**Ravinder M**

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* **Around 8** **years** of aggregate IT involvement in programming advancement as a **Salesforce Developer**, **and Administrator** crosswise over different enterprises and Strong experience with **Salesforce.com** **CRM** full implementation, migration of **Sales Cloud, Marketing, Service clouds**, **Communities and Force.com platform.**
* Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers**for**Events**to focus on Logic and Interactions in **Lightning Applications**.
* Engineered and incorporated Lightning Apps combining **Lightning Design System, Lightning Component** features on record detail page which renders buttons based on the user’s profile and role.
* Migrated Apps from **Salesforce Classic**to**Lightning Experience** to develop rich user interface and better interaction of pages.
* Implemented **Service Cloud** including: **Service Console**, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Experience in Integrating Appexchange Applications with **Salesforce,** Mass EMail Management, Application management using **Force.com Plug-in** and **Eclipse IDE** in Sandbox and Production Environments.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and **Force.com Sites**.
* Strong Knowledge about **Sales cloud, Service cloud, Community Market Configuration**, and **Customization** and good understanding with **Client/Server architecture, Object oriented design techniques** and web application design.
* Understanding on how to Create service resources and service crews that represent your field service technicians in **Field Service Lightning (FSL)** app and add details about their skills, service territories, and availability.
* Created formula fields to capture the dates the record is modified and use them in process builders.
* Experience with **Lightning** UI development, creating **Lightning pages** by using component, controller, style, helper, design, render, documentation, SVG.
* Worked on writing Apex classes along with Enabling Aura to make them available to Lightning components.
* Experience working on **SOAP** and **REST** APIs for both inbound and outbound integration with Salesforce.
* Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom salesforce pages as required by business requirements.
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to the governor limits.
* Developed **Apex classes** and **VisualForce Pages** using other platform-based technologies like Visual Studio Code, Force.com IDE and Salesforce Developer Console.
* Experience **in Data Migration** using Import Wizard, Excel Connector, Workbench and other integration tools like Informatica Cloud, **Apex Data Loader**.
* Proficient in creating various **Reports** (summary reports, matric reports, pie charts, dashboards and graphics), **Report Folders** and **Dashboards**.
* Expertise in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
* Experience in implementing **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 permission based on the organizational hierarchy.
* Experience in understanding business requirements to design the required entities like custom objects, creating the **relationships and junction objects**.
* Followed **Agile**, **Scrum** methodology that included iterative application development, weekly **Sprints** and stand up meetings.
* Created business requirement documents, system requirement documents and maintained Agile Boards, and User Stories in **JIRA.**
* A team player with strong work ethic, a positive attitude and ability to make the best use of individual resources. Committed to excellence, and a prudent developer with strong problem-solving, analytical skills and communication skills.

**Certifications:**

* Certified Salesforce Administrator
* Certified Salesforce Platform Developer I

**Technical Skills:**

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| Salesforce Technologies | Salesforce CRM, Salesforce SFA, APEX Language, Classes, Triggers, SOQL, SOSL, VisualForce (Pages, Components and Controllers), APEX Data Loader, Lightning Component, 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, SOQL, SOSL |
| Operating Systems | MS Windows, Macintosh |
| Web Design tools | VisualForce, HTML, XML, CSS, JavaScript, |
| Documentation tools | MS Word, Documentum, MS Excel, MS PowerPoint, MS Outlook, Jira |

**Professional Experience**

**Nissan North America, Franklin,TN Jan 2020 – Present**

**Salesforce Lightning 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.
* Implemented SFDC **Sales Cloud, Service Cloud**, Web Services, Created Group, Deal Rooms provisioning and marketing teams.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Made new feature **enhancements on Service cloud console** view and developed some Visual force components.
* 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.
* Worked extensively in customization of **Service Cloud Console** by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Developed **Visualforce Pages** to include extra functionality and wrote **Apex Classes** to provide functionality to the visual pages. 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.
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Updated the **APEX Controller**and**Helper functions** regularly making the **Component Context Aware** as per business requirement.
* Used **Lightning Data Service** with in Lightning components to Insert, Update, Delete record without Apex Controller.
* Used **sales** **cloud** to Maintain Leads, contacts, and opportunities. Used **service** **cloud** for creating cases in Salesforce from the feedback given by commercial card users.
* Created many app pages, home pages integrating the custom components for salesforce **lightning** and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Created modern Enterprise Lightning Apps combining **Lightning Design System, Lightning App Builder and Lightning** Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* 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
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Implemented using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System, Lightning App Builder**and**Lightning Component features.**
* Integrated the Web Servicesfor extracting the data from external systems to display in the pages of **Salesforce.com.**
* Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for events to Focus on Logic and interactions in **Lightning Application.**
* Implemented and Consumed Knowledge Base **Dashboards**& **ReportsAppExchange** for providing **Reports** and **Dashboards** that monitors the Knowledge Base.
* Wrote **SOQL** and **SOSL** statements within custom controllers, extensions and triggers by following the Governor limits in **Salesforce.com**.
* Used **Salesforce Lightning**combines the new Lightning Design System, Lightning App Builder and Lightning Components to enable anyone to quickly and easily create modern enterprise apps build on Salesforce1 Platform.

**Environment:** Salesforce.com, Force.com, Apex Classes, Triggers, Controllers, **Lightning,** Visualforce pages,Custom Objects, Records, Page Lay outs, Roles, Workflows, SOSL, SOQL, Sales Cloud, Service Cloud, Cast Iron, Dash Boards, Data Loader, Data Migration and Windows.

