**Pavan Kumar**

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**PROFESSIONAL SUMMARY:**

* **7+years** of IT experience that includes **6 years** in **Salesforce.com CRM Platform** and **1+ years** on Development and Design of
* Integration, Customization, Administration, Development and Data Migration of CRM application **Salesforce.com (SFDC)** and **Force.com Platform.**
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Expertise in maintaining the Functional areas of **Case Management, Accounts, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports**.
* Expertise in Force.com technology stack: **APEX, Visualforce, SOQL, SOSL and experience in Apex Language, Apex Trigger, Apex Class & Apex Web Service, Visualforce (Page, Component & Controllers).**
* Experience in developing **Apex Classes, Triggers**, writing **Workflows**, CSS, **HTML** and DHTML, JavaScript. Familiar with AJAX.
* Designed and deployed the **Custom objects**, **Custom tabs**, Entity-Relationship data model, **Validation rules**, **Workflow Rules, Auto-Response Rules**, **Page layouts, Components**, **Visualforce Pages** to suit to the needs of the application.
* B2B Commerce is a managed package, built on the Salesforce platform, for creating self-service ecommerce storefronts that enable business buyers (such as retailers, wholesalers, or distributors) to purchase goods or services from a brand.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Use **market** knowledge to define the product vision.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and **Apttus CPQ**.
* Experienced working with various AppExchange products or **CPQ** products like Salesforce **CPQ**(formerly **SteelBrick** CPQ), IBM sterling CPQ, **APPTUS CPQ**, Conga Composer and DocuSign.
* The **SteelBrick** CPQ acquisition signaled change on a couple of levels: First, application development on top of Salesforce has become easier.
* Generated the quotation word document from Salesforce.com and using the feature of **Apttus CPQ** product.
* Integration across heterogeneous landscape including Salesforce based **SteelBrick** **CPQ** systems.
* Proficiency in programming with different Java IDE's like **Eclipse, IntelliJ, IBM RAD 6.x/7.x, WSAD**.
* Experience of working with diverse Database platforms including **Oracle**, **SQL**, **PL/SQL**, **DB2**, **Microsoft SQL server**, **MS Access**.
* Expertise in Salesforce and Outlook Integrations using **Salesforce for Outlook & Link Point.**
* Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to Salesforce.com clients.
* Extensive experience with **developing Apex Classes, Triggers and Visualforce Pages.** Extensive experience **with Force.com Sites, Partner and Customer Portals.**
* Proficient in using tools like Force.com IDE, **SOQL** and **SOSL**.
* Experience in Data Loading using both **Web based** and **Apex Data Loader.**
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Data Loader Utility** and **Informatics on Demand**.
* Experienced using **Web Services** using **WSDL**, **SOAP**, and **XML**. Extensive knowledge of **AJAX** toolkit.
* Experience in developing both front end & back end applications using **Java, Servlets, JSP, AJAX, EJB, Struts, Spring, Hibernate, JMS, JDBC, XML, Web Services.**
* Good working Knowledge in **OOA**&**OOD** using **UML** and designing use cases.
* Experience working in **Spring Framework, Struts Framework** and **Hibernate framework.**
* Experience in creating various **Reports (summary reports, matrix reports, pie charts, dashboards and graphics)** and **Report Folders**
* Experience with customizing Visualforce to align with salesforce new **Lightning UI** experience.
* Proficient in **Data Migration** from Traditional Applications to Salesforce.com using **Data Loader** Utility**.** Experienced in working with integration tools like **Informatica Cloud MDM and Cast Iron**.
* Excellent communication skills, interpersonal skills, problem solving skills a very good team player along with a can do attitude and ability to effectively communicate with all levels of the organization such as technical, management and customers.
* Excellent communication, problem solving, debugging & programming skills, accustomed to working in both large and small team environments.
* Developed SFDC customized analytical reports and dashboards using data from SFDC data bases.
* Major strengths are familiarity with multiple software systems, ability to learn quickly new technologies, adapt to new environments, **self-motivated**, **team player**, focused adaptive and **quick learner** with excellent interpersonal, technical and communication skills.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Sales force Technologies** | Sales force CRM, Sales force SFA, Apex Language, SteelBrick CPQ Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Sales force Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform, Visual Workflows. |
| **Languages** | Apex, Java, C++, ASP.Net, VB.Net, C#, Python. |
| **Scripting Languages** | HTML, XHTML, PHP, JavaScript, XML, JSP, CSS. |
| **Database** | MySQL, SQL Server, Oracle 10g /11g, and PL/SQL. |
| **Platforms** | Windows, MAC, Linux. |
| **IDE** | NetBeans, Eclipse, Visual Studio. |
| **Software** | Microsoft Office7, Microsoft Visio, Open Office. |

