

ID-21444947 ID-21441956

**Arun Kumar krishnasamy**

**+1 (408)-627-0452**

**Salesforce Lightning Developer Email:** **arunkkrishna1@gmail.com**

Professional Summary:

* Around 8 years of IT experience performing various roles as a software developer involving analysis, development, testing of application along with support, service and enhancement in Salesforce and SAP which also includes around 6 years of experience in Salesforce platform as a Developer and Admin with responsibilities involving Administrator, Development, Integration, and communities with experience in lightning incorporating lightning component development and classic to lightning migration activities.
* Sound experience in Force.com Apex Classes, Apex Triggers, Apex Controllers, Batch Apex, Integration, REST, SOAP based Web Services, Force.com API, SOQL, SOSL and developing Visual Force pages.
* Extensive experience in Salesforce.com configuration, customization, administration, data migration.
* Strong understanding of SOQL and SOSL for Querying and Searching Data for Force.com platform.
* Actively involved in deploying the CRM tool Salesforce.com to include business requirement, development, dashboard development, report & list view development, process flows and documentation.
* Experience in developing web interfaces for clients through Force.com, SAP NetWeaver studio and standard web technologies including but not limited to HTML, CSS, XML and Java Script.
* Hands on experience in writing batch classes, Schedule Apex, dynamic apex, single e-mail methods, mass e-mail methods, test classes, wrapper classes.
* Involved in using Lightening, Process Builder and Workflows. Worked on customization of visual force to have Lightening Experience for desktop and mobile applications.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Proficiency in Object Oriented Languages like C++, Java, ABAP, and other Java technologies.
* Experience in working with Agile/Scrum environment, Iterative, Waterfall software development methodologies extensively using JIRA for project management and bug tracking.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and Apttus CPQ.
* Strong experience in working with Security framework, Dashboards, and reporting modules and designing, creating, and implementing profiles, roles, record types, page layouts, assignment and workflow rules, escalation rules, communication templates, approval processes and reports, and configuring security settings.

Education:

* Bachelor’s in Computer Science and Engineering from Anna university, Chennai, India

Certification:

* Salesforce Certified Platform Developer 1
* Salesforce Certified Administrator

Technical Skills:

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| **SALESFORCE TECHNOLOGIES:** | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Visualforce Pages, Visualforce Component and Controllers, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management Automation, Custom Objects, Sandbox Refreshments, Deployments (Change sets), SOQL, Process Builder, Workflow Rules, Approval Process. |
| **PROGRAMMING LANGUAGES:** | Java, Apex, Object oriented-ABAP, C, C++ |
| **AUTOMATION TOOLS:** | RPA (Robotic Process Automation) and Synops |
| **WEB TECHNOLOGIES:** | HTML, CSS, XML, JavaScript  |
| **DATABASES:** | MS SQL Server, DB2, PL/SQL, SAP SQL, SAP HANA |
| **OTHER TOOLS:** | Tableau, Toad, Informatica, Eclipse, GitHub, JIRA, SQL Enterprise Manager, SQL Query Analyzer, Simul 8, Putty  |

Experience:

**Welk Resort, San Diego, CA**

**Sr Salesforce Developer Sep 2018 - Present**

Description:

Welk Resort is a California based luxury resort operator and developer. A family-operated company dedicated to helping travelers’ vacation better through shared experiences and memories. It operates in three US time zones, as well as Cabo San Lucas, Mexico and has grown from five resort locations to more than 20 locations due to new construction, key acquisitions, and alliance partnerships.

**Responsibilities:**

* Developed Lightning component framework include an **out-of-the-box** set of components, **event-driven architecture**, and a framework optimized for performance.
* Involved in various stages of **Software Development Life Cycle** (SDLC) in agile methodology. Strong implementation and rollout experience with salesforce.com CRM (Sales cloud, Service cloud, Marketing cloud), Communities, Sites, and Force.com platform.
* Involved in developing **custom lightning components** to display the list view of orders and an order detail page to handle the business logic.
* Using Community Builder create community pages for Dealers and used the SLDS for styles and apex classes for DML operations.
* Worked on custom implementations of **community builder lightning components, java script buttons, lightning compatible VF pages, lightning components.**
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend, **Visual Force pages and Salesforce Lightning Experience as user interface**.
* Configured **Sales Force Automation** (SFA) for Campaign management, Opportunity Management, Account and Contact Management, Data Quality Management.
* Implemented **sales cloud, service cloud and marketing cloud using Pardot**.
* Automated marketing cloud using Pardot like lead qualification, lead management and sending messages.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes and Controller** to provide functionality to the visual pages.
* Created Lightning Component tabs and visual force tabs.
* Created and **Debugged Lightning Components, building with Lightning App Builder** and Visual force with the new Lightning Design System.
* Created Custom Objects and fields for transactional and contractual information.
* Worked on **customer portals and communities' administration**. Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to custom objects.
* 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.
* Developed **complex workflows and approval processes** for automating business logic.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Worked with admin team to create profiles and **implemented Object and field level security** to hide critical information on the profile users.
* Used Force.com developer toolkit including **Apex Classes, Apex Triggers and Visualforce pages** to develop custom business logic.
* Created Executive and other Dashboards using **wave Analytics.**

**Caterpillar, Chicago**

**Sr. Salesforce developer Aug 2017 – Aug 2018**

**Description:**

Caterpillar is the world’s leading manufacturer of construction and mining equipment, diesel and natural gas engines, industrial turbines, and diesel-electric locomotives. And are also a leading financial services provider through Caterpillar Financial Services. The organization aims to constantly developing and refining advanced technologies to help make your equipment more productive and efficient.

