Graphical user interface, text, application

Description automatically generated

Pasham

**Professional Summary:**

* **Around 8** years of experience which include**5** years of experience in salesforce.com platform involved in various stages of SFDC life cycle including Deﬁne (BRD), **Design, Development, Review, Support and Maintenance, Release ManagementandSFapplicationsbasedonApexLanguageandleveragingForce.comPlatform.**
* ProﬁcientinCRMbusinessprocesseslike**LeadManagement,Casemanagementandsupportautomation.**
* ExperienceinSFDCdevelopmentusing**Apexclasses**,**Triggers**,**VisualForce**,**BatchApex,PartnerandEnterprise WSDL and Force.comIDE**.
* ExperienceusingSalesforceWebservicesAPIlike**REST,BULK,andSOAP**.
* Experience working across various SFDC implementations covering **Sales Cloud, Service Cloud and Callcenter.**
* ExperienceonSalesforceLightningUIusing**AuraComponentsandLWC**
* Developed**ApexTriggers,ApexClasses,Controllers&ExtensionstosupportVisual forcepages**,TestClasses for Unit testing as per the functional needs in theapplication.
* Continuous integration tools like **Jenkins,** Version Control Tools **like GITHUB Enterprise, Bit Bucket** and deployments using **ANT and ChangeSets.**
* Experience on Worked in the full cycle of the project from the gathering of user requirements to development of the community.
* Extensiveexperienceofusingdeclarativefeatureslike**validationrules,workﬂows,approvalprocesses,Escalation Rules,sharingrulesautomation**forsatisfyingcomplexbusinessprocessautomation.
* ThoroughunderstandingoftheSalesforcelicensingstructureandservicesoﬀeredbySalesforce.
* Deploymentsusing**EclipseIDEtoGIT**andthenUsing**Jenkins**wewilldeploytoTargetenvironment.
* **MergingBranches**inversioncontroltoolslike**GitHub.**
* Experience on **Gearset** deploymenttool
* **Resolving merge conﬂicts**while merging diﬀerent branches.
* Deployingcodechangesandothercomponentsfrombranchestocontinuousintegrationtoolslike**Bamboo**and

# Jenkins.

* Experiencein**DataMigration**andintegrationusing**dataloader**,andbuilding**Reports,dashboardsandtabs.**
* Refreshing Sandboxes afterdeployment
* Expertise in developing web-based GUI using **HTML, JavaScript, andCSS.**
* ExperienceonSalesforce**Lightning**experienceoncreatingreports
* Experienceon**Salesforcemigration**from**Classic**to**Lightning**.
* Experience on Salesforce **Lightning UtilityBar.**
* Experience on **SalesforceMonitoring**
* Have good working knowledge in querying salesforce.com database using **SOQL & SOSL** queries and Governor Limits.
* Experienced in integrating SF with ExternalTools.
* Experienced in working with diﬀerent software development methodologies like **Agile andScrum.**

# Certiﬁcation:

* Salesforce Platform Developer Icertiﬁcation
* Salesforce Administrationcertiﬁcation

# Education Details:

* Bachelor’s in computer science at JNTU Hyderabad, India.
* Master’s in information assurance at Wilmington University, DE.

# Technical Skills:

|  |  |
| --- | --- |
| **Salesforce.com** | Salesforce CRM, Apex Triggers, Apex Classes / Controllers, Visual Force Pages/Components, Apex WebServices, SOSL, SOQL, Case ManagementCustomObjects Reports, Dashboards, Workﬂow, and Approval. |
| **Custom Integration** | Fieldupdate reports, Custom objects, Custom settings,CustomLabels,Tabs,Account management, Contact management, Email services, Security controls, AppExchange, Package & Custom Application and Sandbox Data loading, Territory management. |
| **Force.com Tools** | Force.com IDE, Force.com API tools (Data Loader), Force.com Explorer, Salesforce Workbench, Force.com. |
| **Web Technologies** | HTML, WSDL, XML, Java Script, SOAP& REST API |
| **Version Control Tools** | GitHub, Bit Bucket |
| **Continuous Integration Tools** | Bamboo, Jenkins |

**Professional Experience:**

**BCBS,FL May 2019 – TillDate**

**Salesforce Developer/Admin**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standardobjectsof**Salesforce.com(SFDC)**andusingotherPlatformbasedtechnologieslike**Visualforce,Force.com,** and **WebServices**.
* Involvedinrequirementgatheringfromtheclientlocation,knowledgetransferandsettingexpectationsonprojectprogress at the clientend.
* Worked on various **Salesforce.com Standard objects, Custom Objects, Triggers, Classes**, **Pages, Reports**and

# Dashboards.

* Designed, developed and deployed the **Custom objects**, **Page layouts**, **Custom tabs**, **Components**, **VisualforcePages**

to suit to the needs of the application.