**PROFESSIONAL EXPERIENCE:**

**Client: Bio-Rad Laboratries, Hercules, CADec'20- Till Date**

**Role:Sr.Salesforce Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Provided technical walk-throughs to various stake holders (**QA Team, UAT Team, etc.)**
* Built custom user interfaces using Lightning components.
* Developed Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers for various functional needs in the application.
* Migrated data from external sources and performed insert, delete, upset, and export operations on millions of records.
* Worked on translating several Visual Force pages to lightning framework.
* Worked with **SOQL & SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Involved working in the integration components by consuming Restful APIs .
* Involved in creating a user interface in Lightning using Aura components , for a user to enter details and submit in to Salesforce.
* Implemented change control from development sandboxes to production and across the development lifecycle.
* Used Salesforce Automation (SFA) for Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Experience in creating Lightning Components and used Salesforce Lightning Design System ( SLDS ) to convert existing Visualforce pages to lightning components.
* Hands on experience in **Sales Cloud and Service Cloud functionalities.**
* Generated Apex Classes using WSDL and wrote business logic layer for integration with external web services to the system for functional needs.
* Hands-on experience on Salesforce Lightning Inspector to debug the lightning components during the development process.
* Turned **ETL jobs/procedures/scripts, SQL queries, PL/**SQL procedures to improve the system performance.
* Developed Lightning components and used Lightning App builder to use those components in Lightning pages.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Worked extensively on **SOAP and REST API web service** calls.
* Key role in gradual transition of company's application from Salesforce Classic to Lightning Experience.
* Data migration from **SQL Server** to Salesforce using Jitter bit tool.
* Build some visualforce components.
* Experience in SFDC Integration using Web Service and Apex Programming, App-Exchange Packages& Custom Applications, Salesforce.com Service Cloud expertise.

**Environment**: Saleforce.com platform, Sales Cloud, Service Cloud, Deployments, Bit Bucket, Apttus, Lightning components, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Data Loader, SF Explorer and Eclipse IDE Plug-in, AppExchange apps, SOAP and REST API.

**Client: Kaiser Permanente, Pleasanton, CA Jan’18-Nov'20**

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

**Responsibilities:**

**.** Worked with Business System Analyst to provide recommendation and designed the Best Solutions for implementing new business ideas.

