**PROFESSIONAL SUMMARY:**

* 10+Years of IT experience that includes over 6+ years of experience in Salesforce.com CRM and Force.com Platform. 4+ years of experience as Business Analyst with experience in Business process analysis/modeling, business requirements gathering, and database design.
* **Salesforce Certified Platform Developer 1** (SP20), Credential ID: 21396487.
* **Salesforce Certified Administrator** (ADM201), Credential ID: 21490169.
* **Salesforce Certified Platform App Builder** (WI21), Credential ID: 21845975.
* **Salesforce Certified CPQ Specialist** (WI21), Credential ID: 21843370.
* Strong knowledge on Development Life Cycle (SDLC) including UML, Rational Unified Process (RUP), Waterfall, Agile/Scrum methodologies.
* Experienced using **Salesforce Lightning UI**. Created **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.
* Proficiency in Salesforce out of box data model and modeling in salesforce by creating **Custom Objects, Formula Fields, Roll-up Summary fields**, Field dependencies, creating new relationships using Lookup, Master-Detail and Junction Objects.
* Experience in **Salesforce.com Standard Objects** like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts.
* Experience with **Apex Classes, Apex Triggers, Batch Apex**, Schedule Classes, Anonymous Apex, Components, Visualforce Pages and integrating with external sources by developing **SOAP, RESTful Apex web services and Force.com API**. Dynamic Apex, Custom Settings, Test Classes, Debugging.
* Strong Knowledge in Salesforce Customization, Workflow Approvals, Data Validation, Sales, Marketing, Customer Service and Support Administration.
* Proficient in Alerts, Field Updates, Tasks and Outbound Message Implemented declarative programming using Formula Fields, Validation Rules.
* Created **Workflow Rules, Workflow Approvals** and Actions like Email alerts and field updates.
* Developed **Reports, Dashboards** and Approvals to continuously monitor data quality and integrity.
* Experience in Import/export of data using Data loader from external systems into Salesforce.com.
* Knowledge of **XML, HTML, CSS, SOAP/REST, Java and Java Script**.
* Knowledge of Lightning Data Service for **Aura Components**
* Extensive experience in writing queries using **SOQL** and **SOSL** within **Governor limits** for data fetching and manipulation needs of the application.
* Experience in working with Salesforce.com sandbox and production.
* Exceptional ability to build Client relationships through frequent meetings, one on one interaction and ability to converse with all facets in the client organization by utilizing elicitation techniques like interviewing, questionnaires, brainstorming, focus groups, prototyping, cost/benefit and risk analysis.
* Full understanding of Rational Unified Process (RUP) using Rational Rose, Requisite Pro, Test Manager, Unified Modeling Language (UML), SDLC and Object-Oriented Analysis /Design (OOAD).
* Proficient in Documentation of requirements as **Business Requirement Documents (BRD)** and conducting meetings with Business people to give a walkthrough of final BRD to get their concurrence and approval.
* Preparation of the **Functional Requirement Document (FRD)** based on the approved Business Requirement Document (BRD).
* Proficient in developing Analysis Models, Use Case Models, Design Models, Implementation Models, Use Case Diagrams, Context Diagrams, RACI Matrix, **Dataflow Diagrams**, User stories, Behavior Diagrams (sequence diagrams, collaboration diagrams, and activity diagrams), also Class Diagrams based on UML Methodology using MS Visio and draw.io
* In Depth understanding of the AS-IS and TO-BE business processes and experience in converting these requirements into technical specifications for preparing test plans.
* Experience in conducting GAP analysis, User Acceptance Testing (**UAT**), **SWOT analysis**, Cost benefit analysis, Portfolio Analysis and ROI analysis.
* Experience in **Requirements Elicitation**/Gathering, **Data Modeling**, Feasibility Studies, Scope Documents, and Requests for Proposal.
* Expertise in understanding and supporting the client with project planning, project definition, requirements definition, analysis, design, testing, system documentation and user training.
* Having conceptual knowledge on **SQL**.
* Experience in using **JIRA** as project management tool
* Excellent interpersonal skills, analytical, problem solving and presentation skills.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Programming Languages:** | Salesforce – SF Development - Apex, Visual Force, SFDC Administration, SF Lightning, HTML, DHTML, XHTML, XSLT, JavaScript, Java, Ajax, Perl, C/C++, XML |
| **Salesforce Integration tools:** | Data Loader, Import Wizard, Change Sets, REST&SOAP API, .DocuSign |
| **Database:** | MySQL 5, DB2, Oracle, PL/Sql, SQL, PostgreSQL, Sybase, MSAccess |
| **Operating Systems** | Windows 2000/98/XP |
| **Tools** | JIRA, Microsoft Visio, ALM |

