**NAYAN KUMAR** 

**Email: Nayankumarindore123@gmail.com**

 **PH: +1(240)813-0978**

**SUMMARY**

* Having **9 Years of IT experience** with 5 **years** of strong experience in design, **Development**, communities, **lightning component** development, **lightning locker services**, **classic to** **lightning migration** and deployment of application using **Force.com, Apex, Visual force** and Cloud Computing based Sales force CRM, customization and development and **4 years** in **Java/J2EE**
* Experience in **Administration, Configuration, Implementation (Soap API, Rest API and Meta data API as Call in and callout services)** and Support of Salesforce CRM and Salesforce SFA applications.
* Experience in **modifying Visualforce pages** to support the **Lightning Experience** and good understanding of lightning mode and its features
* Strong in Aura **Lightning framework** with Applications, Components, Controllers, Stylesheets.
* Worked on **Visual Flows** and **Process Builder** to automate workflow actions based on the functional requirement.
* Designed various Webpages in **Visual Force** for functional needs within Salesforce.
* Designed and developed **Apex Triggers** for various functional needs in the application.
* Created Custom Controllers and Standard Controllers in Visual Force.
* Having experience with **Apex Triggers**, **Apex Classes and Wrapper Classes** as mentioned in the business requirement.
* Worked on **Visualforce pages** and having experience with **CSS and Java Script**
* Provided administration support to create new users, deactivate users, modify security and sharing settings for users.
* Experience with **Apttus CPQ** to oversee design, estimating, citing, rebates, motivating forces, and recommendations on any gadget.
* Experience working across various SFDC implementations that are covering **Sales cloud**, **Service Cloud** and Apttus CPQ.
* Experience in **XML, JavaScript, HTML, Eclipse**and **SVN**.
* Having experience on support projects providing solutions to Level-1, Level-2 and Level-3 tickets
* Having experience on live support activities providing solutions to end users on Production environment.
* Worked on **Soap API and Rest API** **to** design and support web services platform.
* **Created the Validation Rules, Approval Process, workflows for automated lead routing, lead escalation and Email Alerts.**
* **E**xpert in developing User Interface (UI) applications and professional web applications using **JavaScript, JSP, HTML5 /DHTML, XHTML, jQuery, CSS3, and Ajax**.
* Worked on Web services using **REST API** exclusively on obtaining the needed information using the URL approach.
* Having experience on **REST** methods such as Put (), Get (), Post () and Delete ().
* Having experience on **Sales cloud** in opportunity management, account management.
* Having experience with **partner WSDL**, **Enterprise WSDL** and **Metadata API**
* Worked on **Sales cloud** such as Web-to-lead to support online lead capture, with auto-response rules.
* Proficient in Configuration, Customization, Programming with Apex API (Controllers & Triggers), Visual force Pages, **Visual force Components** using up-to-date technology & implementing new instances of Sales force
* Defined assignment rules to route case request to appropriate case support queues.
* Implemented **security** and **sharing rules** at object, field, and record level for users at different levels of organization, Created various **profiles** and configured the permissions based on the organizational hierarchy.
* Experience working with **Data Loader,** import wizard, salesforce.com and Sandbox environments.
* Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report extractions to various formats, design of **Visual Force Pages, Dashboards** and various other components as per the client and application requirements.
* Worked on SAP CRM with good exposure to **sales, service and marketing modules of CRM** and have good understanding of CRM user interface architecture.
* Gathering requirements from functional consultants and developments based on client requirement.

**EDUCATION**

* Bachelors – Rajiv Gandhi Proudyogiki Mechanical Engineering in 2012.

**TECHNICAL SKILLS**

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| --- | --- |
| **SFDC Technology**  | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Webservices, Visualforce Pages, Visualforce Component and Controllers, AJAX, 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. |
| **SFDC Tools** | Apex Data Loader and Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool, Apttus CPQ, Steel brick. |
| **Languages** | Apex, Core Java, Java Script |
| **Operating systems** | Windows, MSDOS, LINUX |
| **Databases** | Oracle 10g, Oracle 11g, SQL Server, DB2 |
| **Methodology** | Agile, scrum, SDLC, RUP. |

