**GURAMRIT SINGH**

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**Professional Summary:**

* Over 8 plus years of professional IT experience in Salesforce.com Administration, Development and Implementation including integration of Salesforce with other Applications.
* Strong experience in all phases of Software Development Life Cycle (SDLC) including requirements gathering and analysis through project Design, Development, Implementation, Deployment, Testing and Maintenance.
* Strong experience in writing **Apex**, **Visualforce**, **Triggers**, **Lightning Web Components, Aura Components**, **Unit Tests**.
* Experience in implementing **Sales Cloud, Service Cloud and Marketing Cloud** Applications.
* Experience in Salesforce Administration tasks like creating **Profiles**, **Roles**, **Users**, **Page Layouts**, **Email Services, Approvals, Validation Rules, Workflows, Tasks and Events.**
* Experience in building flows – Record Triggered Flows, Screen flows.
* Integrated Salesforce with other applications using **SOAP and REST services**.
* Experience working on **Visual studio code, Eclipse IDE and MavensMate.**
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
* Experience in implementing **Vlocity components in Salesforce** such as enterprise **product catalog (EPC), CPQ, order management, and digital commerce,** as well as pre-built processes and product models.
* Experience in setting up **OmniStudio to enable digital experience** for the business. Used **DataRaptors** for retrieving, transforming, and updating data.
* Experience in setting up **Einstein Activity Capture** and all **Einstein features** for Sales Cloud and Service Cloud.
* Experience in building **Reports and Dashboards** in Salesforce.
* Experience in setting up **Einstein Discovery, Einstein Prediction Builder, Einstein Next Best Action** features to meet the Business needs.
* Experience in setting up **CPQ** in Salesforce. Also integrated Salesforce and DocuSign to enable the e-signatures for Contracts.
* Experience in Deployment, deployments from one environment to different environments through **Changesets, ANT migration tool and through CI/CD pipelines built on Azure DevOps.**
* Experience in web technologies like **HTML, XML, CSS, JavaScript, Angular JS, WSDL, and SOAP**.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

**Technical skills:**  Salesforce CRM, Apex, Lightning Web Components, Apex Triggers, Visualforce Pages/Components, Apex Web Services, JavaScript, HTML, CSS, Lightening Apps, SOQL, SOSL, Einstein Features, Sales Cloud, Service Cloud, Marketing Cloud, Data Loader, Email Services, Workflow & Approvals, Reports, Dashboards and Custom Objects.

**Professional Experience:**

**Client: Wells Fargo / Randstad Technologies**

**Jun 2021 – Present**

**Role: Sr. Salesforce Developer / Administrator**

**Responsibilities**:

* Involved in gathering the requirements from business stakeholders, product managers and end users.
* Working with Operations Manager and users to determine business requirements, provide administrative support and design /implement solutions in Salesforce CRM Environment.
* Analyzed current business processes and collaborated with Sales Leadership to conceptualize and implement new processes and workflows.
* Integrated Salesforce with Enterprise Applications using MuleSoft API Connector.
* Built custom components using Aura Framework, Lightning Web Components, Visualforce to meet the Business needs.
* Implemented Salesforce Vlocity to provide business a unified platform with a single customer view of their policies, financial records, and claims.
* Implementing Vlocity have improved improve sales, service, and marketing agility, as well as operational efficiency, while reducing time to value.
* Integrated Salesforce with Telephone app, Vonage for Customer Service agents.
* Implemented Einstein Activity Capture, so that users can see all the outlook emails and calendar events in Salesforce directly.
* Used CI/CD pipelines on Azure DevOps to promote changes to production.
* Defined the security of the organization through profiles, permission sets, role hierarchy and Enterprise Territory Management module.
* Worked on building dynamic dashboards and reports based off Salesforce Data resource.
* Created workflow rules, Flows, Process Builders, Validation Rules, Assignment Rules and automated some follow up tasks for Sales and Service teams.
* Involved in managing daily administration tasks like multiple user setup, configuring profiles and roles, customization of objects, fields, record types, page layouts.
* Documented & conducted multiple training sessions across various sales channels.
* Involved in code review sessions to make sure the best practices are being followed while writing custom logic.
* Used **Visual studio code, Eclipse IDE and MavensMate** for code development**.**

