**SALESFORCE DEVELOPER & ADMINISTRATOR (Certified)**

**SUMMARY:**

Certified Salesforce Developer with the experience of Salesforce.com and extensive experience of automating complex business processes using declarative features such as workflows, approval process, dynamic approval process, sharing rules and validation rules. Experience using Salesforce.com's Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts and Actions, and Approval Workflow. Experienced in Salesforce SFA, Force.com Apex Classes, Apex triggers, Integration, Visual force, Force.com API, and Salesforce.com S-Controls.

**KEY SKILLS:**

Salesforce Technologies Apex Classes, Triggers, Steel Bricks CPQ, Oracle Big Machine CPQ, VisualForce (Pages, Components), Controllers, Controller Extensions, Workflow & Approvals, DocuSign.

**PROFESSIONAL SUMMARY:**

* Over **8+ years** of IT experience in **IT** into **Salesforce.com Administration and Development.**
* Experience in **Administration, Configuration, Implementation and Support of Salesforce CRM and force.com IDE.**
* Endured in designing and **developing Apex Classes**, **controller classes**, **Apex triggers** and **batch Apex** for various functional needs in the application.
* Worked with **Approval Processes**, **custom Tabs**, **custom reports**, **and report folders**, **report extractions** to various formats, **design of Visual Force Pages**, **Snapshots**, **and Dashboards.**
* Leading the analysis and business requirements gathering to develop detailed functional requirements, clearly stating project scope
* Expertise in salesforce.com platform by designing the required entities like **custom objects,**creating the relationships/junction objects like **lookups**, **Entity Relationship data model**, **Roll - up summary**, **Pages**, and **Interfaces**.
* Experience with **Lead Management**, **Case Management** and **Customer Portal.**
* Experience in creating **Validation Rules, Approval Process, workflows** for auto **lead routing, lead escalation and Email Alerts.**
* Experience in Salesforce.com application setup activities and customized the applications to meet the functional requirement of the organization.
* Experience in creating and manage **workflow rules, field updates and email alerts**.
* Good experience in **Mass imports and exports** of data using **Import wizard and Data Loader.**
* Good work experience on Notification services in setting up the Scheduled jobs and alerts.
* Experience in exporting the data to **Excel Files** and **Text Files** from database.
* Experience in querying Salesforce.com database using **SOQL & SOSL** queries using Force.com Explorer.
* Good development experience with **Apex Language**, **Apex Trigger**, **Apex Scheduler**, **Batch Apex**, **Apex Class Apex Web Service**, **Partner WSDL Enterprise WSDL, Visual Force Page**, Component Controllers and S-Control.
* Extensive experience in preparing the application over view, run book, system documentation and user manual.
* Good understanding with Client/Server architecture, **Object-Oriented design techniques** and web application design under **Model View Controller** (MVC) and **Service Oriented Architecture** (SOA).
* Experienced in web technologies like HTML, **XML**, CSS, JSP**, JavaScript**, WSDL, and SOAP.
* Basic knowledge of **Adobe Flash**, **Service Cloud** and **Sales Cloud** and Chatter.
* Experience in cloud technology and on-premise infrastructure integration for Salesforce.com.
* Experience in **Unit Testing, Test Coverage and Code Review**.
* Excellent hands on experience with **XML**, **XSL**, **XML Schema**, **HTML**, and **CSS**.
* Knowledge on new release of **lightning**components.
* Highly organized and dedicated with a positive attitude, capable of producing results immediately on hire.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments.