**City of Austin, Austin, TX May 2017 – Dec 2019**

**Salesforce Lightning Developer**

**Responsibilities:**

* Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes.
* Implemented Configuration, Customization and Development with Salesforce.com on **Service Cloud** and **Sales Cloud**.
* Implemented and created **users** with **permissions**, about **1000 users** nationwide on the **CRM** **platform** and provided go live support by agile methodology.
* Implemented Salesforce **Lightning Components** for a small set of users for customizing **reports and dashboards** and processes to continuously monitor data quality and integrity.
* Working with management and end-users to create and manage workflow rules, data validation, processes and flows.
* Used **sales** **cloud** to Maintain Leads, contacts, and opportunities. Used **service** **cloud** for creating cases in Salesforce from the feedback given by commercial card users.
* Worked with **Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers**.
* Developed **Unit test class** for Apex class and worked for improving **code coverage**.
* Work with management, create and manage complex workflow rules, data validation, and triggers
* Clean data from org and import new data using **Apex Data Loader**.
* Deliberate planning & analysis to accomplish complex workflow rules, data validation, and triggers.
* Participate in planning meetings, analysis development, test inspections, and other project meetings throughout the project life cycle.
* Executed security and sharing rules for Field, Record Level and Object for distinctive users at different levels of organization.
* Support application training activities including **creating training material**, conducting training and assisting in the support of system release update.
* Provide business direction to IT to inform design and deployment of data used to support business processes.
* Involved in **daily standup meetings, Scrum**. This resulted to bring good solution to the business requirement

**Environment**: Salesforce.com platform, Code Collaborator, Lightning Experience, VisualForce, Apex Language, Data Loader, HTML, Workflow & Approvals, Custom Objects, Sandbox management, Eclipse IDE, GIT.

**Time Payments, Burlington-MA Oct 2015 – April 2017**

**Salesforce Developer**

**Responsibilities:**

* Worked with Operations Manager and users to determine business requirements, provide administrative support and design /implement solutions in Salesforce CRM Environment.
* Involved in building the **Customer Portal** in the organization.
* Followed **agile methodology** for implementing the Application.
* Responsible for creating **Queues** and tasks to share and automate work to the users in the Queue.
* Created **workflow rules** and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Involved in managing daily administration tasks like multiple user **setup**, **profiles** and **roles**, customization of objects, fields, record types, page layouts, and validations.
* Responsible for creating **Sharing rules** among all the users in different Roles and Subordinates.
* Documented & conducted multiple **training sessions** across various sales channels.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created unit test cases and coordinated change requests to drive the business requirements during Integration and Testing stages.
* Developed **APEX Classes**, **Controller Classes** and **APEX Triggers** for various functional needs and implemented the business logic as per the requirements.
* Designed various Web Pages in VisualForce for capturing various customer enquiries and implementation logic for migrating cases to different queues based on the type of customer enquiry.
* Created various Reports and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization's need.
* Developed and deployed **workflows** and **approval processes** for opportunities and products/ assets management.
* Used **Apex data loader** to Insert, Update, and Import data from Microsoft Excel into Salesforce.com.
* Involved in data mapping and **migration of data** from legacy systems to Salesforce.com Objects and fields using data loader and Workbench.

**Environment:** Salesforce.com platform, Apex, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in.

**Vintech Systems, Hyderabad, India March 2013 – Sep 2015**

**Salesforce Administrator**

**Responsibilities:**

* Involved in analyzed requirements and developed detailed design of Salesforce integration.
* Create & customize Salesforce objects, workflows, page layouts, fields, validation rules, reports, dashboards & user profiles.
* Implemented on demand pricing and products configuration using Ajax and JavaScript.
* Developed triggers, apex classes, custom Controllers to achieve the complex business functionality in the application.
* Created new custom objects, S-controls and apex class to enhance the functionality of custom objects.
* Implemented S-controls to manage sales plan call sheets within Salesforce, capturing data and call activity.
* Created Visualforce email templates and also automated Email Process to send customers.
* Administration of various objects, fields, Page layouts, tabs, custom reports, report folders, report extractions to various formats.
* Created and deployed several reports, developed various workflows.
* Packaged and Deployed customizations from Sandbox to other environments using Eclipse.
* Provided post-implementation support to assist end users in administration tasks.
* Assisted with data migrations using Data Loader and Import Wizard.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** SFDC toolkit (Visualforce, Apex, S-controls, Triggers, Chatter), Data Loader, Eclipse IDE, Permission Sets.

**CONAXP INFOTECH, Hyderabad, India Jun 2012 – Feb 2013**

**Java Developer**

**Responsibilities:**

* **Involved in software development life cycle phases like requirements gathering, analysis, design, development and testing.**
* Designed, developed and deployed various data gathering forms using **HTML**, **CSS**, **JavaScript**, **JSP** and Servlets.
* Developed java scripts for all client-side validation and developed User Interface (GUI) using JSP, CSS
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between **Force.com IDE** and **Sandbox environment.**
* Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
* Created Executive and other Dashboards using **wave Analytics.**
* Reviewing the test cases provided by the QA team and providing feedback.

**Environment:** Core Java,J2EE, JSP, HTML, JavaScript, CSS, Eclipse, EJB’s, Visual Force, Sandbox Data.