**PROFESSIONAL SUMMARY:**

Over **8 years of experience** in IT that includes 7 years of strong experience in Salesforce.com platform as **Developer** and **Administrator** including analysis, coding, testing and implementation in various business domains like Health, Insurance and Financial and 1 year experience using Java technologies.

* Experienced in developing custom applications and solutions using SFDC Force.com Platform using Apex, Visualforce, Force.com IDE, SOSL and SOQL.
* Expertise in SFDC **Configurations**/**Customizations** as Administrator and Developer.
* Expertise on working different environment of SFDC such as **Sales Cloud, Marketing Cloud**, **Service Cloud, Community Cloud, Commerce Cloud and Analytics Cloud.**
* Worked extensively on **Salesforce Lightning platform.**
* Experience using Aura Framework for developing UI using Aura tags in Lightning Components, Controllers and Lightning styles.
* Setup maintain and Optimize Email Marketing campaign utilizing Salesforce Marketing Cloud.
* Experience with application using **DocuSign**.
* Experience in deployment and working on **version control** tools like GIT, GitHub, Jenkins.
* Good experience on Developing Lightning web components with **Aura** framework.
* Extensive experience in designing various **Junction Objects, Record Types, Lookup Relationships, Master - Detail Relationships** and **Custom Reports** as per the requirements.
* Knowledge in various fields like, **Cross-Object/ Custom Formula Fields, Validation Rules, Field dependencies,Workflows** and **Approval Processes** for automated alerts, **Field Updates** and **Email generation** according to application requirements.
* Worked with end-to-end Service Cloud implementation like **Case Management, Omni Channel CTI Adapters and API integration.**
* Good exposure on Apttus CLM Product setup, Approval setup and Contract Management.
* Experienced working on Salesforce integration and Steelbrick for automation quoting, contracting and billing process.
* Experience in designing and development of E-Commerce Solutions.
* Good knowledge **on set up field service** features according to client unique business needs. This includes installing **Field service Lightning managed package** & **Field Service Lightning mobile app**.
* Experienced developing Wave Apps, datasets, Lenses and Dashboards in Einstein Analytics.
* Experienced with **Apex Language, Apex Class, Apex Trigger, Apex Web Service, Visualforce Pages, Visualforce Components** and **Controllers.**
* Experience with **MuleSoft** for integrating with Salesforce helps to build some applications on CRM and ERP platforms, Force.com Web Services API to connect Salesforce Environment to MuleSoft.
* Designed various report folders, extracting reports to various formats, designing **Visualforce Pages, Dashboards, Snapshots** and **Chatter.**
* Experienced with Lightning UI development, creating **Lightning pages** by using component, controller, style, helper, design, render, documentation, SVG.
* Experienced working with various App exchange products or CPQ products like **Salesforce CPQ (formerly Steel Brick CPQ), IBM Sterling CPQ, APPTUS.**
* Experienced with **Object Oriented programming (OOP)** concepts using **python, C++ and java.**
* Experienced in running the application on AWS infrastructure and virtualization services on AWS.
* Experienced with Salesforce.com Web Services APIs-Force.com **SOAP** and **REST** based Web Services APIs, the Bulk API and the Metadata API.

**CERTIFICATIONS:**

* Salesforce Certified Administrator (ADM 201)
* Certified Salesforce Developer (Salesforce Platform Developer I) (DEV 401)
* Salesforce Certified App Builder

**TECHNICAL SKILLS:**

**Salesforce CRM :** Visualforce pages, Workflow rules, Approval Process, Components, Sales, Service,

Profiles, Permission sets, Relationships, Validation Rules, Custom objects, Dashboards, Reports, Search Layouts, Page Layouts, Apex classes/Controllers, Apttus CLM & CPQ Record Types, Heroku Connect.

**Force.com Tools :** Eclipse, Developer Console, Force.com Eclipse IDE plug-in, Force.com Explorer,

Force.com Data Loader, CTI Tool Kit, Omni channel, Force.com Excel Connector, Force.com Platform.