**Client: The Jackson Laboratory**

**June 2019 – May 2021**

**Role: Salesforce Developer**

**Responsibilities**:

* Design and build technical solutions on the Salesforce platform to support Sales, Service and Marketing business strategies.
* Responsible for analyzing complex business problems and implementing solutions that will support and enhance the functionality of growing business applications infrastructure.
* Worked with key stakeholders to gain deep understanding of their business strategies to translate their requirements into well-architected solutions.
* Perform and participate in peer code review for ongoing projects to ensure high quality of code, technical solutions, and design patterns.
* Providing day-to-day salesforce administration support, maintenance and operations of Salesforce applications and integrations.
* Worked on building the communities to help employees, partners and customers connect with each other and get the work done.
* Followed the DevOps process to push the changes from sandbox to production instance. Used Azure DevOps as the deployment tool and followed CI/CD process for change management.
* Create and maintain technical design documentation
* Responsible for ensuring the right level of non-functional needs such as quality, scalability, performance, flexibility, modularity, maintainability etc.
* Responsible for researching on force.com capabilities, new features and keeping up with Salesforce releases as needed to suit business requirements.
* Configured Knowledge Base and Data categories for the Customer service representatives.
* Managed Contract and Order Management process which includes product and service configuration, quote creation, pricing structure, billing statement.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on daily basis.
* Implemented the Salesforce and Power BI integration.
* Implemented Enterprise Territory Management to support the Sales and Support processes.
* Exposed Salesforce Data through MuleSoft in a consumable format for other applications in the organization.

**Client: Dell, Austin TX**

**Oct 2017 – Apr 2019**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Working with clients to map out their existing Business Processes and providing system-based solutions that increase efficiency and reduce operating costs.
* Interacted with various Business team members to gather the requirements and documented the requirements.
* Reviewed Business Requirements and Technical Specification Documents.
* Analyzed the scope of requirements, and managed requirements.
* In charge of conducting the UAT with the Business Users and gathering feedback.
* Actively interacted with Team Members, Business Analysts and Project Management team to analyze the business process and requirements.
* Performed the roles of Salesforce.com Developer, Administrator and Salesforce CRM in the organization.
* Built the custom lightning components using Aura Framework on record pages to show the required data to users.
* Responsible for design and functionality of various Email templates in communities.
* Developed Controllers for Visualforce pages in communities based on the requirement.
* Responsible for writing multiple triggers, apex classes, workflow rules to keep track of the users in the community.
* Worked on enhancing a customer portal, that has been developed for the portal users.
* Worked in configuration of a marketing tool, Constant contact for sending bulk emails to the users.
* Worked on integrating an external tool with Salesforce.
* Responsible for data clean up and maintain unique records in both the marketing tool and salesforce.
* Creating custom reports on campaigns to generate reports on a single click.
* Worked on large amount of data for cleaning and deploying it into production environment.
* Responsible for maintaining data consistency post deployment.
* Responsible for migration of data from an external tool into Salesforce.
* Involved in multiple cycles of testing and fixing the defects that are logged in by the testing team.
* Responsible for maintaining the security by creating various sharing rules and permission sets and writing scripts for Field Level Security.
* Responsible for creating and configuration of various homepage components in the communities.
* Working knowledge of Salesforce 1 Simulator.

**Client: AT&T, Dallas, TX**

**Jul 2014 – Sep 2017**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Responsible for day-to-day Salesforce Administration and Support, including but not limited to, User setup, Profiles and Roles, Custom Object and Fields creation, Page Layouts, Record Types, Workflows, and Validations.
* Created Custom Objects, Users, Custom Profiles, Page Layouts, and Record Types to meet Business guidelines.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the custom objects.
* Created various Reports (summary reports, matrix reports, pie charts, and graphics) and Report Folders to assist Service managers to better utilize Salesforce and configured various Reports and for different user profiles based on the need in the organization.
* Created Customized dashboards for the service representatives and case team members to keep track of the cases assigned to them.
* Created & maintained detailed documentation on changes in Salesforce.
* Managed multiple sandbox environments deployed the changes set from sandbox to productions after the UAT.
* Developed Apex coding which includes Triggers, classes for custom controllers and controller extensions, schedulable apex classes, batch apex etc., according to the functional needs of the application.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, actions, Auto-Response Rules, Page layouts, mini page layouts, search layouts, custom Components, custom compositions, and custom reports to suit to the needs of the application.
* Created several workflows by defining rules, approval processes and related actions.
* Wrote several SOQL & SOSL queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

Education:

* Master’s Degree in Computer Applications | Punjab Technical University | Punjab, INDIA | 2009
* Bachelor’s Degree in Computer Applications | Guru Nanak Dev University | Punjab, INDIA | 2006