementation. This involved hands-on design and development using Force.com Platform, Database Management Systems Java and J2EE technologies.
* Experience with Salesforce Customization, Security Access, creating profiles, roles, users, page layouts, email services.
* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visual Force Pages, and Apex classes.
* Extensive experience in Salesforce.com development, including Visual force Page, Component, Apex Class, Apex Trigger, Unit Test, Batch Apex, Schedule Apex, etc.
* Good experience with Salesforce Lightning Builder and Salesforce lightning components. Worked on Process Builder, Lightning Flows and Workflow Rules for automation of business processes.
* Researched and troubleshoot emerging application and run time issues, from Web Logic configuration issues. Developed Python/Jython, ANT builds scripts and auto deployment process.
* Installed and configured iPlanet/Apache Tomcat, JBOSS Plug-ins for Web Logic.
* Extensive experience working with configuration management tools such as Jenkins, Git, Apache Subversion (SVN).
* Set up automated testing through Jenkins. Debugged errors and drove fixes to resolution. Excellent knowledge of Salesforce.com's SOQL, SOSL, Web Services, Security Model, Data Loader, Profiles, Roles, Custom Object/Fields, Email Templates/Handling, etc.
* Good Experience on Salesforce Lightning. Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Extensive business knowledge and customization experience on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
* Experience working with Force.com IDE in design and development of Custom Application for Complex Business Processes in both Sales and Service Cloud Modules.
* Integrated Salesforce with external applications using Force.com APIs (SOAP and REST) and developed Salesforce apex SOAP and REST web service classes. Experience working on XML and JSON formats also by creating Parsers Experience in SFDC Configurations/Customizations - as Administrator and Developer.
* Implemented Salesforce Marketing Cloud integration, developed programmatic content in line with company business goals and customer experience objectives.
* Experience in developing and maintaining email templates within Marketing Cloud
* Implementation and Integration experience using Custom Objects and Custom Tabs.
* Extensive experience in designing of User Interface, Custom objects, custom fields, role-based page layouts, Workflow Alerts and Actions, Validation Rules, Triggers, Approval Processes, custom Tabs, report folders, report extractions to various formats, Snapshots
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, SOAP, and IBM WebSphere.
* Experience on Salesforce CRM platform Worked on different environment of SFDC such as Sales and Service Clouds.
* Extensive hands-on SFDC Administrative experience in creating and managing Apps, Page Layouts, Search layouts and generation of Email templates according to application requirements.
* Experience in Salesforce.com administration including creating Profiles, Roles, Users, Email Services, Approvals, Workflows, Tasks and Actions.
* Involved in configuring and maintaining user security permissions in compliance with organization.
* Experience in creating Dashboards, Reports, Custom Controllers, Visual Force pages, Tabs and analysing the data in Sales force.
* Worked as The Salesforce.com Administrator will report to Sales Operations will own our SFDC instance and support multiple organizations at ServiceMax.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Experience in implementing REST and SOAP Web services, Implemented Asynchronous jobs such as Batch Apex and Schedule Apex.
* Experience in validating the data using Validation Rules and Creating Debug logs for users.
* Experienced in Customer portal, Sales cloud, service cloud, Partner portal and case management.
* Experience in performing large and small-scale data migration from legacy system like Oracle, SAP to Salesforce using Migration Tool, Apex Data Loader and Salesforce Import and Export Wizard.
* Used data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard, and Informatica Cloud and have knowledge of integrating Legacy system with Salesforce.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Experience managing complex data and worked on integrating app exchange applications with Salesforce, Informatica on demand. Provided support for mass E-Mail Management, application management using Force.com Plug-in Eclipse IDE in Sandbox and production environments.
* 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.
* Expert Level understanding of Salesforce.com CRM and its Development Life Cycle.
* Good experience in working with Java, Servlets, JSP, scripting languages XML, CSS, XSD, HTML, Oracle, web service, JavaScript, SOAP, WSDL, MyEclipse, AJAX, SQL, and Microsoft SQL Server.
* Good experience in resolving on-going maintenance issues and bug fixes; monitoring Informatica sessions as well as performance tuning of mappings and sessions.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, deployment and maintenance of standalone, Multi-tier, web-based and portals-based object-oriented enterprise applications.
* Have good experience in Trigger, Test Methods, CPQ, APTTUS and writing SOQL and SOSL queries.
* Excellent knowledge in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads and Campaigns as per requirement.
* Used JIRA Agile for project management and bug tracking. Always willing to learn new skills to improve efficiency and increase knowledge base.

