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| Accomplishments | *Around 8+ years of experience in Salesforce.com which includes 3 years of Administration and 5 years of Development including force.com platform, including analysis, modeling, design, coding, testing and implementation.* |
| Skills & Abilities | * Extensive hands-on experience with **developing, customizing** and **configuring**, **Salesforce CRM** applications using **Apex Classes, Apex Triggers, Visualforce Pages** & **Components,** **Standard & Custom Controllers**, **Controller Extensions**, **Test Classes, SOQL & SOSL Queries** and **Apex Web Services** through Developer Console & **Visual Studio Code**. * Proficient in all the phases of Software Development Life Cycle (**SDLC**), **Agile**and **Scrum** Methodologies. * Proficient in all phases of implementation including **business requirement analysis**, **process design & blueprinting**, fit/ gap evaluation, baseline & final configuration, **final preparation** (end user training, testing, cut over activities) and go-live with production support. * Experience in data migration from **ACT, Excel, MS outlook** using **Data Loader, Data Import Wizard, SFDC Data Export**, **Mass Delete**, **Informatics.** * Experience in integration of salesforce.com applications with **third party systems** using **SOAP API, REST API, REST Callouts** and **Salesforce Connect**. * Good understanding of **Lightning Component Library** and **SLDS classes** (Lightning Design System); integrated custom-built **Lightning Web Components** and replaced **existing Aura components** on the Salesforce platform using Lightning Component **Framework, modern web stack** (**modern JavaScript, HTML, CSS**) and **native web browser engine.** * Proficient in setting up Salesforce org as IDP (**Identity Provider**), configuring S**AML** for **Single Sign-On**, **implementing Federated authentication**, **Two-Factor Authentication and Delegated Authentication SSO.** * Experience of staying in **Governor limits** and executing **Batch** and **Schedule Apex** to run large job asynchronously; typically used to process 1000+ records at once. * Skilled with setting up and fully implementing including **Sales, Service and Community Clouds** deploying Sales Cloud functionalities like **Lightning Dialer**, **Salesforce Inbox,** **Sales Cloud Einstein**; **Service Cloud** functionalities like **Telephony Integration**, **Omni-Channel Routing**, **Case & Knowledge Management**, **Chat, Messaging, Service Analytics, Field Service Lightning; Community Cloud Functionalities like Templates, Business Integration, Self-Service Portals, Partner Communities.** * Planned **Test classes** to meet code coverage requirement at that point deployed component/code from Sandbox to Staging and Production conditions utilizing **Change sets**, **MavensMate, Visual Studio Code** and **Salesforce CLI.** * Controlled and managed different versions of the project and set up code repositories using tools like **Copado, Flosum**, **AutoRABIT**, **Git** and **SalesforceDX.**  |  |  | | --- | --- | | **SFDC Technologies** | Sales cloud, service cloud, community cloud,Financial Cloud,Einstein Analytics,Einstein Discovery, Salesforce lightening inspector, Salesforce Connect, Field service lightening, EDA, Lightening component framework, Aura Component Model, Heroku, Heroku Connect, Sakesforce Mobile, Salesforce DX | | **Lightning Platform APIs** | REST API, SOAP API, Metadata API, streaming API,TOOLING API | | **Programming Languages** | Apex, JAVA | | **Scripting languages** | JavaScript, Powershell, Python | | **Salesforce tools** | Developer Console, Visual Studio Code, Salesforce CLI, Force.com, ANT Migration tool, Workbench, Data Loader,Jitterbit, Data Import Wizard, Changesets, Clickdeploy, Jenkins, Plugin-Migration Assistant, MavensMate | | **Operating systems** | Windows 8 & 10,Linux, MacOS | | **Microsoft office Tools** | Word, Excel, Visio, Access, Outlook | | **Version control & management** | GitHub, Jenkins, Bitbucket, Flosum,Copado, AutoRABIT, Salesforce DX | | **3rd party software** | Demand Tools, Job Builder, BriteVerify, DupeBlocker | | **Data Visualization Tools** | Tableau,Power BI, Qlik Sense | | **Database Technologies** | PL/SQL, MSSQL Server, MYSQ, SQL, TSQL, SQL profiler | | **Web Technologies** | PHP, HTML, CSS, XML, jQuery, Visualforce &lightening design system |  * Adhered to Apex coding best practices like **bulkifying** code & helper methods, implementing null checks, using collections and streamlining multiple triggers on the same **SObject**. |