**TECHNICAL EXPERTISE**

|  |  |
| --- | --- |
| ***Languages***  | *Salesforce, Apex, Java* |
| ***Operating Systems*** | *Windows, Linux, Mac OS* |
| ***Cloud Modules*** | *Service Cloud, Sales Cloud, Gov Cloud* |
| ***Data Services*** | *Data warehousing and analytics, AWS, Heroku* |
| ***Version control*** | *GIT, SVM, CVS, Bitbucket* |
| ***Tools*** | *IntelliJ, Eclipse, Sublime, Vs Code* |
| ***Development Methodologies*** | *Agile, Waterfall & Hybrid.* |

**PROFESSIONAL EXPERIENCE**

**Sungage Financial, Boston, MA Jan 2019 to till date**

## Salesforce Administrator/Developer

**Key Responsibilities:**

* Worked on the design plan to migrate existing **CRM** system to Salesforce in a collaborative work environment.
* Designed the **Data model** and business rules working closely with the business team.
* **Developed Objects, Fields, Apps, Tabs, Views, Work flows, Process Builder, Validation rules, Look ups,** **I:M** and Junction objects as per business requirement.
* Developed **Apex classes** and **Triggers**, **Test classes** to meet the requirements which are not possible using declarative approach.
* Utilized in depth knowledge and applied best practices to avoid performance of org and improve reusability of the code modules.
* Designed and Developed **REST** **based API, SOAP based API integrations** to / from **salesforce org**.
* Designed and Developed **Visual force** template for email communication automation.
* Created, Maintained and Refreshed Dev, **Dev Pro**, **Partial Copy Sandboxes** and performed Post Refresh tasks.
* Automated and Retrieve Meta Data backup utilizing **Force.com CLI** and Import them on a timely manner.
* Deployed Meta data changes from **Dev Sandbox to QA**, and **PROD sandboxes** utilizing **SFDX deployment tool**.
* Used **Microsoft Visual Code** as **IDE** for code development and interactive debugging.
* Designed and built reports and dashboards as per business requirements.
* Designed and Developer the security mode by creating custom profiles and permission sets.

**Environment:** Apex classes, Triggers, Visual Force (Pages, Component and Controllers), Chatter, Data loader, Force.com API, Workflow and Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls, Sandbox

## CloudQ, Alpharetta, GA Mar 2017 to Dec 2018

# Salesforce Administrator/Developer

## Key Responsibilities:

* Worked with **Client to gather requirements, design and work with offshore team** to map and deliver the requirements based on release.
* Prepared design documents and work with offshore to prepare **Technical design documents**.
* Created **ORD** (Object relationship diagrams) and share it with the stake holders.
* Created **Workflows**, **Process builder** and Flows as required to automate the process as per the business requirements.
* Created & Schedule Reports and **Dashboards** as per the business requirements.
* Reviewed code and **perform Unit Tests** for the code delivered by offshore.
* Created **Users**, **Profiles**, **Permission Sets**, **Roles** and **OWD** rules as per the business requirements.
* Created **Field Dependencies**, **Record Types**, and **Page Layouts** as per the business visibility rules.
* Mentored junior developer and guide them in designing **Visualforce** pages and **Controller Classes**.
* Developed Test Classes for Unit Testing to make sure that all the scenarios are covered with 100% code coverage.
* Designed and developed **Data migration processes** for the huge imports and updates in to the org.

**Environment:** ORD, Workflows, Process builder, Dashboards, Platform unit tests, Users, Profiles, Permission Sets, Role, OWD, Field Dependencies, Record Types, Page Layouts, Visualforce, Controller Classes, Data migration processes.

**Deloitte, Atlanta, GA Oct 2015- Feb 2017**

## Salesforce Administrator

**Key Responsibilities:**

* + Responsible for understanding the business needs and analyse the existing system for determining the **information gaps** and deficiencies, as well as evolving information needs.
	+ Customized page layouts for Campaigns, Leads, Opportunity, Contacts, Cases and Accounts depending upon user **roles**, and groups.
	+ Designed and deployed the custom objects, custom tabs, validation rules, workflow rules, auto-response rules to suit the needs of the application.
	+ Worked on preparing **Technical Design Document**.
	+ Written Apex Triggers on Account contact and opportunity to automate business process. Worked on **standard salesforce.com objects** like Accounts, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports. Implemented complex **approval** processes to ensure proper authorization.
	+ Writing relationship **SOQl** queries according to the business requirement.
	+ Developed Visualforce pages using standard controller, Custom controller and extension controller.
	+ Worked on **Process builder** for automating the actions such as creating and updating the custom object records. Created Custom Objects and defined lookup and master-detail **relationships** on the objects. Also created junction objects to establish many-many connectivity among objects.
	+ Worked on Visual flow for achieving the user triggered actions for displaying customer information on the screens.
	+ Using Metadata API to retrieve, deploy, create, update or delete customization information, such as custom object definitions and **page layouts**, for your organization.
	+ Responsible for weekly and monthly data export, updates, and backup for the organization.
	+ Used Apex **data loader**, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
	+ Involved in Salesforce.com Application support activities and customizing the apps to match the functional needs of the organization.
	+ Worked on **FSL** features like Management of Work orders, Schedule and dispatch, Asset management & Monitoring, Manage and monitor, Mobile device access.
	+ Worked with ServiceNow agile boards for creating and servicing **user stories**, back logs, sprints, assigning team members, updating them as per their status.
	+ Worked with ServiceNow visual task boards which shows stories on different stages under team members handling them.

