**Richard Samuel**

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**SUMMARY:**

* Over 8+ years of experience in IT with more than 7+ years of Salesforce experience as an Administrator and Developer on integrating enterprise applications using Force.com, Visualforce, and Apex with Salesforce customization, security access, workflow approvals, and support administration in salesfore.com CRM.
* Experienced in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
* Experience in development, configuration, Implementation, and Support of sales force CRM, and Sales Force applications based on Apex Language and leveraging Force.com Platform world’s first commercial Software as a Service (SAAS) application running in Cloud Computing Environment.
* Experience working with salesforce1 mobile application development and customizations.
* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visual Force Pages, and Apex classes.
* Proficient in dealing with functionalities related to sales cloud, service cloud, Marketing cloud, Community Cloud.
* Experience in modifying visual force pages to be supported in Lightning Experience and good understanding of lightning components and applications, event etc. and aura framework and its features.
* Experience in Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Integration, REST, SOAP based Web Services, Force.com API, SOQL and SOSL, Salesforce App Exchange and JAVA and C# on demand.
* Hands on experience implementing Role Hierarchies and Sharing Rules for system security design.
* Experience in working with Force.com Standard Objects Accounts, Contacts, Leads, Cases, Opportunities and Campaigns.
* Experience with cloud based integration tools such as MuleSoft, Informatica Cloud, Dell Boomi, Cast Iron, or Jitterbit
* Well versed with current releases of Salesforce and hands on experience in new features such as lightening and Communities.
* Experience build and release management, build and migration tools like Eclipse, Ant, Jenkins , GitHub, Flosum and other relevant tools for continuous Integration.
* Experience in Standard and Custom Controllers in Visual Force for development of custom visual force pages and components as required by business requirements.
* Used different data tools - Apex Data Loader, Import Wizard, SFDC Data Export, and Mass Delete.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.
* Experience in migrating data from various systems into Salesforce CRM using Data ETL tools - Informatica on Demand, Cast Iron, Websphere, DataStage and Data Loader and also involve in service oriented architecture process and business SMEs to ensure the data needs.
* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Call center.
* Developed responsive Visualforce pages by using native components and HTML5 tags in the Visualforce pages. Written Visualforce pages to have look and feel same as Lightning.
* Experience in using the Workbench tool for SOQL queries, SOSL and the REST Explorer.
* Experience in using the Force.com Explorer to browse data model schema, custom objects, fields, build and test SOQL queries.
* Experience supporting and troubleshooting eCommerce applications with catalog.
* Made customizations, implementation, integration with existing applications, community portals and mobile apps including marketing and service cloud implementations.
* Worked on consolidation of all existing Workflow rules in the new Lightning Process builder flows and created one process builder for each object and managed all actions in the single flow.
* Worked in all stages of Software Development Life Cycle (SDLC) and develop modules for all application tiers using Visual Basic, Java, Force.com and third-party platforms and tools.
* Interacted with Customers for requirements elicitation and created BRD for Salesforce.com implementations.
* Trained staff and executives to use the Salesforce application system.
* Proficiency in in developing Web based applications using C++, C#, Java, Java Script, .NET, XML, HTML, Microsoft Visual Studio, IIS Web Server, PHP, UNIX and PERL.
* Expertise in Object Oriented Programming involving Analysis and Design and Development of web-based applications using Java technologies: HTML, DHTML, CSS, XML, JavaScript, and J2EE.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Salesforce Lightning, Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, Component & Controllers), Standard objects, Workflow & Approvals, Apex Data Loader, AppExchange, Web Services, REST API, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL, Custom objects, S-Controls, Analytic Snapshots, Sandbox development and Lightning Components. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Offline Edition, Force.com Platform (Sandbox and Production), Data Loader |
| **Programming Languages** | Java, Java Scripts, |
| **Web Technologies** | HTML5, CSS3, Bootstrap CSS, AngularJS |
| **Operating Systems** | Windows 10/7, UNIX, Mac X |
| **Databases** | SQL Server, MYSQL, Oracle 10g/9i, AWS |
| **Methodologies** | Agile Scrum and XP |
| **Tools** | Jitter bit, SOQL Explorer, Jenkins, Perforce, GitHub, ETL(DataStage, Informatica) |
| **Framework** | Selenium Web Driver. |

**EDUCATION:**

Bachelors from Osmania University, India.

**CERTIFICATIONS:**

* Salesforce Certified Administrator.
* Salesforce Certified Platform Developer 1.