| Professional Experience | Salesforce lightening Developer, Ascena retails—columbus,ohMay 2019 – Present  * Redesign through customization and applications within **salesforce.com** including the **implementation** of **solutions** and leads training of salesforce.com globally for the sales and service teams. * Upgraded some Apps from **Salesforce Classic to Lightning** Experience to develop rich user interface and better interaction of pages. * Created multiple **Lightning Components**, added **CSS** and **Design Parameters** that makes the Lightning component **look and feel better**. * Created modern **Enterprise Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component features**. * Worked on Salesforce **Lightning Process Builder, Workflows** and **Lightning Flows** to automate key business processes; developed **re-usable Lightning components** with the **Lightning Component Framework** for various business use cases. * Involved in developing, debugging, testing and deploying of **Lightning Web Components** using **Visual Studio Code**, **Local Development Server**, **Salesforce CLI, Git** and **SalesforceDX**. * Established reports and dashboards to **outline Sales, Service, Marketing, and financial operations.** * Implemented Service Cloud including**: Service Console**, **Case Feed**, **Knowledge Base and Entitlements. Setting up Service Cloud Console, Cases** (Web to case, email to case), Solutions**, Case Assignment**, and **CTI Interfaces**. * Designed and enhanced functionality of several **Lightning Web Components** by optimizing code in the **component bundle** consisting of **Markup**, **JavaScript**, **Metadata (XML)** and **CSS** files. * Developed **Lightning Web Components** using **reactive methods**, **lifecycle methods**, **private**, **public & get properties**, **handler methods**, **promise objects**, **ECMA 6 & 7 Scripts, template directives** and **SLDS Classes**. * Involved in the day-to-day **administration** and support of **company CRM** (Salesforce), including but not limited to **user maintenance**, **data access**, **automated processes**, **lead routing** and **distribution**, **page layouts**, **field creation/configuration,** **and general troubleshooting** and **issue resolution**. * **Re-factored** and **Bulkified Apex triggers** to improve performance while practicing **trigger best practices** like running one trigger per object, **Helper Classes** to handle trigger logic**.** * Implemented **helper methods**, streamlined **collection variables**, **queries** and **triggers** on the same object to within **platform governor limits**. * Involved in designing multiple **Lightning Web components** to replace **Aura Components** by evaluating the Aura components’ attributes, interfaces, structures, patterns and data flows. * Moved **JavaScript** code from the **Aura components’** **client-side controller**, **helper** and **renderer** files to a single JavaScript File of the Lightning Web Component; also shared code between **LWC** and **Aura components** using **ES6 module**. * Working Salesforce **Lightning Inspector** to **debug** the **lightning components** during the development process; executed **Regression testing, Unit testing and User Acceptance testing** (UAT) process using **UAT scripts** for validating the functionality and reliability of components based on real-world scenarios. * Designed **Apex Batch jobs** to archive chatter posts and **scheduled** them to run on a **monthly basis** by implementing the **Batchable** and **Schedulable** interfaces. * Integrated the Web Services **REST,SOAP** and **external WSDL files** for extracting the data from external systems to display in the pages of salesforce.com. Used **Postman API** Development tool to test custom built APIs and their responses. * Controlled **access** of the users into Salesforce org through **Security and Sharing Control features** like **Sharing Settings**, **Login Access Policies**, **Network Access**, **Permission sets**; reviewed **user profiles**, **role hierarchies** and **organization wide default settings**. * Used **Agile/Scrum** methodologies (Pair Programming) to iterate quickly on product changes, developing user stories and working through backlog. Used **JIRA** for Software Development and management. * Involved in a project using Salesforce Connect to integrate Salesforce org with **Informatica**, **Workday**, **NetSuite** using pre-built **Salesforce Connectors** available on **AppExchange** and **Custom Adapters**. * Extensively used package deployment model with **development**/**deployment tools** like **Visual Studio Code**, **Developer Console**, **ANT Migration Tool and ClickDeploy;** used tools like **Git, Salesforce CLI, SalesforceDX** for release management, setting up code repositories and version control management. * Utilized Data Management tools like **Data Loader**, **Jitterbit** for bulk import/export of data from **SQL database connection** and **CSV files** to Sandbox orgs for testing functionality of certain lightning components. * Involved in the Development of **Apex Classes, Visualforce pages, Apex Custom** and **Extension controller classes, Apex Triggers, SOSL** and **SOQL** for various functional needs in the application. * Customized application business logic using **declarative development** like Formula fields, Validation rules, Workflow Rules, Visual Forces, Process Builder, Global picklist Values, Approval process, Record Type, Picklist, Dependent Pick lists, List views.   ***Environment:*** *Salesforce.com IDE, Service Cloud, Sales Cloud, SOAP, SOQL and SOSL, Visual force (pages, components & controllers), APEX Classes, APEX Triggers, CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Migration Tool, Web services API, Security Controls, Sandbox, Production*. Sr. salesforce developer, conning—Hartford, CtMarch 2018 – May 2019  * Designed the **business requirement** collection approach based on the project scope and wrote **Functional designs** using **agile methodology** with **sprints, & daily standups**. * Played a crucial role by managing different modules of Sales force—**Configuration,** **Customization**, Data migration and Code Migration. * Involved in creation of various **Apex Triggers**, **Apex Classes**, **Controllers** and **Extensions** for business use-cases; designed customized **Page Layouts**, setting up **User Queues**, **Record types, Email Services** and automated business processes using **Approval process**, **Workflow rules**, **Flows** and **Process Builder**. * Used **Aura Framework** by adding **Aura attributes** and **Aura handlers** for events to customize look and feel of lightning applications; created Lightning Aura Components using the **Lightning Bundle Configurations** consisting of **markup** and **JavaScript** files. * Involved in setting up Salesforce as the IDP (Identity Provider) to configure **Single Sign-On (SSO)** using **SAML** (Security Assertion Markup Language) to let users access network resources with one login. * Assisted in deploying and managing the **customer self-service community portal** to help build deeper relationships with **customers**; **Community cloud** facilitates building **branded online customer communities** and providing channels for support & feedback. * Regularly ran **batch apex jobs** using the **Apex Scheduler**, **Batchable** & **Schedulable interface** to process a large number of reminder emails to customers. * Implemented **SOQL** and **SOSL queries** in Apex **classes** and **triggers** to retrieve optimized data from sObjects; created **test classes** to satisfy **code coverage** requirement then migrated **lightning components** from Sandbox to various other SDLC environments like **QA**, **UAT** and **Production**. * Used **GitHub** and **Flosum** for setting up **code repository**, **version controlling and release management**; collaborated with the team through **Outlook**, **Slack** and **GoToMeeting**. * Employed several **asynchronous methods** like **Batch Apex**, **Queueable Apex**, **Scheduled Apex** and **@future methods** for **higher user efficiency**, **scalability** and to work with increased platform governor limits. * Integrated Salesforce org with **external SQL Server Databases** using **inbound Web Services** as well as creating **custom WSDL Files** and **Apex Callouts** by generating stubs from the external WSDL File; also exposed **Apex methods** & **classes** as **REST resources** which are accessed by **HTTP requests/responses**. * Created several **Reports & Dashboards** using tabular, summary, joined and matrix formats to monitor Opportunity stages and track health of the organization by reporting on KPIs and other business metrics. * Used **Scrum** framework and **Sprint Cycles** to breakdown the project into different phases and effectively accomplished project goals systematically; tracked changes and validated functionality of developments using management software- **Confluence**. * Tackling the Salesforce **limitations** and providing the best applicable solutions. Implementing the **Configurational changes** and developed the complex Lead Conversion Flow * Actively handled the **Post** and pre deployment activities via **ANT** and **Eclipse.