* Designed, developed and deployed **Apex Classes**, **Controller & Extension Classes** to support**Visualforce pages**

development, Test Classes for Unit testing and **Apex Triggers** for various functional needs in the application.

* DesignedandDeveloped**Dashboard**tomonitorcaseactivitiesbasedongeography.
* Integratedexternalﬁnancialsystemsforsynchingdatain**Salesforce.**
* Developed**VisualforcePages**toincludeextrafunctionalityandwrote**ApexClasses**toprovidefunctionalitytothe visualpages.
* Involvedoncreating**Lightning**PagesinsideLightning**community**Builder.
* Created **Apex methods** for the lightning controller and helper methods to perform **DML operations** on the case records.
* Responsiblefor**Dataloadoperations**usingForce.comApexDataLoader.
* UsedEclipse**IDE**withForce.comPlug-inforwritingbusinesslogicin**Apexprogramminglanguage**.
* Provide training and coaching in the use of **CPQ CRM** systems. Identify training and development gaps and create plans toaddress.
* Involved in creating Maintenance plans and tacking customer assets with ﬁeld servicelightning.
* IntegrateofApplicationwithSalesforce.comwithusing**SOAP**and**REST**webservicesAPI.
* Customized**Salesforce.com**ﬁelds,pagelayouts,recordtypes,listviewsandqueues.
* Created**Proﬁles,RolesbasedonOrganizationrolehierarchyandimplementedRecord-LevelandField-Level security**andconﬁguredtheirsharingsettings.
* Delivering service everywhere through Field service lightening (FSL), omniRouting.
* DevelopedandCustomizingsalesforce.comapplicationbasedontheuserneeds.
* Developed ﬁeld & page layout customization for the standard objects like **Account, contact,Leads**.
* Involved in Working with Standard Salesforce features like **Objects, Workﬂows, Record Types, Page layouts, Validationrules,Proﬁles,Roles,Reports,Dashboards,etc**.

# Creatednewcustomobjects,assignedﬁelds,customtabs,components,customreports.

* Designeddiﬀerent**customdashboards**forvarioususergroupsbasedontheirbusinessfunctionalitiesandneeds.
* Created a support portal using **Sites**concept in Salesforce.
* Implemented**Salescloud**andincorporatedtheenhancedfeaturesasrequiredtostreamlinethebusinessprocess.
* Designed and developed **Service cloud** andintegration.
* Implementedtherequirementson**Salesforce.com**platformand**Force.comIDEPlug**-inusing**Eclipse**.
* Used**Force.com**developertoolkitincluding**ApexClasses,ApexTriggers**andVisualforcepagestodevelopcustom businesslogic.
* Created variousReports(**summaryreports**,**matrixreports**,**piecharts,dashboards**and**graphics**)andReportFolders 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 theorganization.
* Participated in the training sessions provided by the **Salesforceteam**.

**Environment**: Salesforce.com, Apex Script, Apex Classes, Triggers, Controllers, Lightning, Visualforce, FSL, Web services API, Data Loader, Data Migration, Sales cloud, Service Cloud, SOSL, SOQL, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Page Layouts, HTML, Reports, Dashboards, JIRA,Windows.