* Created many **Lightning Components** and server-side controllers to meet the business requirements.
* Experience in **aura framework, Lightning** Components and Salesforce Lightning Design System (SLDS).
* Acquiring **SteelBrick**, [Salesforce demoed the new CPQ application](https://searchsalesforce.techtarget.com/news/4500272716/Salesforce-Lightning-upgrade-may-create-winners-and-losers) on top of Sales Cloud. Users can now configure pricing directly in Sales Cloud.
* CloudCraze is the first and only proven cross-channel eCommerce application built on the Salesforce Platform.
* Proven consulting experience and leading solution definition for **marketing cloud** engagements.
* Salesforce **Marketing Cloud** Email Developer The Marketing Cloud Email Developer will support the continued growth of the Salesforce **Marketing Cloud** solution.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* **SteelBrick** is a vendor that offers configure-price-quote (CPQ) functionality. Essentially what that means is that it allows organizations to offer highly customized pricing and quoting to different customers.
* Created multiple **Lightning** Components, added **CSS** and **Design Parameters** that makes the Lightning component look and feel better. Leveraged **APEX Controller** to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* CloudCraze storefront, the OOTB front-end loads asynchronously to support front-end customization and data delivery, but as a result, page data is difficult to crawl.
* Performed data migration from Microsoft CRM to Salesforce.com.
* Used Lightning framework to integrate with legacy systems like SAP, Microsoft and oracle.
* Development, implementation and update focusing on Sales cloud and **Service cloud.**
* Developed **SharePoint** site with number of pages and integrated with salesforce.
* Developed various **Custom Objects**, **Tabs, validation rules, Components**.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* It increases sales, service and marketing agility, operational efficiency, digital adoption, and simplicity at a faster time to value across the enterprise.
* Enhanced **Apex Class** and **Visual Force Page** to create a custom Related List, showing activities for selected contacts or clients.
* Managed ongoing support requests and Administrative needs of users.
* Integrated Salesforce CRM and the legacy system using Cast IronIntegration Systems
* Worked on **Salesforce.com** Standard Objects such as **Accounts, Contacts, Opportunities, Campaigns, Cases and Solutions.**
* Performed administrative tasks such as managing Accounts, Contacts and Cases, setting Workflows and Approval Process for approving new accounts and another business process.
* Administered, Configured and maintained Salesforce.com application User Profiles, Roles, Assigning Permissions, Generating Security Tokens, Validation Rule and Upgrade Installation.
* Created and maintained Reports and Dashboards to provide fast access to key **business metrics.**
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services and marketing.
* Customized Chatter objects and tabs to view progress and discussion on business process.
* Implementation of **Apex Triggers, Apex Class** for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Built CTI adapters with **Salesforce CRM** call center uses to integrate with their Salesforce Softphone.
* Implementation of **Batch Classes, Scheduled Classes** as part of the Business Requirement.
* Wrote an **Apex Trigger** on Contact for cross-object field update for reporting purposes.
* Integrated Salesforce.com with external systems like **Oracle and SAP** using **SOAP API and REST API.**
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers & Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Created Page Layouts to organize Fields, Custom Links, Related Lists & other Components on Record Pages.
* As an Administrator implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields and defined Field Dependencies for Custom Picklist Fields.
* Case Assignment Rules to direct the case to appropriate group such as Stories & PCS Central Support.
* Case Management by Configuring Email-to-Case for the end user to submit a case through Outlook.
* Created and configured Email templates which were used by PCS Central users for approval processes and other field updates.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked on different Sandboxes for development & testing; Involved in migrating the code to production instance in installments using Change Set.
* Involved in Test configuration **Apttus** within Sandbox environments to ensure that once users are granted access, all the aspects are fully functional.
* Configured Chatter to track emails from Outlook to Salesforce by following a user.
* Responsible for weekly and monthly Data Export, updates and backup for the organization.
* Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel into Salesforce.com.

**Environment:** Salesforce.com, Apex Language, Visual Force (Pages, Component & Controllers), Custom Objects, Page Layouts, SOQL, SOSL, Sales Cloud, Service Cloud, HTML, Javascript, Jquery ,CSS, Ajax, IDE, API , CTI Tool Kit, Cast Iron, Sandbox data loading, Security Controls, Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows XP.

**Client: Humana Healthcare - Louisville, KY Oct’16-Jul’18**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC)** and other Platform based technologies like **Visualforce, Force.com API, and Web Services.**
* Developed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application. Migrated data from external sources and performed **insert, delete, upsert, export** operations on millions of records.
* Created **workflow rules** and defined **related tasks, time triggered tasks, email alerts, field updates** to implement business logic.
* Created **templates, approval processes, approval page layouts** and defined **approval actions** on them to automate the processes.
* Worked on various Salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
* Worked extensively using **Cast Iron** as an integration tool.
* Worked extensively in customization of Sales and Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log
* Integrated **Salesforce CRM** and the legacy system using Cast Iron Integration Systems.
* **SOAP API** to create, retrieve, update or delete records, such as accounts, leads, and custom objects
* Developed user interface applications using **JSP, HTML, JavaScript, Jquery**to simplify the complexities of the Salesforce application.
* Integrated on premise Mainframe Case, CPQ and Reporting systems with Salesforce REST APIs.
* Experience in Aura framework, Lightning Components and **Salesforce Lightning Design System** (**SLDS**)
* Used SalesForce.com **Ajax Toolkit** to make asynchronous calls to the SFDC data store for optimizing data retrieval speeds.
* Develop **Visualforce pages** and **controllers** and **customize** the look and feel of the page components.
* Migrating from Salesforce Classic to Lightning and created Lightning Components.
* Used Force.com IDE to perform programming and migrate code from production to sandbox environment and vice versa.
* Extensively used **Web Service API** to integrate home grown Checkout service system (Developed on java) with Force.com sites.
* Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using **Eclipse.**
* Involved in **Data mapping** and **migration** of data from legacy systems to **Salesforce.com** Objects and fields.
* Developed various **Custom Objects**, **Tabs, Components** and **Visualforce Pages** and Controllers.
* Worked on various **Salesforce.com** standard objects like Case **Management, Accounts, Contacts**, **Content, Reports** and **Workspaces**.
* Used **Data Loader** to transfer the data to production and **Full sandboxes**, used **Eclipse IDE for** complete **Apex Programming.**
* Responsible for writing **SOQL**&**SOSL** queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Used **Force.com web service API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Used (Java-Ant based) Force.com migration tool to deploy metadata between local Sandbox environment, Production and other Salesforce organization.
* Integrated Microsoft Outlook with Salesforce.com CRM
* Installed App Exchange application Vertical Response to integrate Salesforce.com with email marketing.

