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PROFESSIONAL SUMMARY

- Over 5 years of experience in Salesforce.com CRM platform and Salesforce Application development including, Salesforce CRM, Salesforce Sales Cloud, Salesforce Service Cloud, Salesforce Marketing Cloud, Salesforce Community Cloud and Salesforce Commerce Cloud..
- Worked on various Lightning Aura Component And Lightning Web Component related project responsibilities Developed Lightning Web Component framework to create web applications that run anywhere.
- Worked on Classic to Lightning migration process.
- Well experienced with Visual Force, APEX, and Force.com platform, Triggers, Components and Controllers in Salesforce Classic & Lightning, Salesforce
- Proficient Knowledge in Salesforce Lightning UI, Lightning programming, Aura framework programming.
- Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Good knowledge on Configuration & Customization experience (new fields, new objects etc.) on various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Cases, Leads, Campaigns, Forecasting, Reports & Knowledge of creating Reports and Dashboards.
- Experienced in creating advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval Processes for automated alerts, field updates, and Email generation depending on application requirements.
- Experience in Creating Users, Roles, Profiles, Email Templates, Process builder, Workflows, Workflow Actions, Notifications and Approval Process.
- Hands on working experience in Role Hierarchy, Custom Profiles and Public Groups creation.
- Capable of writing and debugging efficient SOQL queries of standard and custom objects, and able to understand and develop for complex data models
- Primary level experience in working on web services and giving solutions by SOAP and REST integrations.
- Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance to the governor limits.
- Worked on deployment activities using Data Loader, Workbench, Import data & Export data.
- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.
- Enthusiastic adaptable and quick at picking up new skills and technologies such as **Vlocity** eager to break new ground

TECHNICAL SKILLS

SFDC Technologies	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Trigger, Visualforce Pages, Vlocity Data Loader, Reports, Dashboards, Force.com IDE
Languages	APEX, Visualforce, Javascript
Tools & Technologies	Force.com Data Loader, Force.com Platform (Sandbox and Production).
Operating systems	Windows & Linux.

WORK EXPERIENCE:

- ♣ Working as Salesforce developer in DXC from Jun 2018 to Till Date

PROFESSIONAL EXPERIENCE:

Project #1

Client : Sherwin Williams, Cleveland,

Description: Sherwin Williams with Valspar acquisition has recently moved from SugarCRM to Salesforce. Most of their legacy applications are still in the process of migration. With Salesforce integration, Sherwin is moving closer to their customers to best interpret their needs and deliver the service and care they expect. The results are Reduced IT costs, increased developer productivity, Ease of use, leveraging benefits of SaaS platform.

Roles and Responsibilities:

- ♣ Designed and developed solutions based on functional, migration and integration requirements for SFDC Platform Worked on package development model.
- ♣ Worked on Salesforce DX environment and deployed meta data using GitHub.
- ♣ Worked with different Salesforce.com objects like Accounts, Contacts, Opportunities, Cases, Leads and other custom objects.
- ♣ ☐ Developed UI's using SLDS and Lightning Components.
- ♣ Involved in lightning app and component development.
- ♣ Worked on Lightning aura components like accordion, overlay Library, Spinner, button, button group, file upload.
- ♣ Worked on customizing lightning pages composed of regions containing lightning components.
- ♣ Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
- ♣ Developed different Custom Objects, Tabs, Workflow Rules, Workflow Approvals, validation rules, Process Builders, Approval Process, Components and Visualforce Pages.
- ♣ Created custom reports to assess the performance of CSS people and the usage of the customer portal as well.
- ♣ Involved in creating page layouts, search layouts to organize fields, custom links, related lists, and other components on record detail pages and edit pages.
- ♣ Involved in creating Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- ♣ Worked on macros, omnichannel, live agent and translations.
- ♣ Worked on service cloud implementation using Cases, and implemented Email-to-Case, Escalation, and assignment rules.
- ♣ Used Data Loader for insert, update, and bulk import or export of data from Sales force Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
- ♣ Created service console and enabled for user with chatter and answers in the service cloud.
- ♣ Created Visual force and HTML Email templates to be sent to the customers relying upon the action they perform after they log into the portal.
- ♣ Develop processes to establish and maintain quality standards of existing products and services.
- ♣ Experienced in migrating the standard and custom objects in standard experience to lightning experience.
- ♣ Created many Lightning Components and server-side controllers to meet the business requirements.