**Sysco Foods – Houston, TX Nov 2017 – April 2019**

**Salesforce Developer/Admin**

**Responsibilities:**

* Gathering the business requirements from business team and users. Writing the functional specification document based on the business requirement document.
* Involved in daily support calls and enhancement planning calls.
* Writing Apex triggers, apex classes, developing Visual force pages, batch classes, scheduled apex, and test classes.
* Highly used data loader and informatica on demand tool to integrate Salesforce with other legacy systems.
* Hands on experience in migrating the data into the application from other merged companies and facilitating the application.
* Designed visual force pages in different formats like in pdf, customized to download page as excel/PDF, designed with CSS for Interface.
* Involved in deployment of the components from staging environment to production.
* Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like Apttus, Exact target, Market, Dupe Catcher, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, DocuSign etc.
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Highly involved in customizing the Salesforce functionalities like workflows, approval process, setting up roles, creating profiles, security controls, data management.
* Designed and documented the application enhancements post go live.
* Implemented single sign on for the organization.
* Worked on Apttus CPQ product setup, pricing setup and integration with Salesforce objects to bring existing custom functionality in parity. I also worked on DocuSign for Quote approvals.
* Performed CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked on Lightning Experience has evaluated complete Readiness report provided by Salesforce and redid the work in Lightning sandbox and made sure everything is working.
* Formatting and migrating user data into LE, Implemented Salesforce Lightning Components within the organization. Used Salesforce Lightning Design Systems (SLDS) components in the Lightning Application.
* Technical product knowledge of CloudCraze B2B/B2C cross-channel e-commerce Platform
* Expertise in developing B2B/B2C CloudCraze solutions.
* Experience in configuring CloudCraze app
* Working experience with the eCommerce development process in an agile environment and the ability to create solutions
* Written SOQL, SOSL for data manipulation needs of the application using platform database objects.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Upgraded some Apps from Salesforce Classic to Lightning experience to develop rich user interface and better interaction of pages.
* Keeping track of all Salesforce releases throughout the year and implementing latest enhancements immediately in the application.
* Raising cases with Salesforce support team in solving the product bugs.
* Solely implemented Ideas and Case Management and Lead management for the organization using web to lead, web to case, e-mail to case, lead and case assignment rules etc.,
* Developed complex visual force pages using standard, custom controllers and components.
* Responsible for refreshing the Full copy and training sandbox environments regularly.

**Environment:**SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex (Classes, Controllers & Triggers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Data Loader, Sandbox, HTML, Java Script, Eclipse IDE Plug-in Salesforce Developer.

**AT&T – Plano, TX Mar2016 – Oct 2017**

**Salesforce Developer/Admin**

**Responsibilities:**

* Design the security and sharing model for the application by creating roles, profiles, sharing rules, public groups, apex managed sharing etc.,
* Develop Apex triggers, apex classes, batch apex and schedule apex to automate the business processes.
* Develop Visualforce pages from scratch to customize the user interface using various controllers.
* Created some Salesforce.com communities.
* Used JavaScript/J-query to perform client-side validations on Visual Force pages and to improve the performance of the User interface.
* Built test suites using node and uses JavaScript to automate regression testing.
* Leverage future methods, bulkily techniques to develop apex code within governor limits.
* Develop and maintain test classes primarily to validate the code and to improve the code coverage for the application.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Developed salesforce1 Lightning apps, components, controllers, handlers and events in the existing organization.
* Creation of custom Visualforce pages, apex triggers and apex classes, REST API Web services.
* Performed transformations to modify the data generated in Salesforce to match analytics requirements.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Leverage Salesforce analytics to cater various reporting needs of multiple business lines.
* Experience in Using the sandbox and Java Ant for testing and migrated the code to the deployment instance after testing.
* Work on ETL tools and Webservices API to integrate Salesforce with other applications within the organization.
* Developed custom Apex REST services for internal applications to consume data from Salesforce.
* Deploy changes between different environments and work on sandbox refresh process.
* Develop proof of concepts for business analysts, and work with them closely until the requirement is completed.

**Environment:** Eclipse IDE, Controllers, CSS, Visual Force Pages, Data Loader, Workflows, Triggers, Web Services API, SAP, Salesforce, Force.com Explorer, Lightning, Marketing cloud Admin, Marketing cloud Integration, Agile Development Methodology.

**Kanmani Technologies, Hyderabad. Aug 2011 – May 2014**

**Java Developer**

**Responsibilities:**

* Analyzed the functional speciﬁcation documents and prepared detailed level design documents.
* Developer: Developed and maintained the code using Java, JSP, Struts 1.3
* Extensively used XML for designing and formatting the user Interface.
* Developed the client-side scripting using JavaScript.
* Maintained the tomcat server and Wrote Classes containing XML.
* Used JDBC to interact with databases where ever needed.
* Used SQL for creation and modiﬁcation of the database tables and sequences.

**Environment:**Java, Struts, Oracle, JDBC, JSP/HTML, JavaScript, Tomcat Server, Toad, and CSS.