**Responsibilities:**

* Performed the roles of Salesforce.com Administrator / Implementer in the organization.
* Interacted with various business team members to gather and document the requirements. Implemented the requirements on Salesforce.com platform and **Force.com IDE Plug-in** using Eclipse.
* Development work is done using **AGILE** methodology with strict budget and timelines.
* Worked with standard Salesforce.com objects like **Accounts, Contacts, Opportunity, Campaigns, Reports, and Dashboards.**
* Enabled **Chatter** for the Organization and to effectively communicate with the users in the Organization.
* Have used **financial force** in my project for opportunity management.
* PSA Objects: Assignments, Est Vs Actuals, Holidays, Milestones, PSA Administration, Permission Controls, Projects, Regions, Resource Planner, Resource Requests, Resource Search, Schedules, Timecards, Schedules, Skills and Certifications, Time Periods, and Work Calendars
* Organized Email Templates and Mail Merge Templates and was committed in doing the mail merge for various standard and custom objects.
* Implemented Service Cloud for customer service, including configuration of email to case, **case assignment rules**. Managed migration and release of **Service** Cloud.
* Customized the objects, Tabs using the **Salesforce Lightening Experience** as per the requirement.
* Customized existing **Visualforce** to align with Salesforce new Lightening **UI** experience.
* Involved in creating and customizing Apps, Objects, Tabs, Workflows, Reports, and Dashboards using lightening experience. Created **Visual Force Pages** using **Lightening** experience.
* Developed **Apex Classes**, Controller Classes and **Apex Triggers** for various functional needs in the application.
* Served as the Admin and BA of a team to launch a new process of functionality of **FinancialForce** PSA to include the Timecard object.
* Integration of Sales cloud with external information systems using **SOAP API** web services.
* Used @HTTP Get and @HTTP Post annotations for creation of **restful Web service AP**.
* Worked with **Bootstrap** to design the size of the **Visualforce pages**
* Extracted the **Salesforce CRM** information into **BI Data Warehouse** using **Force.com** API/Informatica to provide integration with oracle financial information to perform advanced reporting and analysis.
* Deployed Salesforce components from Sandbox to other Sandboxes and Production instances using Force.com Migration tools (Ant based), Change Set and Eclipse IDE.

**Principal Financial Group, Iowa**

**Sr Salesforce Developer Apr 2017 – Jul 2017**

**Description:**

Principal financial group is a global financial investment management and insurance company specializing in Retirement and Income Solutions, Principal Global Investors, Principal International, and U.S. Insurance Solutions. It has $731.3 billion in asset under management with dedicated financial professionals located in 25 nations and territories around the world providing financial tools, resources, and information to enhance living.

**Responsibilities:**

* Involved in various activities of the project like Information Gathering, analyzing the Information.
* Designed and Developed Visual Force pages based on Business Requirements.
* Participated for preparing the **Technical Design Document** regarding the user requirement.
* Participated in Business Process Review Meetings with IT Director to guide customer through their processes.
* Utilized Salesforce **Aura Lightning** Experience process flows to automate Business process.
* Formatting and migrating user data into LE, Implemented Salesforce Lightning Components within the organization. Used **Salesforce Lightning Design Systems** (SDLS) components in the Lightning Application.
* Created multiple **Lightning Components**, added CSS and design parameters from LDS that makes the Lightning component looks and feel better.
* Analyzed the Salesforce classic application and converted to **Lightning Application** from ground up.
* Tested apps by appending multiple components to a Lightning application thereby deployed applications from Sandbox to Production.
* Develop technical requirements for internal pricing team who worked on the custom object to build the price book based on the customer information gathered from the opportunity related by sales representative of territory regions.
* Configured **Single Sign On** by creating a connected App with **OAuth2.0.**
* Conducted **Unit Testing** for every code and wrote the test methods to obtain a code coverage of 85% minimum.
* Customized the **Company Profile, page layouts, record types**, security & Access Controls as per the Organization Requirements.
* Maintain security models in **Sales Tools**, including **Roles, Profiles, sharing rules** and **Workflows** to auto populate the values to the fields based on the requirement.
* Created several **Workflows** and **Approval Processes** needed in different stages of Application.
* Developed Custom Objects with new Custom fields, Tabs, Components and developed visual force pages based on the end user requirement.
* Created and Managed User roles for different territory region sales representatives and internal pricing team given Permissions to restrict the view and edit options for different region representatives by object level settings and field level settings.
* Created Public Groups, Security Controls and Shared Settings with the help of custom fields to restrict the access of records, based on the user groups within Salesforce org.
* Created Custom **Reports** to track the Cases, assets to be available to different levels in the organization based on their **Profiles.**
* Wrote **Apex Triggers** to implement business logic which sends **E-Mails** to the customers**.**
* Performed **Bulkification** to trigger using Collections like **LIST, SET and MAP** without exceeding **Governor Limits** and wrote the **helper classes** to support **Apex Triggers.**
* Using Apex Data Loader for **Migrating Records** to Sources and Loaded data into Salesforce.