** * Developed many generic **Lightning components** that can be manipulated and configured from the UI –design attributes. * Converted many **existing VF pages** **to reusable Lightning components** depending up on the need and requirement, Used **event.origin** to call and **event.data** to sent the messages from other window. * Worked on the **refactoring** and **customizing** the existing code. * Introduced the usage of tools like **Congo Composer-A** tool from **AppExchange** for the dynamic conversion of Sales force records into word formatted templates and **D&B Hovers Tool—Data clarity**.   ***Environment:*** *Custom Formula Field, Field Dependencies, Validation Rules, Workflows, Jenkins, Jenkins File, GIT,Aura components Framework, Java scripts, Visual force pages Profiles, Roles, Users, Page layouts and Process Builders*. salesforce developer, inside connect cable-louisville--kySept 2017 – March 2018  * Worked closely with **sales team** and **business analysts** and performed detailed analysis of **business and technical requirements** and designed the solution by customizing various standard objects of SalesForce.com. * Implemented on **Sales Cloud** (Partner Portals) as well as **Service Cloud (Customer Portals).** * Worked on site.com for customization of content management along with creating various site maps and landing pages. * Worked with the **content management team** to decide various contributor and publisher users. * Participated in the identification and evaluation of **third party applications** from **AppExchange** to support a multi-year implementation roadmap. * **Implemented CPQ solution** using **Apttus CPQ** and **Contract Lifecycle Management** (CLM) for various customers in industries. * Involved **in CPQ** to manage **configuration**, **pricing**, q**uoting**, **discounts, incentives**, & proposals by using **Apttus**. * Good experience in **APTTUS Product** Configuration and **Pricing Configuration** with some advanced functionality of **SFDC.** **Quote/Proposal** and **Agreement document** generation using **Apttus**. * Implementing **Price Rules, Constraint Rules, Categories, Price list, Quote Creation** and few more complex pricing functionality using **Workflow, APTTUS Approval Process, APEX, Visual Force, APTTUS Pricing Callback Class**. * Configuring **Products (Standalone/Bundle)** with complex **price rules**, **Categories**, **Price Matrix**, **PL, PLI, Attributes**. * Worked with Quote Documents using **X-AUTHOR** for Word also developed Customized login screen for community user and functionality to redirect the user from SFDC to **APTTUS CPQ** Quote creation using **APTTUS-APIs, APEX, Visual Force, Trigger.** * Migrated data using **Apex Data-loader** to centralize data and processes across different divisions that were previously using **decentralized systems/databases**. * Extensively used **REST APIs** for integration between Salesforce and on external systems. * Worked with **SOQL, SOSL queries** with **Governor Limitations** to store and **download** the data from Salesforce.com platform database. * Involved in creating and customizing **Email templates** and configuring them into **email alerts** within active processes for standard/custom objects. * Worked closely with QA teams to design **Test Scripts, Test Cases/Scenarios** to validate functionality of new developments using **HP ALM Tool** (Application Life Cycle Management). * Managed development and QA teams through the migration and consolidation of three legacy CRM systems into Salesforce.com. * Worked closely with **the Informatica integration** team to define and map system objects, data elements and transformation logic between systems. * Developed **Apex Classes** and **Apex Triggers** for various functional needs in the application and managed the version of Code through **GITHUB**. Worked on different **Sandboxes** for development & testing and Involved in migrating the code to production instance in installments using **Change Set** and **Data Loader**. * Used **Flosum tool** for migrating the code from **sandbox** to **production environment**.  