**Technical Expertise:**

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| SalesForce.com | Configurations, Apex Classes, Triggers and Visual force (Pages, Component & Controllers), Eclipse Force.com IDE, Custom Objects, Data migration, Record Types, Workflows, Email Templates, Data loader, SOQL, SOSL, Force.com Excel connector, Desktop Integration, Chatter |
| Operating Systems | Windows 98/2000/2003/XP/Vista/7/8, UNIX, Mac |
| Salesforce CRM Functionality: | Sales/Service Clouds, Users, Profiles, Permission Sets, Record Type, Email Templates, List Views, Queues, Groups, Workflows, Validations, Approvals, Process Builders, Login policies, Monitoring, Omni-Channel, Live Agent, Chatter, Call Center. |
| Salesforce Integration: | Salesforce Lightning Connect, Salesforce APIs: REST, SOAP, Tooling, ETL, and ESB. |
| Programming Languages | C, C++, JAVA, PL/SQL, SQL, APEX, AJEX |
| Web Technologies | HTML, XML. CSS |
| J2EE Technologies  | JavaScript, XML, HTML, XHTML, CSS, AJAX, Bootstrap, JQuery, AngularJS. |
| Scripting Languages | VBScript, JavaScript |
| Databases | MS Excel, SQL Server 2005/2000, Oracle 10g/9i |
| Frameworks & Tools: | Agile, SCRUM, Sprint Cycle, Junit, JQuery, JIRA, Developer Console, Eclipse IDE, Workbench, APTTUS CPQ. |
| Tools | Microsoft Visual Studio2008, Microsoft Visio, Visual Studio 6.0, Apex Data Loader, Jitter bit Data Loader for Salesforce |

**Project Experience:**

**DTCC, Coppell, TX / June’20- Till date**

**Senior Salesforce Developer / Admin**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Performed the role of Salesforce Developer and Administrator and Worked on SFDC implementation related to Sales Cloud.
* Working in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, and metadata API.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Closely worked with SalesForce.com consultants while implementing the solutions for the requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities. Created relationships among objects using **Lookup, Master-detail and Junction Object relationships.**
* Integrated Salesforce into mailing campaign platform to keep track of customer response and activity through mass email campaigns.
* Customized Dependent Picklists Formula Fields, Roll-up Summary Fields, Page Layouts and Record Types.
* Implemented version control using Microsoft Azure and salesforce DX.
* Involved in designing junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Implemented REST API to retrieve the recent items on the customer portal VF page.
* Worked in Agile methodology environment including Test Driven Development with Continuous.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Provided technical support on various aspects working with BA and marketing teams to consult, design and support solutions for the salesforce marketing cloud.
* Created different workflow rules, Flows, Process builders, Approvals Process, Email Templates as per the Clients Requirements.
* Providing demo to the IT/Business users at end of each Sprint/Release.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Customized tabs for different business users’ groups and business centers.
* Used the Force.com explorer to build and test SOQL and SOSL queries.
* Added Lightning Component to Lighting Pages and Record Pages.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Delivering solutions to sales, customer care, and marketing teams.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex Language, Apex Triggers, Azure, Visual force (Pages, Component &Controllers), Pages, Service Cloud, Custom Objects, Tabs, Email Services, Workflows, Approval process, Data Loader, Marketing cloud Admin, Agile Development Methodology, Sandbox data loading, SQL, Web Services, SOAP, REST, WSDL, Sales cloud, Oracle SF Explorer and Eclipse IDE Plug-in.