**Languages :** SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java,

jQuery, AngularJS, VB.NET, ReactJS, C#.NET

**Web Technologies :** HTML, HTML5, XHTML, XML, CSS, JavaScript JSP, WSDL, SOAP, REST

**Database :** SQL Database, Oracle

**Platform :** Windows, Linux, MAC

**IDE :** Visual Studio, Eclipse

**PROFESSIONAL EXPERIENCE:**

**USAA Insurance – San Antonio, TX Mar 2020 – Till Date**

**Salesforce Lightning/Integration Developer**

**Responsibilities:**

* Worked on **JIRA** for the requirements gathering and moving the requirements to various levels once they are being done.
* Expertise in advanced Apex/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend, **Visualforce pages and Salesforce Lightning Experience** as user interface.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on logic and Interactions in Lightning Applications.
* Created multiple **Lightning Web Components** and server-side controllers to meet business requirements.
* Used Salesforce.com developer toolkit including **Apex Classes**, **Controllers and Triggers, Force.com IDE**, **Migration Tool**, **Web Services API**.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud, Contact Center, Chatter & App-exchange applications.
* Implemented **Marketing cloud integration**with service cloud to manage cases.
* Developed integration between Salesforce and **DocuSign** for signing ceremony, viewing signed documents and update Salesforce data based on user actions.
* Configured CI/CD tools with the Scratch orgs and automated the Creation of scratch orgs using salesforce Command Line Interface (CLI).
* Developed various **Visualforce pages**, **Apex Triggers** to include extra functionality and wrote **Apex Classes** and **Controllers** to provide functionality to the Visual pages.
* Created **Field Service Lightning** set up for multi-level service territories that represent the regions where your agents and technician can work.
* Worked on creating Lightning Pages inside **Lightning Community Builder.**
* Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like Apttus CLM, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, DocuSign etc.
* Created and managed Live Agent, Omni Channels and Routing configurations for routing queued requests to the agents.
* Extensively worked on end-to-end SFDC Release Management using Gearset tool.
* Worked with Salesforce Sales Analytics and service Analytics standard applications in Einstein Analytics.
* Built CTI (Computer Telephony Integration) adapters to integrate with Desktop applications and third-party CTI systems using Omni Channel.
* Worked on **Parent/child** workflows to update the parent based on the values of the child.
* Worked on several **DocuSign** documents used by various business teams.
* Used **Force.com**platform for developing feature rich and user-friendly Visual force pages for enhancing **Salesforce UI**.
* Installed Call center applications and allowed the end users to maintain a tract history of customer’s complaints.
* Used GitHub for version control and Source tree for branch management and check ins.
* Wrote **scheduled classes** to perform the data manipulations on nightly or weekly basis using **batch Apex.**
* Developed the UI component architecture for developer framework using **Angular 8, Typescript, HTML5, CSS3 and Bootstrap.**
* Created **lightning actions**, **lightning apps**and more than 30 components using Salesforce **lightning framework.**
* Used **the Aura framework**and Salesforce lightning Design System (SLDS).
* Performed **Salesforce CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Configured and customized Service Cloud Cases, Assignment rules, Escalation & Auto response rules and Email-to-case in the exchange server.
* Developed **Angular-JS** components such as controllers, services, filters and models.
* Responsible for performing all tasks required to develop, implement and support the Salesforce application integration of **Apttus CPQ and CLM**.
* Executed various levels of **Unit, Integration, User Acceptance** and **Operational Acceptance** testing using test cases to prove that system conform to specifications of business and quality requirements.
* Worked on Force.com Explorer for querying SalesForce database using SOQL & SOSL queries and Data Loader for data migration, insert, update, and bulk import or export of data.
* Used Visual studio code, salesforce CLI, Salesforce DX for the automation.
* Worked on Apttus CLM configuration, Pricing, discounting, approvals and proposal generation.
* Created Executive and other Dashboards using **wave Analytics.**
* Performed data migration using **Informatica**on demand and data loading using Data Loader, Import Wizard.

**Environment:**SalesForce.com CRM Application Platform, Apex Language, Visual Force, Lightning Compatible Visualforce pages, Service Cloud Customization, Lightning Web components, HTML, JavaScript, DocuSign, Heroku, Custom Objects, REST API, Tabs, Workflows, Email Alerts, Pardot, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO, SSIS, Sfd2sfdc, Omni Channel, Ant Migration tool.