**PROFESSIONAL EXPERIENCE:**

**UHG, MN Mar 2019 – Till Date**

**Sr. Salesforce Developer/Administrator**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Agile Development Methodology was followed for the implementation
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Developed custom Business logic using Apex Classes, Visual force pages. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Utilize cloud integration tools such as MuleSoft, WebMethods-Cloud Streams, Cloud Computing, Informatica Cloud manage integrations between SalesForce.com and other systems.
* Implements Salesforce projects, supporting complex implementations for sales cloud, Miller Heiman Sales Methodology support including Sales Access Manager (Strategic Selling/Conceptual Selling and Large Account Management Process), Informatica Cloud Integration platform, community cloud, and/or Pardot B2B marketing cloud and Avention Sales Prospecting platform
* Worked on Sales Cloud, Service Cloud, Marketing Cloud/Exact Target, Health Cloud Platforms, and also Sales and Marketing Application Development.
* Create, execute, and document unit test plans for ETL and data integration processes and programs.
* Designed Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Provide sophisticated integration solutions within Salesforce.com as well as the integration tool. This includes developing Apex Classes and Triggers, Custom Visualforce pages, Salesforce APIs, Salesforce to Salesforce connector, MuleSoft and Jitterbit coding and configurations.
* Organized Email Templates and Mail Merge Templates and was committed in doing the mail merge for various standard and custom objects.
* Worked on various salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Installed the Call Center Applications and allowed the end users to maintain a track history of customer’s complaints.
* Created many Lightning web Components (LWC) and server-side controllers to meet the business requirements.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning web Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Generate Email Templates and have knowledge in bulk emailing users.
* Deliver continuing support in the areas of SFDC configuration, administration, reporting, data migration, solution design and project co-ordination.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Provide analysis and recommendations on the design of ecommerce systems, while integrating components built by developers and ensuring architectural integrity of the system.
* Developed Custom responsive VF page with bootstrap, CSS, JQuery Touch and JQuery mobile for mobile devices.
* Used Bootstrap, Accordion, and Collapse in various Visualforce Pages.
* Written SQL queries to retrieve information from the database.
* Designed and deployed the custom objects, custom tabs, entity relationship data model, validation rules, workflow rules, page layouts, visual force pages, Apex coding, App Exchange Deployment to suit the needs of the applications using plugins like JavaScript, JQuery, Bootstrap.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect and serve as a salesforce SME for the instructional designer.
* Worked on developing Salesforce Lightning Apps, Components, Controllers and Events.
* Experience in Salesforce lightning features like activities, contextual Hovers, Opportunity board, Customizable dash board.
* Worked in distributed data management, analyzing engineering tradeoffs in building multi-tenant Enterprise grade SaaS solutions.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience.
* Involve in activity for Software architecture platform related to SAAS and Cloud based applications.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in Lightning App builder.
* Specify timers that send Ajax update requests to Force.com according to a specified time interval.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Worked on customization of Visual force to have lightening experience for desktop and mobile applications.
* Worked on Service Cloud and involved in configuring and integration of CTI for Inbound and Outbound calls.
* Worked on Sales Cloud and Service Cloud with functionalities like Opportunity Management and Case Management.
* Implemented Test classes to support Code Coverage for deployment to production and performed smoke tests before QE Validation.
* Written SOQL queries to fetch the data from Workbench and Explorer.
* Involved in Data Migration Activities to handle bulk loads using APEX Data Loader.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.

**Environment:** Salesforce.com platform, Sales Cloud, Service Cloud, Community Cloud, Mulesoft, Apex Language, Visual Force (Pages, Component & Controllers), SOQL, SOSL and DML, CTI, Validation Rules, Websphere, Workflow Rules, Approval Process, Process Builder, Custom Objects, Data Loader, LWC, ETL, Workbench, Sandbox, Eclipse IDE Plug-in.

**Liberty Mutual, Dover, NH Sep 2017– Feb 2019**

**Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce CRM solution.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Integrated Apex with External services by making callouts that used SOAP API and WSDL.
* Customized the dashboards to monitor lead activities based on sales geography.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Serve as the subject matter expert for solution architecture that will include development, configuration and, integration to third-party systems.
* Develop and maintain Visual Force, App Exchanges, Force.com pages and integration to other third party solutions.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Written SOQL queries against force.com API.
* Enhance Omni-channel efforts to attract and engage new consumers with brands.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Support the creation of an Omni-Channel Marketing Support Pack that shows and explains the seasonal marketing calendars & strategies across channels as well as sell-in imagery for all key campaigns.
* Administrated and monitored the company's Salesforce sales cloud application by creating the workflows for automated lead routing, lead escalation and email alert.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Setup and Implemented Salesforce marketing cloud 2.0 org.
* Developed different Visual force Pages to suit to the needs of the application using different Visual force components.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Implemented packages in distributing and migrating components or applications within the organization.
* Integrated the Web services for extracting the data from external systems to display in the pages of Salesforce.
* Used Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Coded APEX triggers and s-controls, created rule based automated workflows.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Perform implementation and maintenance of ecommerce solutions based on Commerce Cloud best practices.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Technical Knowledge in Lightning Experience and Lightning App Builder.
* Expertise on Testing REST API using Robot Framework and SOAP UI
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud and Call Center.
* Developed various Custom Reports and deployed them for different business user levels.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Generated different reports like standard, summary and matrix for quarterly and half yearly sales.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.