salesforce developer, blackhawk network—Pleasanton, caDec 2015 – July 2017  * Participated in the **complete project life cycle** which includes, gathering the client requirements, analyzing, designing, developing, and testing the project with respect to client requirements. * Used **Agile SDLC, Scrum frameworks** and **Sprint Cycle**s to breakdown the project into different phases and to effectively complete/accomplish all the phases of the project. * Built an Application by creating Custom **objects/tabs/fields**, by **utilizing/customizing** the existing Standard objects like Opportunities, Accounts, Contacts, Reports and Dashboards * Created/Developed custom fields by **utilizing different** data types such as Auto Number, Picklist, Text, Check Box, and Text for new/existing objects. * Designed Custom **Formula Fields, Validation rules, Filed Dependencies**, **Workflow rules, Approval Process and Process Builder for automated alerts, fields updates** **and email generation** according to requirement. * Defined/Converted relations like **Lookup, Master-Detail** and External Lookup Relationship between the salesforce objects. * Developed Various Reports & Dashboards by using tabular/summary/matrix for Reports and **Horizontal/Vertical /Line /Pie /Donut / Funnel/Scatter Charts, Metric**, Table and Visualforce Page for Dashboards. * Imported/Exported data from various resources/Org like **spreadsheets, emails**, and databases with tools: Data Loader, **Data Import Wizard, DML Statements, Dataclass method and Batch Apex.** * Defined various Password Policies and **Login Access Policies** for secure login into organization Portal.   ***Environment****: Record Types, Sandbox (QA and Production), Profile settings, Data Loader, workflow Rules, reports, Dashboards, Validation Rules etc.* sALESFORCE ADMIN, INVENTURUS KNOWLEDGE SOLUTIONS, INDIAMay 2013 – Dec 2015  * Responsible for all the activities related to configuring **data loader**, uploading data in **CSV files** into **salesforce.com** and checking for the corrections of the data. * Created **Templates,** **Approval process**, **Approval page layouts** and **defined approval actions** on them to automate the processes. * Used salesforce **lightning framework** presents app developers with the opportunity to build dynamin web applications. * Configured and developed Dashboards, **Ad HOC Reports** and **Report Folders**, **Record Types** for different user profiles based on the need in the organization. * Implemented formula fields, Validation rules, workflow rules and workflow approvals. * Created **custom objects, fields** which were gathered in the business requirements which are useful in the **validation of entitlements**. * Created workflow rules to **automate Tasks, Email Alerts, Field Updates, Time dependent actions and outbound API messages**. * Helped users with **chatter teams/Groups** and follow applications as well. * **Developed**, **Document**, **Maintain** and enforce **data processes** and procedures designed to improve and **maintain** a high level of **data quality** and **integrity**. * Created **user Roles** and **Profiles,** **security controls** and **shared setting** in the sandbox environment. * Involved in **Data migration** from **excel** to **salesforce** using **Apex Data Loader**. * Worked on **Lightning process builder flows**, **Chatter** and **quick actions**.  jAVA dEVELOPER, ROTARY INTERNATIONAL INFOTECH, INDIAJAN 2012– MAY 2013  * Extensive client interaction for requirements gathering, system analysis. * Developed front end using **ASP**, **HTML**, **JavaScript** was used for client’s side validation. * Worked on **HTML/HTML5, CSS/CSS3** style sheets. * Designed dynamic and browser compatible pages using **jQuery**, and **JavaScript**. * Made **SQL scripts** to implement changes to the database schema; Promote the changes from development to **beta** to **production.** * Worked on **Cascading Style Sheets** and **XML-Schemas**. * Designed dynamic and browser compatible pages using **jQuery**, **JavaScript** and **Angular JS.** * Implemented Exception handling using try and catch block. * Prepared Unit test case using **Junit.** Worked with GIT **repository** to manage project to checkout and commit the code. * Used **GITHUB** as version control cool. * Make **SQL scripts** to implement changes to database schema; promote the changes from development to beta to production. |
| CERTIFICATION | SALESFORCE CERTIFIED PLATFORM DEVELOPER 1 CREDENTIAL ID-21487722 |