**Blue Cross and Blue Shield, Texas**

**Salesforce Developer Oct 2016 – Mar 2017**

**Description:**

Blue Cross Blue Shield Association (BCBSA) is a [federation](https://en.wikipedia.org/wiki/Federation) of 36 separate United States [health insurance](https://en.wikipedia.org/wiki/Health_insurance) companies that provide health insurance in the United States to more than 106 million people. Nationwide, more than 96 percent of hospitals and 95 percent of doctors and specialist contract with Blue Cross Blue Shield and It insures 1 in three Americans.

**Responsibilities:**

* Translate business processes and requirements into technical requirements and **project plans**.
* Manage **dashboards**, **reports**, email templates, page layouts, and workflows.
* Work with department management to inspect process quality and prioritize improvements.
* Establish and implement best practices data integrity through the appropriate use of de-duping, loading, and exporting tools, security, and backups.
* Manage and monitor **data integrity** along with security.
* **Tracked inventory** and maintained accounts.
* Managed the reconciliation of general ledger accounts.
* Review and follow up on aging projects, which includes the open reconciliation report and matching charged and reversals.
* Collaborated with company financial experts to determine the scope of each reconciliation and develop a goal for each meeting.
* Used **data loader** for data migration and Integration.
* Prepared daily batch summary sheets from reports generated during posting.
* Strong experience with Salesforce.com CRM full implementation, migration of Sales, Marketing, Service clouds, Communities and Force.com platform.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical support.
* Collaborating with senior reconciliation specialist to handle various tasks, including processing ledger, calculating revenues, and preparing balance sheets.
* Reconciling complex accounting transactions, and internal company accounting
* Develop user training guides; Performed user & administration training sessions to utilize Salesforce in their respective department.
* Developed **complex workflows and approval processes** for automating business logic.
* Performs analysis on data as required.
* Worked on data manipulation needs of the application using platform database objects by **SOQL & SOSL**.
* Pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to custom objects.
* Implemented cases based on each department need for tracking issues. Setup, tested, trained, and maintain cases for multiple departments.
* Discover and analyze business requirements for system changes and enhancements.
* Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.
* Perform unit testing, integration testing, and performance testing of new application functionality.

**Accenture, Chennai, India**

**Software Development analyst (Salesforce) Jan 2015 – Sep 2016**

**Responsibilities:**

* Involved in tasks migrating business from SAP С4С to Salesforce Service Cloud.
* Performed the roles of Salesforce.com Developer and Administrator in the organization
* Worked on developing **Visual force page** which shows the Price Book drop down with standard Price Book at the initial stage of business with the customer when clicking on **Opportunity Product** from the Account Related List
* Involved in implementing automation projects using ARPA Tool– Accenture Robotic process automation tool.
* Stay current with Salesforce releases and corresponding documentation and provide new functionalities and solutions as needed.
* Performed the detail analysis of functional and technical requirements, **designed & deployed** the custom objects. Created Many to Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Used **Apex Data Loader** to Insert, Update and Import data from Microsoft Excel into Salesforce.com

**Accenture, Chennai, India**

**Associate Software developer (SAP Specialist) Jan 2013 – Dec 2014**

**Client: Consumer Durable**

**Description:**

Accenture is a Fortune 500 multinational consulting company serving clients in more than 120 countries. And Accenture technology focuses on bringing innovation, intelligence, and industry experience together with the newest technologies to help clients innovate at scale and transform their businesses. And constantly working to turn innovative ideas into business differentiation by creating customized software with our intelligent software engineering services.

**Responsibilities:**

* Knowledge of interfacing SAP with other system within and beyond SAP.
* Sound knowledge in SAP implementation/ development/ roll-out/ and support roles
* Performed various roles as a developer involving design development and documentation of complex customized application.
* Performed various automation task involving **RPA** (Robotic Process Automation) tools.
* Analyzed and developed Workbench Reports (classical & HR), Adobe Forms, RFC/BAPI, ALE/IDOC, LSMW and User Exits/BADI/Enhancement Spots
* **Warehouse Tailgating Application**: A warehouse mobile application to assign effective tasks to warehouse forklift operators to always keep the vehicle in moving with tasks assigned, which initially has two sets of operators to pick up and drop shipments in same warehouse who had their vehicles empty after the task ends.
* Created custom **SAP Fiori application** for warehouse yard management to simplify user process.