**Environment:** Jira**,** Visual force, Apex Classes, SOQL, Apex triggers, Pages, Batch Apex, Schedule Apex, SOAP, REST, Workflows and Approvals, Data Warehousing, Automation, Sandbox testing.SalesForce.com Platform, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com, SalesForce.com sandbox. MS SQLServer2000, MS Access, Query Analyzer, SQL Profiler, Import & Export Data, Windows 2000 Server, MS Office Suite (Word, Excel, PowerPoint, Outlook), SQL.

**Valuelabs, Hyderabad, India Feb 2014 to Sep 2015**

**Salesforce Administrator**

**Key Responsibilities:**

* Performed the roles of **Salesforce.com Administrator** for the organization.
* Developed various **Custom Objects and Tabs.**
* **Administered, configured, maintained Salesforce.com** application user profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Created and deployed **Several Reports** using salesforce.com platform.
* Developed and deployed **workflows and approval processes** for opportunities and products/ assets management.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* **Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folder**s 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 UI using **CSS, HTML tags and used JavaScript**
* Assigned workflows for **Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses** to online campaigns.
* Involved in **Data mapping** specifying which data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Created and used **Email templates in HTML.**
* Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then develop customized solutions to meet their needs.

**Environment:** Salesforce.com, Apex, Visualforce, triggers, test method, workflow, validation rules, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE.

**Accion Labs, Hyd, India Jun 2012 to Sep 2013**

**Mainframes Developer**

**Key Responsibilities:**
**Overview:** MasterCard SecureCode is a new service that will let the Credit card users use a personal password with their cards while shopping online, giving them added assurance that only they can use their cards to make purchases over the Internet. At the time of registration of the card for this service (pre-enrollment) the customer will need to provide some of his personal details (like DOB). This project will create a new process for Bank’s Canada customers, where an XML file will be sent to MasterCard everyday with all the new/deleted cards so that the latest DOBs are present at their end. This information will be used at the time of registration to obtain the password.

**Responsibilities:**

* Analyzing the requirements and preparing the **HLD/LLD**.
* Build activities like Coding, Unit testing, **SIT** etc.
* Involved in Implementation planning related activities.
* Interacting with MasterCard team members working on the project to understand the requirements.
* Wrote new **COBOL** programs to extract data from **DB2** tables and generate the **XML** formatted file to be sent to MasterCard for updating customer information.
* Wrote new **JCLs/PROCs** for running the new batch modules.
* Created correct **NDM** control cards for sending the files to **MasterCard server**.
* Created correct **SORT** control cards for sorting/splitting the files before sending to MasterCard.
* Involved with code migration activities and making sure that the updates are reflected correctly in testing environments.
* Planning the schedule to run the new jobs so as to have minimal impact on other jobs.
* Planning and executing tasks related to one time load of initial data before the daily batch jobs start.

**Environment:** COBOL, DB2, JCL, Syncsort, DBCKPT, CA7, SAR, FILE-AID, ABEND-AID, Xpediter, NDM, Platinum, IBM Debug Tool, Endevor, QMF, SPUFI, BMC

### EDUCATION

Bachelor of Engineering from JNTU Hyderabad - 2012

Certified in Salesforce Developer & Administrator.