**SUMMARY:**

* 5+ years of diverse experience working in Salesforce CRM platform as Saleforce Developer and Admin.
* Experience in administering, developing, integration and deploying applications on Salesforce CRM platform by Configuatration, Customization, Apex classes and ligtning components.
* Experience implementing and configuring Salesforce instance for 300+ users.
* Experience in creating Visual Force Pages, Process builder, Dashboards, Apex Classes, Controllers, Triggers, and various other components as per the client and application requirements.
* Strong functional and technical knowledge of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote and Forecasting.
* Experience in creating roles, profiles, alerts, page layouts based on user access levels.
* Experience in using SFDC standard data structures and writing SOQL and SOSL queris using DML functions to manipulate the data based on requirments.
* Expereience with Salesforce.com CRM full implementation, Salesforce CPQ, Sales Cloud, Service Cloud, Community and Force.com platform.
* Experience in Custom Integration of Outbound Messages, Workflow & Approvals, Reports, Custom Objects, Email Services, Security Controls, AppExchange Package & Custom Application.
* Expertise in working with REST API services; consuming and exposing data thorugh third party application integrations.
* Experience in all phases of SDLC coupled with ample proficiency in applying them in all kinds of projects and implementing Agile, Kanban, Scrum methodologies.
* Expertise in developing web applications using PHP, JAVA, HTML, CSS, JavaScript.
* Experience with source version control tools such as Github, Gitlab, Bitbucket, Bluecanvas and continuous integration tooling like Circle CI, Jenkins.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce CRM** | Apex, Visualforce, LWC, SOQL, APEX dataloader, Process builder, Validation rules, Roles & Profiles, SFDX developer tools, Steelbrick CPQ Objects |
| **Languages** | Java, PHP, APEX |
| **Web Technologies** | HTML, CSS, JavaScript, XML |
| **Defect Tracking Tools** | Jira, Rally |
| **Databases** | MySQL, PostgreSQL, SOQL |
| **Sub Versioning** | GIT, Bitbucket, BlueCanvas |

**CERTIFICATION:**

* Salesforce Certified Administrator, Credential Id- 20914564
* Salesforce Cerified Platform Dev I, Credential Id- 22156261

**EDUCATION:**

* Master of Science in Computer Science, Southern Arkansas University
* Bachelor of Technology in Information Technology, GITAM University

**PROFESSIONAL EXPERIENCE:**

**Virta Health, Dallas, TX Jan 2020- Present**

**Role: Salesforce Developer**

Responsibilities:

* Created REST API calls to send the data from SFDC to other internal and external applications.
* Integrated third party application Amplitude with salesforce to track event updates on custom object.
* Developed Apex classes for Batch job and Batch schedule to run the job every hour.
* Worked with front-end team to integrate front end portal to Salesforce Org to store the information.
* Created new custom object to store addresses by parsing the JSON Request and mapping the keys.
* Worked on Google cloud PubSub messaging service which is integrated to Salesforce

to update data from FHIR store on Contact and other custom objects.

* Worked on a custom lightning component which will display the patient's progress on different tasks/steps.
* Deploying code to production and peer Code reviews using Blue Canvas source control system and Change Sets for deployments.
* Enabled Salesforce Contact object for Marketo to send SMS remainder for applicants.
* Used SFDX CLI commands via Visual code and created Sandboxes for other users.
* Provided training to the internal business users to use the application and develop their own custom reports.

**Chamberlain Group, Chicago, IL Oct 2019 - Jan 2020**

**Role: Salesforce CPQ Consultant**

Responsibilities:

* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
* Expereince on Steelbrick CPQ configuration and integration and responsible creating design & implementation on salesforce security model of access control and data visibility using user roles, profiles, permissions, public groups, sharing rules etc.
* Configured Products, Catalog, Catalog Hierarchies, Bundles, Bundles within Bundle, Price Lists across all products.
* Involved in end to end QA and UAT testing and validation of Steelbrick CPQ including Products, Pricing, quoting etc.
* Configure the Salesforce Service Clouds and Sales cloud instances to achieve business requirements that involve Custom Objects, Fields, Layouts, Record types, Workflows, Process builders.
* Implemented Quote processes by using Steelbrick CPQ objects. Good understanding of Product, Product Options, Product Features, Pricing Rules. Built Product Bundles.
* Installed Advanced Approvals package along with Steelbrick CPQ and created approval process for the Quotes based on Discounts and built Email Service to approve the Quote via keywords in Email.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created automations of emails to Opportunity owners based on business requirements.
* Worked in Integration of Data from Traditional Applications to Salesforce using REST/SOAPAPI, and bulk API.
* Created various Custom objects, Fields including Formula, Roll-up, Dependent Picklists, Custom Settings, Custom Labels, Validation rules, Record Types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.

**Stack Sports, Plano, TX Sep 2017- Oct-2019**

**Role: Salesforce Administartor/Developer**

Responsibilities:

* Interacted with project manager, business analysts and developers to understand the application design and functional specifications.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Created Product bundles and templates/document to send quote using Steelbrick CPQ Cloud for Slaes process.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com and using other Platform based technologies like Visualforce, Force.com API, and Web Services.
* Configured and used source control tool GIT to maintain repositories for various releases.
* Customized tab worked with various standard objects like Accounts, Contacts, Leads, Campaigns, Cases and Solutions.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Developed workflow rules for various tasks and Email alerts as per the requirement.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Implemented Case Management Automation to track and solve Customer’s Issues. Implemented Email-to-Case, Web-to-Case to enter generated cases to Case Object.
* Developed Apex classes and Apex Triggers for various functional needs in the application.
* Developed Visualforce Pages to customize the view and functionality of the page that were required by the Organization.
* Supporting the Sales cloud implementation, Service cloud modules, Salesforce SF1, Client interfacing and Chatter when converting leads and dealing with cases.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided the training to the internal business users to use the application and develop their own custom report.

**Walgreens, Deerfield, IL Feb 2017 – Aug 2017**

**Role: Salesforce Admin/Developer**

Responsibilities:

* Resoinsible for salesforce application setup activities and customizations to match the functional requirements of the organization.
* Participated in design, analysis and data modelling of the existing system that support business requirements and driven key business decisions.
* Worked with Validation Rules, Workflows, Approval Process and Reports & Dashboards.
* Work with Marketing team on campaign management and lead enrichment programs.
* Extensively used API Dataloader for CRUD operations like Import, Export, Upsert, Update and Delete.
* Implemented Lean Data integration with Salesforce environment and worked on Duplicate Management of Accounts, Leads, Opportunities.
* Manage ongoing support request and administrative needs of users.
* Participate in daily stand-up meetings, planning meetings and take an active part by providing necessary feedbacks.

**Sabre Corporation, Southlake, TX Jun 2016 to Aug 2016**

**Role: Salesforce Administrator**

Responsibilities:

* Managed hierarchies, role profiles and user access privileges in a multi-organization salesforce.com instance.
* Experience in designing of Dashboards, reports, Data Validation and various other components as per the client and End User requirements.
* Worked on Workflow & Approvals, Reports, Custom Objects and Tabs, Sharing rules, Security Controls, Sandbox data loading.
* Worked on moving data from external legacy system into Salesforce application using Apex Data loader for CRUD Operations
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and Sharing settings.
* careted dev and sandbox salesforce environments.
* Involved in Data cleaning using de-dupe tool cloudingo.
* Used Jira as the ticketing tool and chatter for the user communications.

**Palni Inc, India** **Mar 2014 to Jul 2015**

**Role: Java Developer**

Responsibilities:

* Maintained and developed an online team and league management software application.
* Involved in complete development of new features following the software lifecycle from requirements through successful deployment.
* Developed and Implemented new processing fee feature to add on participants while registration to the events.
* Involved in debugging and tested the developed application thoroughly as per the business requirements.
* Implemented admin tool feature to change the calendar years based on players age groups.
* Worked on creating backend API for Card builder web application.
* Worked on micro services to integrate other products within the company.
* Creating repositories, branches, tags in GIT and assist the developers to fix merging issues and Creating Local, Virtual Repositories for the project and release builds.