**USAA, San Antonio, TX / Mar’18– June’20**

**Senior Salesforce Developer / Admin**

**Responsibilities:**

* Extensively implementing and designing in Lightning Framework and developing the Lightning Web Components using VS code.
* Involved in End-to-End development, design and requirement Analysis.
* Interacted with various business team members to gather the requirements and provided technical inputs for the user stories.
* Worked as administrator granting and maintaining user roles, groups, permissions and enabling various security controls.
* Developed customized solutions within the Salesforce platform to support critical business functions and meet project objectives and company goals.
* Developed Custom Lightning Components using Standard Lightning Components, built Lightning Apps using Lightning App Builder and Lightning Pages using Lightning framework, aura framework and Lightning Locker Service.
* 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.
* Reviewed and understand business requirements, create functional prototypes addressing those requirements with APEX, Visual Force, Lightning Components.
* Managed functions of triggered email campaign including design, HTML coding, AmpScript, email scheduling and deployment.
* Developed approval process requests for automated alerts, mass email generation and other processes as per the application requirements.
* Worked closely with prospects/clients to identify technical requirements and technical infrastructure for CRM based enterprise solutions.
* Implemented Salesforce.com to deliver email marketing campaigns externally to customers to strengthen relationships.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Participated in daily Stand-up meeting and Release/Sprint Retrospective meeting.
* Working in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, and metadata API.
* Understanding of email campaign performance metrics such as segmentation, a/b testing, essential.
* Built reusable UI/UX components with lightning component framework.
* Configured and used source control tool Git to maintain repositories for various releases and deployments.
* Developed rich UI using Visual force page components, Bootstrap CSS and performed client-side validation using JQuery and JavaScript.
* Assigning the user stories on Devops Azure within the Internal Team developers and giving the estimation effort as per complexity points for the completion date of the community page.
* Developed various Custom Objects, Tabs, Custom Components and Visual Force Pages.
* Providing demo to the IT/Business users at end of each Sprint/Release.
* Implemented the Web services through REST in the Salesforce.com for outbound messaging.
* Managed Security settings and conducted regular Security/Configuration Audit.
* Customized company profile and communication Templates of the organization as per the organization requirements.
* Prepared the Visual force pages with the needed UI designs.
* Developed Web Application using AngularJS Framework for the single page applications and page responsiveness.
* Support QA in functional and system level testing and fix defects
* Identify bugs and devise solutions to mitigate and address these issues.
* Communicated with project managers, administrators and other developers to design cohesive project strategies and ensure effective collaboration throughout all phases of development, testing and deployment.
* Written complex validation rules on standard and custom objects to perform based on record type, login user, and profile.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Worked with various Salesforce.com standard objects like Users, Contacts, Reports, and Dashboards.
* Followed Scrum Agile methodology for the iterative development of the application.
* Developing solutions to client problems through application of methods and tools; validates solutions to subject matter experts.
* Developed workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.

**Environment:** Saleforce.com platform, Apex Language, Apex Triggers, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Web Services, Workbench, Reports, Dashboards, Workflows , Azure, Reports, Custom Objects, Custom Tabs, Email Services, Visualforce, Lightning, AmpScript Marketing Cloud, Communities, Visualforce, Apex Classes, Triggers, JIRA, Data Loader, SOQL ,SOAP, REST API, Sales cloud, Community Cloud, CSS, Sandbox data loading, Windows XP, GitHub, Jenkins, SSO, Agile Development Methodology.