[**CareSource**](https://en.wikipedia.org/wiki/CareSource) **– Dayton, OH Jan 2019 – Feb 2020**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Analyzed the business requirements and mapped to Salesforce. Created user Roles and Profiles, security controls and sharing settings.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Dealing with Customer Acquisition and customer retention and worked with various SFDC implementations covering Sales cloud, Service cloud, Marketing Cloud and Communities.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* As a part of the **marketing cloud** implementation worked with **email studio** and **Social Studio**.
* Knowledge on **AMP Script**, in personalizing emails using subscriber or contact data.
* Used Salesforce CLI, Visual studio code Salesforce DX in organization for creating apps and different pages for Lightning Experience by writing .html, .js, .css files in **Lightning Web Components (LWC)** files in Visual studio Code and also authorizing different systems on Salesforce DX, Force.com platform.
* Wrote and executed various MySQL database queries from python using **Python-MySQL connector and MySQL dB package.**
* Involved in data migration from **Excel**to **Salesforce**using **Apex Data Loader.**
* Developed several **Visualforce pages**to support data collection from practices.
* Created Aura based Components, Attributes, Custos which can be compatible to access through Lightning App builder.
* Knowledge on **Field Service Lightning Mobile** **app** how it works and aids on – site job management to a mobile workforce.
* Migration of Existing application to **AWS cloud** and automated regular AWS tasks like snapshots creation.
* Developed various integrations using **MuleSoft** as per the user acceptance Criteria defined by the business users.
* Knowledge on integrating the CI/CD tools with the Salesforce Sandbox.
* Performed **Data Migration** from home grown legacy system to **Salesforce CRM.**
* Experience supporting **Service Cloud**features like Cases, Entitlements and Creating Escalation rules for different customer support group.
* Developed **Apex Classes**, **Visualforce Pages** and **Apex Triggers** to develop the custom functionality as per the requirements.
* Implemented the requirements on **Salesforce.com**platform and **Force.com IDE Plug-in**using Eclipse.
* Designed very complex **Visual force pages** & **web forms** using JavaScript, CSS3, HTML5, Angular JS and Controllers.
* Worked on setting up customer and partner communities for establishing secure and maintain good communication between **Customers, Partners and Company.**
* Resolved issues connected to call centers, usage of CTI adapters and Mobile Applications.
* Configured the Contract management & Revenue management with using **Apttus CPQ**.
* Increased leads & sales with Pardot email drip programs by Integrating 3rd party applications from the AppExchange including **DocuSign**, Draw loop and Pardot.
* Developed and implemented **Managed File Transfer (MFT) Partner Communities**, routing ruleset, route provisioning using **Sterling File Gateway (SFG**).
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in CSV files into Salesforce.com, checking for the accuracy of the data.
* Implement **Service Cloud** to handle internal & external supports.
* Worked with the Pre-sales team to drive sales growth for the **Community Cloud** products.
* Worked on migrating Meta data from one **Sandbox**to another sandbox by using **Change Sets**and **Force.com IDE**tool.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Used GitHub for **Version control.**
* Used**Apex data loader** to Insert, Update, and Import data from **Microsoft Excel**into Salesforce.com.
* Created **Unit test cases** and coordinated **change requests** to drive the business requirements during **Integration** and **Testing stages.**
* Created Workflow alerts, and automated email response and used series of Ant Scripts to commit and pull files from GitHub.

**Environment:** Agile, Salesforce.com platform, Service Cloud, Marketing Cloud, Community Cloud, Apex Language, Chatter, Visual Force Pages, Data Loader, Custom controllers, Pardot, Email Services, Web Services API, Workflow & Approvals, Custom Objects, Heroku, Sandbox data loading, DocuSign, Apex data loader, REST API, Microsoft Excel, Eclipse IDE Plug-in, Java Script, CSS, AWS, Node.js, Test Classes, Test Scripts, DML Queries, GitHub, Ant migration tool.