- ♣ Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
- ♣ Involved in setting up field level access for each custom object created based on the user's role within the organization.
- ♣ Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
- ♣ Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
- ♣ Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- ♣ Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
- ♣ Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- ♣ Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- ♣ Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
- ♣ Involved in customizing custom objects, tabs, fields, page layout as per the business need.
- ♣ Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
- ♣ Maintained user roles, security, profiles, and workflow rules wherever necessary.
- ♣ Developed Apex Triggers , Apex Classes and Test methods, Controllers & Extensions to support Visualforce pages , Test Classes for Unit testing as per the functional needs in application.

Project #2

Client : Takeda, Deerfield, IL

Description: Takeda is a research based pharmaceutical company. With Salesforce integration, moving closer to their customers to best interpret their needs and deliver the service and care they expect. The results are Reduced IT costs, increased developer productivity, Ease of use, leveraging benefits of SaaS platform.

Roles and Responsibilities:

- ♣ 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.
- ♣ Designed Sales Force Automation (SFA) for Campaign management, Opportunity Management, Account and
- ♣ Contact Management, Data Quality Management,
- ♣ Developed complex workflows and approval processes for automating business logic
- ♣ Used Force.com platform for developing feature rich and user-friendly Visual force pages for enhancing
- ♣ Salesforce UI.
- ♣ Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL
- ♣ and DML queries.
- ♣ Build flows which embedded lightning components for each object fields and assigning the input variables to
- ♣ get flow between the components with the help of lightning buttons.
- ♣ Hands on experience in Administration setup like manage Users, Profiles, Security Controls and Data
- ♣ Management.
- ♣ Created Page Layouts, Search Layouts to organize fields, Custom Links, Related Lists, and other components
- ♣ on a record detail and edit pages.

- ♣ Worked on sales cloud and customized objects Accounts, Contacts, Opportunities, Products, Price Books and
- ♣ custom objects, implemented Web-to-Lead and custom Lead conversion.
- ♣ Developed front end architecture with Apex, jQuery, and Bootstrap.
- ♣ Created Profiles, Roles, Public Groups and implemented role hierarchies, sharing rules and record level
- ♣ permissions to manage sharing access among different users.
- ♣ Developed various Custom Objects, Tabs, validation rules on the objects and tabs, Components and Custom
- ♣ links.
- ♣ Analyses and Develop improvements to existing processes to deliver improved business performance and effectiveness
- ♣ Handle all basic administrative functions including user account maintenance, reports and dashboards, workflows
- ♣ and other routine tasks
- ♣ Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types,
- ♣ Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles,
- ♣ Roles, Reports and Dashboards etc.
- ♣ Manage the user community on the system (e.g. set up user profiles, security roles and views)
- ♣ Using Data loader, involved in migration of data from one org to another.
- ♣ Create profiles and permissions documentation, governance framework, data mapping, and reporting and
- ♣ dashboard building.
- ♣ Create custom objects, page layouts and reports, and customize and maintain dashboards for the global
- ♣ sales teams. Involved in administration of various Salesforce Activity & technical support of the CRM.
- ♣ Worked on data migration, Data sanitization, Data validation, Data loads through data templates, mappings,
- ♣ coordination, implementation and / or enhancement .
- ♣ Implemented Field Level security for sensitive data holder fields.
- ♣ Involved in the Development of Apex Classes, Visualforce Pages.
- ♣ Followed Scrum Agile methodology for the iterative development of the application and participated in weekly Sprints, daily stand up meetings and customer reporting backlogs.