**SALESFORCE CERTIFICATIONS:**

* Salesforce Certified Admin (201) (21490169).
* Salesforce Certified Developer (SP20) (21396487).
* **Salesforce Certified Platform App Builder** (WI21), Credential ID: 21845975.
* **Salesforce Certified CPQ Specialist** (WI21), Credential ID: 21843370.

**CERTIFIED COURSES COMPLETED**

* **Business Analysis Foundations.**
* **Agile Requirements Foundations.**
* **Business Analysis: Business Benefits realizations.**
* **Requirements Elicitation and analysis.**
* **Business Process Modeling.**

**PROFESSIONAL EXPERIENCE:**

**Jul 2018 to till date**

**Project Name – QMS Integration**

**Client Name – Dorman Products, Colmar, PA**

**Role – Salesforce Developer**

**Description:** The Quote Management System has a well knitted integration with Salesforce and Legacy Quote management systems.

**Responsibilities:**

* Involved in requirement gathering, Architecture & Design
* Built Data table to display Quotes with Pagination, Sorting and Search Capability
* Involved in integration by passing Opportunity details to Dorman QMS and able to successfully create the Quote, Rate through REST API
* Handled the Quote Rates & Quote Attachment display through REST API Integration
* Implemented Flows to display Competitor plans
* Implemented Workflows & Chatter implementation for Quote status display.
* Created several POC with respect to API integrations & Display of Quotes through ODATA
* Worked extensively on Lightning Pages & SF Lightning components
* Worked on Apex Batch Classes, Scheduler Jobs.
* Worked on SF Integration to pull Quotes & Rest from third party system using REST API
* Worked on POCs using Salesforce connect to display Quotes using ODATA protocol
* Page Layouts, Quick Actions, Activities, Reports & Dashboards
* Configuration of Security Profiles/Permission set for the Users
* Used Visual Studio Code for Development & Git Hub for Version control System
* 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.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Did code review / Managed Deployments
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Mentored & Trained Junior Developers.
* Experienced in Test Driven Deployment
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.

**Environment: Sales Cloud, Force.com Platform, SF lightning, Aura, Apex, VisualForce**

**Jan 2015 to Jul 2018**

**Project Name – Salesforce 1-CLIC System**

**Client Name – Dorman Products, Colmar, PA**

**Role – Sales Force Developer**

**Description**: Created a custom Timesheet Solution using Salesforce force.com platform for Dorman Employees & Contractors. The App is integrated with the SAP system to pull the Employees daily. The App has a two-way integration with the Beeline Vendor Management system to get the Contractor information daily.

The Timesheets are automatically generated every week and have an option to copy from the previous week. The Application has Work flow incorporated with the Submission & Approval Management system. The Approved Timesheets will be pushed to the Beeline Vendor Management system. The Key feature includes Automatic User Creation & Deactivation Users.

**Responsibilities:**

* Involved in requirement gathering with the business team.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* 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.
* 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.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* 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.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader. Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging. Worked on Integrating SAP and Salesforce systems using SOAP and REST API's. Experienced in using SFDC with MuleSoft for Integration, Salesforce Connect.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Web services have been developed for integration purpose.
* Packaged and Deployed customizations from Sandbox to other environments using Eclipse.
* Implemented Single Sign on Implementation
* Co-ordinated with Pentaho ETL Team to fetch the data from SAP & Oracle Apps to SFDC on daily basis
* Worked on GitHub for Version control System and Managed Deployments through GearSet.