**SCIF, Pleasanton, CA / Feb’17 – Mar’18**

**Salesforce Developer**

**Responsibilities:**

* Interacted with various business team members to gather the requirements and provided technical inputs for the user stories.
* Involved in functional requirement gathering, Business Analysis, scope definition and designing of functional solutions leveraging Salesforce.com.
* Managed strategies and functions of triggered email campaign including design, HTML coding, AmpScript, email scheduling and deployment.
* Partnered with the various stakeholders from Sales, Marketing and Service (Agent and Institutional Sales, Field Sales, Inside Sales, Partners/Channels, Sales Management, Sales Operations and Marketing) to implement and rollout cloud applications.
* Consistently learns the ins and outs of Salesforce ExactTarget and its capabilities to stay competitive in the email marketing space, including but not limited to: Automation Studio, Journey Builder, AmpScript, SQL, and SaaS.
* Designed and created Custom objects, Relationships (Lookup, Mater-Detail), Junction objects, Fields (Formula and Rollup summary), Custom tabs, custom apps, Validation rules, Record Types, Page layouts, Search Layouts, Compact Layouts, List views on various objects and Connected apps for Integration.
* Created HTML, Text based Email Templates and Folders for different business groups.
* Configured Apttus CPQ for Auto-renewals, Amendments of an existing contract.
* Built Workflow rules, Approval process and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Implemented new and emerging automation technologies like AWS/ CI/CD/DevOps.
* Performed the detailed analysis of functional and technical requirements; designed and 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 Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.
* Upgraded from Salesforce Classic to Salesforce Lightning.
* Created various charts using Lightning component.
* Worked on cross platform usage of the project functionality using Lightning.
* Created Lightning Components, added CSS and Design Parameters, which improves performance.
* Provided access to Fields, Record types, Objects, visual force pages, apex classes, Page Layout assignment based on record types on various Profiles, Permission Sets for different groups.
* Written complex validation rules on standard and custom objects to perform based on record type, login user, and profile.
* Configured Salesforce Outlook connector for a couple of business users for synchronization of Salesforce Contacts, Activities from Salesforce to Outlook and vice-versa.
* Created Visualforce pages that uses the lightning components.
* Work with different business groups to get new Veeva enhancement requirements.
* Coordinate with Veeva and Salesforce for any issues in current platform and new releases.
* Perform smoke testing during new product version release from Salesforce/Veeva.
* Worked on customization of Sales cloud objects Accounts, Contacts, Opportunities, Price books, Products and configured Account Teams for team selling.
* Configured Web-to-Lead, field mapping for conversion and created Lead assignment rules.
* Created and configured Escalation, Assignment rules, Web-to-Case, Email-to-Case on Case object.
* Configured and integrated Exact Target with Salesforce for marketing automation.
* Integrated Salesforce with web applications using SOAP WSDL service and unit tested using SOAP UI.
* Worked on customization using Apex language to build Custom, Extension Controllers for user actions performed by users in the UI.
* Developed rich UI using Visual force page components, Bootstrap CSS and performed client-side validation using JQuery and JavaScript.
* Used Developer Console, Force.com Explorer, and Eclipse with Force.com Plug-ins for development and Data Loader, CLI for data migration.
* Developed various Custom Report types, Tabular, Summary and Joined reports, Dashboards and Analytic snapshot and created Report/Dashboard folders and provide access to a different user based on the Roles.
* Analyzed data from the source system, performed data cleansing using Oracle as staging database and performed ETL operation based on Salesforce data model.
* Migrated bulk data from external data source to Salesforce using Data Loader bulk API.
* Deployed components using Force.com Migration tool (prepared package.xml), Change Sets, Workbench and Eclipse to deploy across dev, QA and UAT Sandboxes and Production instances.
* Unit tested all customizations and configurations for the developments performed by the dev team.

**Environment:** Salesforce.com CRM, Apex language, RTC, Salesforce lightning, AmpScript, Visual force pages, Marketing Cloud, Triggers, SOQL, SOSL, Sales Cloud, Service cloud, Web services, Custom Objects, Fields, sharing rules, SFDC sales, Vf, Profiles, CI/CD, Queues, CPQ, Validation, Sites, Communities, Eclipse, Veeva, Developer Console, Workbench, Force.com Migration tool (ant based), Data Loader, Reports, Dashboards, web services, Git.

**MGM Grand, Las Vegas, Nevada / Oct’16 – Feb’17**

**Salesforce Developer / Administrator**

**Responsibilities:**

* Proficient in creating Apex Triggers, Apex classes, Visual force Pages, App Exchange Package & Custom Application, Sandbox data loading and Web services API for implementing web services in the application for access to data from different users.
* Intensely worked with Apex, S-Controls, Triggers, API integration.
* Developed various Custom Objects, Tabs, Custom Components and Visual Force Pages.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visual force pages to develop custom business logic.
* Worked on Apex Batch jobs to update the fields on opportunities and Apex Managed sharing.
* Worked on Eclipse IDE with force.com platform for writing business logic in Apex Programming language.
* Customized Company Profile, Security & Access Controls and Communication Templates as per the organization requirements.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created detailed data mapping document for integrating various systems with Salesforce.com.
* Developed and configured various Custom Reports, configuring Reports, report extractions, Dashboards and Report Folders for different user profiles based on the need in the organization.
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved in resolving issues found during Unit Testing& User Acceptance Testing (UAT).

**Environment:** Saleforce.com platform, Apex Language, Apex Triggers, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Web Services, Soap, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Windstream Communications, Arkansas / May’15 – Oct’16**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Working as enhancement team member and performing the roles of Salesforce.com Developer and Administrator in the organization
* Implemented data migration and integration between legacy system and Salesforce CRM using Informatica on Cloud.
* Maintained CPQ tool updated with latest functionality by Installing Apttus CPQ releases.
* Using a variety of systems, such as Salesforce, Apptus configure price quote (CPQ), iPartner, Docu Sign and a number of ERP systems
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Configure Salesforce and marketing cloud integration user along with configuration in Salesforce.
* Analyzed visual force pages and made changes to work efficiently in both classic and lightening mode.
* Implemented Lightening components
* Developed Lightening components and Lightening apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Involved in SharePoint to Salesforce Automation Process (SAP) integration.
* Created Server APEX Controller for Salesforce Lightening Experience.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
* Designed the solutions for business and technical requirements by customizing various standard objects of SalesForce.com (SFDC).
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented web-based case management automation - Web-to-Case and Email-to-Case (on Case Object) to track and solve customer's issues.
* Used SOQL 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.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Experience in using meta-data migration tools like Data Wizard, Data Loader and Jitterbit