Project #1

Client: Baxter Health Care, Round Lake, IL

Project Description: The Major goal of the Application is to provide Solutions to improve patient experience. To provide higher levels of safety & security and workflow optimization resulting in better patient experience. Using service cloud, we are able leverage technology to reduce the cycle time when the customer has problem and they get an answer, by making service and sales on same platform.

Roles & Responsibilities:

- ♣ Created Portals for customer and customized through point and click
- ♣ Created Web to lead forms to generate leads, created Lead Assignment rules.
- ♣ Lead conversion to Account and Contact Creation.
- ♣ Extended the standard objects creating custom fields.
- ♣ Configured Sales force to Sales force for Data sharing between two organizations.
- ♣ Worked on import wizard for data import, provided post go-live application support.
- ♣ Worked on Security Model like profiles roles sharing and OWD Settings
- ♣ Customized the force.com platform by developing Apex Triggers, Apex Classes, Visualforce pages and force.com declarative features
- ♣ Upgraded some Visualforce pages from Salesforce Classic to Lightning Experience to develop rich user interface.
- ♣ Created multiple Lightning Components, responsible to manage Data Migration from one environment to another using X-author.

- ♣ Worked on Standard & Custom Tabs, Objects, Validation rules, Formulae, Pagelayouts
- ♣ Worked on mappings via profiles, roles, user access, permission sets, OWD.
- ♣ Worked on automation using workflow or approval process in the CRM module of the app
- ♣ Customization using APEX code base API Development & custom UI with VisualForce
- ♣ Working with standard objects, business processes and field-level security
- ♣ Designed and customized visual force pages using controller extensions, custom controllers, and standard controllers.
- ♣ Developed Apex triggers, classes to achieve user's desired functionality and have written the dependent test classes.
- ♣ Involved in Deployment, deployed all the classes, triggers, objects, components, pages from sandbox environment to production environment.
- ♣ Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
- ♣ Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- ♣ Created workflow rules and defined related tasks, email alerts, and field updates.
- ♣ Implemented pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects.
- ♣ Developed and configured Dashboards, Reports and Report Folders for different user profiles based on the need in the organization.
- ♣ Designed and implemented a customized user interfaces using Apex, Visual force, Force IDE.
- ♣ Worked with Salesforce system administrators and support teams for application production issues troubleshooting.
- ♣ Customized the standard objects like Lead, Account, Contact and Opportunity.
- ♣ Worked with Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers.
- ♣ Perform everyday User Management on SFDC Org by maintaining Sharing Rules, Permission Sets, Roles and Profiles.
- ♣ Created profiles and implemented Object level, field-level, and record-level security.
- ♣ Performed SOQL and SOSL queries on data sets to accumulate critical data for Apex.
- ♣ Created custom reports and dashboards to meet the reporting requirements of the decision makers in the organization.
- ♣ Worked on customization of Sales and Service cloud and configured Web-to-Lead, Email-to-case, Assignment, Escalation and Auto-response rules.
- ♣ Created and maintained the email templates to be utilized as a part of the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
- ♣ Integrated Apex with External services by making callouts that utilized SOAP and WSDL.
- ♣ Integration of Sales cloud with external information systems using SOAP API web services.
- ♣ Work on complex data migration projects using Data Loader tool and Cast Iron.
- ♣ Develop Visualforce pages, Visualforce custom components, portal pages with JavaScript for validation.
- ♣ Used Force.com IDE for creating, modifying, testing, and deploying Force.com Application.
- ♣ Deploy changes from SFDC sandbox environment to Production environment using change sets.
- ♣ Complete the custom development on Apttus and quality assurance efforts for custom work.
- ♣ Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
- ♣ Experience in deployment of Apttus objects across various Orgs required.
- ♣ Customized Apttus Add-In for client with custom fields, workflows, and reporting.