**EXPERIENCE**

**Client: Cisco Systems, Chicago, IL Feb 2020 to till date**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Requirements gathering and doing **configuration and customization** according to business requirement.
* I was involved in estimation and analysis for **migration** from classic to **lightening**.
* Created custom objects and custom fields in **Lightning** experience.
* Involved in creating a component for **custom buttons** which are not supported in lightning.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* I was Involved in developing Salesforce **Lightning** applications using **Lightning Web Components**, Controllers and Events and used custom CSS in the components.
* Developed **Lightning Component Framework** and built **Lightning web component** using **aura** **framework.**
* Built reusable **UI/UX** components with **Lightning Web component framework**.
* Knowledge on Salesforce **Lightning Process Builder**, Lightning UI/UX, app builder and creating Visual Workflows, Salesforce Support, communities and Chatter groups.
* Maintenance of installed Managed Packages in **Lightning** using Apex.
* Worked on preparing **Technical Design** Document**.**
* Written **Apex Triggers** on **Account** **contact** and **opportunity** to automate business process.
* Written **Apex Classes, Batch Classes and Schedule class** according to the business requirement.
* Written helper classes support for **Apex Triggers.**
* **Writing the apex code according to governor limits.**
* Doing bulkification of the trigger using Collections like list, set and Map.
* **Handling view state error in Visualforce pages.**
* Writing relationship **SOQl** queries according to the business requirement.
* Developed Visulaforce pages using standard controller, Custom controller and extension controller.
* Worked on **Soap API and Rest API** todesign and support web services platform.
* Developed the **batch process** to load data from external system to salesforce.
* Sent an Email Notification to the Partner through Process builder once after approving the access to purchasing records.
* Worked on agile Process**.**
* Implemented **Quote-to-Cash** solution using **APTTUS CPQ**. Good understanding of the **Apttus CPQ**.
* Involved in **CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.**
* Worked on visual force pages and its attributes.
* Worked on **Process builder** for automating the actions such as creating and updating the custom object records.
* Writing Experience in **Implementation, and Support of Salesforce CRM**, and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform.
* Worked on **Visual flow for achieving the user triggered actions** for displaying customer information on the screens.
* Worked on **Process builder** for automating the actions such as creating and updating the custom object records.
* Worked on Batch classes and wrapper classes to improve the work efficiency.
* Wrote **SOQL and SOSL queries** within custom controllers, extensions and triggers.
* Worked on External enterprise applications with salesforce using Metadata API.
* 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.
* Worked on Sales cloud in opportunity management, account management.
* Involved in Salesforce.com Application support activities and customizing the apps to match the functional needs of the organization.
* Performed other administrative tasks such as managing **Accounts, Contacts and Cases, setting workflows** and **approval process** for approving new accounts and other business process.
* Provided Case Management by **Configuring Email-to-Case** for end user to submit a case through Outlook.

**Environment:** Apex, **Visual force**, Apex Classes, SOQL, **Lightning Components**, Apex triggers, Lightning, **Visual force**, Pages, **Batch Apex**, Schedule Apex, **SOAP, REST**, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing.SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects.

**Client: Verizon Connect, San Diego, CA Dec 2018 to Jan 2020**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in **designing, developing and data modeling** of the application and ensured that they are within the Salesforce governor limits.
* Created productive documents which will be used by rest of the team to have better understanding of the related system; **Salesforce.com CRM**.
* Generated the quotation word document from Salesforce.com and using the feature of **CPQ** product.
* Involved in end to end testing and configuration enhancement for the **CPQ** and **CLM** functionalities.
* Created custom objects, **custom Fields, Validation Rules, and formula fields**.
* Created **Visualforce pages, Apex Triggers, Apex Classes, Test Methods** and **Workflows**.
* Developed SOQL query to pull data from salesforce.com instance to Right90 application. The process is set to run by default every 20 min and pull information that is changed since last successful sync run.
* Worked on **Visual flow** for automating the user actions and displayed appropriate information on the screens.
* Worked on **Process Builder** for calling the apex methods for updating the contact information with zip code.
* Deploy using **Force.com IDE tool**, Change sets and **Eclipse** for sandbox to production environments.
* Having experience on support projects providing solutions to Level-1, Level-2 and Level-3 tickets
* Developed scripts to load forecast data from salesforce.com.
* Created technical design document and functional design documents as per business requirement.
* Worked on **Sales cloud** such as Web-to-lead to support online lead capture, with auto-response rules.
* Developed integrations to integrate data from Salesforce.com using **SFDC APIs**.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Fields and **defined Field Dependencies** for custom pick list fields.
* Implemented Case Assignment Rules to direct the case to appropriate group such as Stories and PCS Central Support.
* Wrote **Case Escalation Rules** to escalate cases depending on the time frame and difficulty of the case issues

**Environment:** Apex, Visual force, Apex Classes, Apex triggers, Visual force, Pages, Batch Apex, Schedule Apex, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing, SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox. MS SQLServer2000, MS Access, Query Analyzer, DTS, BCP, SQL Profiler, Import & Export Data, Windows 2000 Server.