**Environment:** Eclipse IDE, Controllers, Visual Force Pages, Data Loader, Workflows, Triggers, Web Services API, SAP, Salesforce CPQ, Force.com Explorer, Lightening, Soap, REST, Marketing cloud Admin, Marketing cloud Integration, Agile Development Methodology.

**Beam Suntory, Deerfield, IL / Jan’15- Apr’15**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Attending daily AGILE SCRUM meetings and update the status on day-day basis with what is done and what has to be done.
* Played the role of Salesforce.com Administrator, Analyst, and Developer and involved in maintaining salesforce.com application user profiles, roles, permissions, generating security tokens, validation rules.
* Closely worked with SalesForce.com consultants while implementing the solutions for the needs of organization.
* Developed workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created profiles and implemented object level, field-level and record-level security and managed roles, visibility settings.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application using Force.com IDE.
* Created email templates in HTML and inbound emails using Visual force for the clients and customers
* Designed, developed, deployed page layouts, components, custom objects, custom tabs, apex classes, visual force pages to reach the needs of organization.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
* Worked on Eclipse IDE to build the application.
* Created various reports (summary reports, matrix reports, pie charts and dashboards) and Report Folders to assist managers to better utilize salesforce.
* Having worked on salesforce.com sandbox and production environments for development and testing and then to production environments.
* Worked extensively with the QA team for designing Test Plan and Test Cases for the User Acceptance testing (UAT).
* Developed customized Reports, Dashboards for business users and managers, developed custom report using visual force pages.

**Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales cloud, Data Migration, Security Controls, Sandbox data loading, Data Loader, SQL, Oracle SF Explorer and Eclipse IDE Plug-in.

**Capital IQ Ltd. India / Mar’13 – Nov’14**

**Salesforce Administrator**

**Responsibilities:**

* Worked as Salesforce Administrator and interacted with business for requirements and performed administrative tasks.
* Achieved comprehensive analysis of business practices and guided on ways to boost up the processes.
* Created custom objects, fields, established relationships among objects using Lookup, Master-detail and created junction objects for many-to-many relationships.
* Customized and configured Formula fields, Rollup Summary Fields, Record types, Page Layouts, Search Layouts, List views, Custom tabs for various objects.
* Customized various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Products, Price books, Campaigns, Campaign Members, Cases, and Solutions.
* Worked on customization of Leads by creating a Lead process, assignment rules, web-to-lead, and lead conversion.
* Implemented Case Management automation by enabling Web-to-Case, Email-to-Case, auto response, escalation rules and support process on the Case Object.
* Configured Partner and Customer portal for the users in the organization for Partner selling.
* Designed, configured, managed Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.
* Organized Email Templates and Mail Merge Templates and was committed to doing the mail merge for various standard and custom objects.
* Created Workflow rules, Approval process on various objects to automate actions Email Alert, Field Update, Creating task, outbound messaging and time-dependent actions.
* Configured Salesforce Outlook connector to sync contacts, events and tasks between Salesforce and Outlook.
* Created custom pipeline report and other reports for different business users using tabular, summary and matrix reports and dashboards.
* Prepared SOQL, SOSL queries for data extraction, migration and update.
* Written Apex custom and extension controller classes for actions defined in Visual force pages.
* Written Apex classes, Visual force Pages for different use cases provided by the business.
* Managed Salesforce sandbox and deployed components using Eclipse, Force.com Migration Tool, and Change Set.
* Involved in production support to resolve issues from end users with user profiles, privileges, accessibility and data visibility.
* Responsible for driving end-user adoption by assisting in day-to-day Salesforce CRM support, including the managing releases and change control processes.

**Environment:** SFDC, Apex, Cpq, Data Loader, Force.com, Import Wizard, Eclipse IDE, CloudCraze, Controllers, Visual Force Pages, XML, Triggers, API, SOQL, AngularJS, SOSL, Java Script, HTML, Leads, Roles, Vf, Profiles, Workflow rules.