 **Environment:** Saleforce.com platform, Apex, Agile Methodology, Visua force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Email Services, Security Controls, Visual force Controllers, Visual force pages, Sandbox data loading, SQL, CPQ, Workflow rules, Eclipse, Java, SOAP, WSDL & RESTful Web Services.

**Client: BOSTON SCIENTIFIC - Minneapolis, MN Dec’14-Sep’16**

**Role: Salesforce Developer**

**Responsibilities**:

* Created **page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Designed, and Implementing the **CustomBusiness objects, Entity-Relationship data model, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Designed & Deployed the **Custom objects, Custom tabs, Validation rules, Auto-Response Rules, Page layouts**, to suit to the needs of the application.
* Developed **Apex classes**, **Apex triggers** and Controller classes for various functional needs in the application
* Created **page layouts, search layouts to organize fields, custom links, related lists, and other components** on a record detail.
* Developed and deployed **workflows and approval processes** for opportunities and products/ assets management.
* Provided administrative level support for users of the **Salesforce** application.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation** and **formula fields** to the custom objects.
* Created **custom links, formulas, Layouts, workflow and approval processes**. Set both **object-level and record level security.**
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Used field level security along with page layouts to manage access to certain fields.
* Integrated Microsoft Outlook with **Salesforce CRM** which syncs email, calendar, tasks and reminders.
* Developed a web-to-lead functionality to Companies website which directs leads to **Salesforce CRM.**
* Developed and configured **Dashboards**, **Ad ho**c **Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Monitored and resolved the Service Requests, specifically, visibility issues involving Custom **Profiles, Public Groups, and Sharing Rules.**
* Defined Custom Profiles, User Permissions and created Custom Sharing Rules for Record owners with "Read-only" Permissions granting client-requested Create/Read/Update/Delete capabilities.
* Created and customized detailed reports with filters, conditional highlighting, custom subtotals and charts.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow, campaign management, Triggers.**
* Provided the training to the internal business users to use the application and develop their own custom reports.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Created outbound messages and generated WSDL files for multiple end points. Consumed WSDL files into java platform by generating java API using axis tool.
* Developed custom UI using CSS, HTML, Visualforce components and used jQuery, Java Script for front-end validation.

**Environment:** SalesforceForce.com Platform, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, Service Cloud, Sales Cloud, SalesForce.com Sandbox, Email Services, Security Controls, Sandbox data loading, HTML, Java Script, CSS, SRS, WSDL, SOAP.

**Client: Digi Cloud Solutions - India Dec’13-’Nov’14**

**Role: Java Developer**

**Responsibilities**:

## Implemented the project according to the Software Development Life Cycle (SDLC).

* Involved in analysis and design of the application architecture based on MVC Architecture, used open source Struts framework and Database with new field updates added to the legacy system.
* Wrote and customized several Java Programs for the spend management system at SBI to streamline the process of procurement.
* Web Tier was developed by using Struts Frame Work.
* Involved in Application development with IDE Tool Eclipse and web server Tomcat.
* Designed and developed User Interfaces, Menus using HTML, CSS, DHTML, JSP, JavaScript and client-side&server-side validations.
* JavaBeans have been developed for using them among various modules of the application.
* Created front-end screens for the module by using JSP's.
* Used PL/SQL, Stored Procedures and table level and system level triggers for handling database processing and for generating analysis reports from MS SQL Server.
* Involved in writing XML parser handlers for parsing XML files and filling JavaBean Objects.
* Used SVN for Source Control and Version Management.
* Involved in Module and Unit Level Testing with JUnit, Participated in database tuning.

**Environment:** J Java 1.5, HTML, CSS, Struts MVC, Maven, Spring, EJB, WebLogic, XML, JavaScript, Soap, Oracle, HTML, SVN, JUnit, RAD, LDAP, Apache Commons Libraries, Eclipse, Web Sphere Application Server.