**Client: Toyota Motors, Plano, Dallas, TX Oct 2017 to Nov 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked with Business System Analyst to provided recommendation and designed the Best Solutions for implementing new business ideas.
* Provided development, implementation, and updating focusing on **Sales cloud and Service cloud**.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, solutions.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like **Picklist Fields, Master-Detail Fields, Custom Formula Fields**, and defined **Field Dependencies** for custom picklist fields.
* Implemented Case Assignment Rules to direct the case to appropriate group such as Stories and **PCS Central** **Support**.
* Defined objects and **Field Level Security** for different profiles.
* Wrote **an Apex Trigger** on Contact for cross object field update for reporting purposes.
* **Enhanced Apex Class** and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Created and maintained **Reports and Dashboards** to provide fast access to key business metrics.
* Having experience on live support activities providing solutions to end users on Production environment
* Provided Case Management by Configuring **Email-to-Case** for end user to submit a case through Outlook.
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* Customized Salesforce.com User **Profiles** by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Worked in different sandboxes for development and testing and involved in migrating the code to production instance in installments using **Change Set**.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Worked with AppExchange Dup Catcher to filter and prevent duplicate records in the organization.
* Responsible for weekly and monthly **data export, updates, and backup** for the organization.
* Used Apex data loader to Inset, Update, and **Import data** from Microsoft Excel into Salesforce.com.

**Environment:** SFDC, Apex, Data Loader, Force.com, Import Wizard, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, API.

**Client: CGI INC, Hyderabad, India May 2016 to Sept 2017**

**Role: Salesforce Developer**

 **Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like **Visualforce**, **force.com API**, and **web service.**
* Designed and implemented the solution by customizing various **Sales process** standard objects like Leads, Contacts, Accounts, Opportunities, Cases and **solutions** **of SalesForce.com (SFDC)**.
* Customized several **Formula Fields**, **Validation** **Rules**, **Tasks**, **Workflow** **rules**, **Triggers**, **Apex** **classes** to achieve the complex business functionality.
* Creating Custom Objects and defining **Lookup** and **Master**-**Detail** **Relationships** on the objects in Salesforce.
* Used **JavaScript**, **jQuery** for client side programming.
* Evaluated **Cast** **Iron** for migrating data within **Salesforce.com.**
* Extensive experience Creating **Roles**, **Profiles**, **Email** **Services** and **Page** **Layouts**.
* Created various Approval process in Salesforce.com for the Sales process to run properly in the organization.
* Designed and developed SFA based Application on force.com platform in salesforce.com environment with **Apex** **programming** **language** at backend and **Visual**-**Force** pages as user interface.
* Created various **Scheduled** and **Batch** **apex** jobs based on the business requirements.
* Designed and developed **Apex** **Triggers** for various functional needs in the application and worked in improving existing Apex code.
* Implemented the requirements on Salesforce.com platform and **Force**.**com** **IDE** Plug-in using **Eclipse**.
* Used **SOQL** & **SOSL** for data manipulation needs of the application using platform database objects.
* Integrated with External sources by making callouts that used **SOAP/REST**.
* Used **Force**.**com**, **web** **services** **API** to create, update, retrieve and delete records from **SOAP** based web services using **java**.
* Worked in **GIT** version control systems to keep the history of developed files and involved in Code Review board to maintain standard of Apex code.
* In-charge of deployment using **change** **sets** and **Eclipse** and taking back-up of production environment before deployment.
* Performed **Unit**, **Integration**, **Regression** and **User Acceptance Testing.**

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Informatica Cloud, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web Services Security Controls, Eclipse IDE Plug-in, Windows XP.

**Client: Travel Click, Chicago, IL May 2012 to Apr 2016**

**Role: Java Developer**

**Responsibilities:**

* Analyzed the business requirement and developed app using **Java and Mozilla XUL**.
* Involved in development using spring, Hibernate and **JSF Framework**. Used **ANT** script for project deployment.
* Use case, design – class, sequence diagrams. User Interface design
* **Data Modeling** – logical and physical models
* Requirements gathering- Proto-typing, Walk-through to business groups and gap analysis
* Understand the business aspect of the application and converted into requirements document.
* Create POC for first time patterns and vendor integrations.
* **Code review** with the developers and delivery team
* Co-Ordinate and manage Global Delivery teams at offshore locations.
* Schedule and organize weekly or daily stand up meeting with the whole development teams both onshore and offshore.
* Develop Functional Requirements Specification (FRS)
* Business process review and modeling
* Involved in writing **SQL queries** for the application in Teradata database.
* Create or involve in Implementation planning with Project Manager.

**Environment**: Java, JSP, Servlets, HTML, JDBC, JDK, Waterfall Model, Tomcat, Windows XP.