**Environment**: Saleforce.com platform, Apex Language, Visual force (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Sales cloud, REST API, Informatica, Apex Triggers, Reports, Custom Objects, SOAP API, Custom Tabs, Email Services, Security Controls, HTML, JavaScript, Web services, WSDL, SFDC Sandbox, Eclipse IDE Plug-in, Oracle 10g, Windows XP.

**Citi Group, NYC, NY Oct 2015 – Aug 2017**

**Salesforce Developer/Administrator**

This Application is implemented to consolidate sales management for all the regions. Salesforce CRM Application was developed to provide customized solutions to the Sales team to keep track of their customers, their contact information and their opportunities in Pipeline.

**Responsibilities:**

* Involved in various stages of **Software Development Life Cycle** (SDLC) including experience in Integration of Salesforce with other systems using **Apex Web services** **WSDL** and outbound messaging.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record Level and Field Level security and configured their sharing settings.
* Developed various Visual force pages and embedded them into the page layout for customization.
* Developed test cases for the **Apex Classes**, Triggers and the Controllers.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Involved in Service cloud and Sales cloud for Implementation/Customization.
* Developed **Apex Classes**, Controller Classes and **Apex Triggers** for various functional needs in the application.
* Administrator for different salesforce.com CRM application for sales cloud and service cloud.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Used community cloud to build deeper relationship with customers to provide better service and assist them through online.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
* Worked on Loading and Managing the Data using Apex **Data Loader**.
* Configured Salesforce.com to meet business requirements including fields, page layouts, workflows, approvals and validation rules.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic **SOQL, SOSL** and **DML** queries.
* Used the sandbox for testing and created managed packages and migrated them between Sandbox and Production environments.
* Designed Service cloud console to find, update, and create records quickly.

**Environment:** Saleforce.com platform, Sales Cloud, Service Cloud, Community Cloud, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in Client.

**Samsung, Dallas, TX Jan 2014 – Sep 2015**

**Salesforce Administrator**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Followed agile methodology. Attended stand-up meetings on daily basis and organized meetings with teams on weekly basis.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Reports and Dashboards.
* Created workflow rules and defined related tasks, time triggered tasks, process builder, email alerts, field updates to implement business logic.
* Created email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Handled various support issues on day-to-day basis and update JIRA accordingly.
* Created new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.
* Created Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Involved in Source to Target mapping to load data into Salesforce from SQL Database using Informatica Cloud.
* Handled Regression testing for various scenarios and logged the bugs in JIRA.
* Developed SOQL and SOSL queries to get data from different related objects.
* Responsible for understanding the data migrating requirements and analyze data to be loaded from legacy systems to Salesforce.com.
* Provided custom reports and dashboards to support the needs of the users and executives.

**Environment:** Salesforce.com, Custom Objects, Custom Tabs, Chatter, Email Services, Workflow & Approvals, Reports workflow, validation rules, report, dashboard, Data Loader, Box.com, JIRA, Informatica Cloud, SAP, Excel

**CTS, Irving, TX May 2012 – Nov 2013**

**Jr. Java Developer**

**Responsibilities:**

* Involved in various SDLC phases like Requirement gathering, Design, Analysis and Code development.
* Implemented Struts Framework and Hibernate in the new version of the Application.
* Involved in coding for the presentation layer using Struts and JavaScript with TDD.
* Developed Action classes, Dyna Action Forms and used Validation framework.
* Used EJB Stateless/Stateful session beans to implement business logic, session handling, and transaction and deployed Enterprise Java Beans both Session and Entity on WebSphere Application Server.
* Implement modules into NodeJs to integrate with designs and requirements.
* Taken care of java Multi-Threading in common java classes/library.
* Extensively used Java Scripts to enforce client side validations and also used JQuery for Ajax processing.
* Involved in development/ maintenance of various web services using IBM WebSphere to interact with other Applications.
* Involved in unit testing, troubleshooting and debugging. Modifying existing programs with enhancements.
* Worked on Linux environment for deploying the application, running scripts for jobs.
* Involved in fixing bugs the bugs or defects in the application.
* Worked as the part of a core team to monitor, Web design and enhance the performance of the application.

**Environment**: Core Java, Jakarta Struts Framework, Hibernate, EJB, Web Services, CSS, NodeJs, Eclipse, CVS, Boot, WebSphere Application Server 6.5, JUnit, UNIX, JavaScript, HTML5, SOA, Servlets, JSP, JDBC, JQuery, DB2.