**Environment - Force.com Platform, SF lightning, Aura, Apex, VisualForce**

**June 2013 to Dec 2014**

**Client Name – Bank of America, Princeton, NJ**

**Role – Business Analyst**

**Responsibilities:**

* Followed Agile Iterative development approach and was involved with all iterations of the development life cycle
* Analyzed the existing business requirements documents to review functional and detail design specification of the application
* Communicated extensively with clients and different levels of management to identify new requirements, use cases and to develop functional and technical specifications
* Conducted Gap Analysis and developed data relationships diagrams to define the impact of the new requirements on the existing system
* Conducted JAD Sessions to resolve open issues, change requests and most importantly, to facilitate identification and development of an architectural solution
* Collaborated with the design and development teams to create effective design strategies, monitored the development of the system and ensured compliance with quality standards and client specifications
* Prepared Business Process Models that includes modeling of all the activities of the business from the conceptual to procedural level
* Used MS Visio to model activities and data flow process in the business and make them more understandable to developers and architects
* Provided production support for reporting databases and reviewed change requests
* Identified and documented issues, risks, gaps, descriptions, impacts and provided recommendations and alternatives to re-engineer the current processes
* Developed the business and functional requirements specification that describes and prioritizes the requirements.
* Assisted the PM in defining and updating of work plans, AFE, Risk Management Plan
* Worked in conjunction with the PM to ensure smooth development cycle and developed defect reports, while meeting with developers, outlining defects found in the system
* Acted as a liaison between Reuters Development and the business vendors

**Environment - SAP – ECC 6.0, MS Visio, MS Office, Windows 2010, Application Life Cycle Management (ALM)**

**June 2011 to May 2013**

**Project Name – Customer Service Improvements**

**Client Name – Reliance Standard Life Insurance Co., Philadelphia, PA**

**Role – Business Analyst**

**Responsibilities:**

* Involved in the development of project plan in conjunction with the business and IT areas
* Extensive involvement in capturing the requirements from users
* Preformed the role of facilitator to conduct JAD session for requirement gathering
* Prepared Gap Analysis to repost outlining the deficiencies in source system extracts and requirement s for the Operational Data Store (ODS)
* Identified connectivity of source systems, related tables and fields to ensure data suitably for mapping
* Analyzed business requirements in terms of dimensional data elements and measurable facts
* Prepared BRD and then converted these requirements into Functional Requirement Specification (FRS).
* Created the As-is and To-be data flow diagrams for different phase of the project
* Presented models and their advantages to stakeholders and the project manager
* Have extensive knowledge of ETL process used by the Data Stage System designers used for extracting, transforming and loading the data in the data warehouse/Data marts
* Closely interacted with designers and software developers to understand application functionality, navigational flow and how data is passed
* Performed System and Integration Testing along with testers. Conducted UAT with the business
* Assured all artifacts/signoffs were in compliance with corporate policies and guidelines and archived
* Used SQL, Data Warehousing and Data Cleansing for the arrangement of customer data
* Provided user test cases and collated and track defects. Communicate defects to the development team
* Involved in the UAT process to check the reliability and acceptability for end users against the original requirements
* Performed key role in the planning, testing, and implementation of business enhancements.
* Uses variety of information gathering techniques (e.g., interviews, facilitated sessions) to determine business requirements and technology needs to fulfill the GAP
* Identified, research, investigated analyzed and defined business documented process

**Environment - MS Visio, MS Office, Windows 2000/2003 Server, SQL 2005, Rational Requisite Pro, Rational Clear Case, Java/J2ee, HTML**

**EDUCATIONAL QUALIFICATION:**

* Master of Arts in Economics from University of Hyderabad, Hyderabad, India.