**Config Software Solutions – Hyderabad, India Jan 2016 – July 2018**

**Salesforce Developer**

**Responsibilities:**

* Involved in creating and customizing the **Email template** and configuring them to the **email alert** within the **workflow rule** for a **standard/custom** object.
* Involved in developing the UI pages using HTML, DHTML, CSS, JavaScript, JSON, jQuery, Ajax.
* Developed Lightning Component Framework and built Lightning component using **aura framework**.
* Created Page layouts, search layouts to organize fields, custom links, related lists, and Other components on a record detail and edit pages.
* Designed a round-robin style allocation of **Community Cloud** plus licenses to enable admins to login and assign users on an as-needed basis.
* Validating the emails using Litmus tests.
* Setting up multilevel service territories that represent the regions where mobile workers can provide services using **Field Service Lightning.**
* Integrated with Salesforce by using **Marketing cloud connector**(V5).
* Build out **Marketing Cloud** in Journey builder and Email & SMS Campaigns.
* Integrated commerce cloud with Facebook using Facebook Dynamic Ads Feature on Salesforce **Commerce Cloud.**
* Involved in Development of fully automated **continuous integration** system using Git, Gerrit, Jenkins, MySQL and custom tools developed in Python and Bash.
* Worked on Customer Service Center Application on **Commerce cloud.**
* Created **SQL views** using joins to access the data from different tables for field mapping.
* Created **Partner Portal** and configured as per the requirements of the sales process.
* Configured various **Custom Reports**and **Report Folders** for different user profiles based on the need in the organization.
* Implemented **CPQ** (Configure, Price & Quote) design and mapped to the Salesforce custom objects and involved in Advanced Workflow Approvals.
* Worked extensively on Force.com **IDE Plug-in** using **Eclipse**and ensured worked seamlessly within governor limits.
* Experience with **AppExchange** market-place apps like **DocuSign**, **Congo-Compressor**, **RainKing** and partner products.
* Implemented **Web Services** with the help of **REST** and **SOAP API** along with **WSDL, JSON** and **XML.**
* Experience with **CRM** applications supporting the users, their capabilities and limitations.
* Maintained data cleanliness and accuracy by adding custom **validation rules**, **custom formulas**, **reports and dashboards.**
* Managed Salesforce integration with existing systems and third-party providers like **Informatica**and**cast iron.**

**Environment:** Salesforce.Com API, Data Loader, Sales Cloud, Service Cloud, Community Cloud, Commerce Cloud, Marketing Cloud, AppExchange, Sandboxes Testing, FSL, Metadata API, SOQL, Apttus CLM & CPQ, HTML, CSS, JAVASCRIPT, Python, jQuery, Ajax, Ant migration tool, Apttus CPQ & CLM, DocuSign, Reports.

**Concur Technologies – Bangalore, India**  **June 2013 – Dec 2015**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Performed Data Validation and usage of data utilities including **Data Loader** and **Mass Delete**.
* Attentively created **custom fields**, **pick lists**, **dependent pick lists**, and **validation rules** for the custom objects to better perform business functions.
* Created **Reports** and **Dashboards** to track Opportunity pipeline/Stages for Management visibility.
* Implemented Security/Sharing Rules, Configure Permission sets, Field Level Security, Record Level Security, Profiles, Roles & Resource monitoring at different Hierarchical Levels of the organization.
* Created several **SOQL** & **SOSL** queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Created and customized **Email template** and configuring them to the **email alert** within the **workflow rule** for a **standard/custom** object.
* Used .NET 2.0, Java Script in development. Main Responsibility was to fix defects.
* Implemented **Web Services** with the help of **REST**and **SOAP API**along with**WSDL, JSON**and**XML.**
* Developed **Apex Classes, Visualforce pages**and **Apex Triggers**to develop the custom functionality as per the requirements.
* Worked on **SQL** server for accessing data.
* Utilized **Process Builder** and **Workflows** to define related tasks, time triggered tasks, email alerts, and field Updates.

**Environment: SalesForce.com CRM Application Platform, Sales Cloud, Service Cloud, Apex Language, Visual Force, HTML, JavaScript, SQL, REST API, Tabs, Workflows, Email Alerts, .NET Framework, Messaging, Dashboards, Reports, Eclipse, Sandbox, SSIS, Apex Triggers, Process Builder, SOQL, SOSL, Testing, AppExchange.**

**Tech Integra ERP – India**  **June 2012 – May 2013**

**Java Frontend developer**

**Responsibilities:**

* Involved in requirement gathering and analysis from Business Analysts.
* Involved in Front-end development using **JSP** and **JavaScript** for interactive presentation.
* Implemented the **MVC based Struts Framework** architecture to maintain the systems in **java EE** **standards**.
* Used AngularJS components like modules, controllers and built-in and synchronizing models with single page Applications (SPA).
* Worked on **Oracle** database to maintain the entities of application.
* Implemented application persistence layer using **Hibernate ORM**.
* Involved in application testing and user acceptance.

**Environment: Java, Apache tiles, JSP, JSTL, Angular, Core Java, Java EE, Struts, Hibernate, Oracle**.