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| **PROFESSIONAL SUMMARY** |

* Over 9+years of total IT experience in various roles –**Salesforce Developer/Admin** and **Java Developer**.
* 7+years of experience in Salesforce Design, Development, customization and implementation various scenarios and 2 years of experience in java Developer.
* Proficient in developing Apex Triggers, Apex classes, Apex batches, Visual Force Pages, Visual Force.
* Good in designing solutions using SFDC/FORCE.com IDE based on business requirements.
* Review/Adjust/Write Apex and Visual Force page builds to ensure we keep code coverage at a high percentage as well as meet business needs
* Proficient in Salesforce query languages like SOQL and SOSL.
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Enhanced the existing portal functionality and moved to community cloud for more functionalities including chatter, employee portal, customer portal, channel sales community, and customer support community.
* Developed Lightning pages/components using the AURA Component framework, Lightning Design System, Lightning web components for Desktop.
* Fair knowledge/experience in Salesforce Lightning platform (Lightning Web Components)
* Proficient in Admin activities such as working with Standard and Custom objects, setting up Profiles, Roles, Page Layouts, Org-Wide defaults, Sharing rules, Workflow Rules, Email Services, Process Builders, Approval Workflows, Reports and Dashboards.
* Experience in Administration, Configuration, Implementation, Lightning, and support experience with Salesforce platform.
* Worked on custom Lightning web components (LWC), where I have used lightning data tables and charts to the show the records.
* Efficiently utilized the latest features offered by Salesforce – Platform Events, Process Builder, Flows etc.
* Optimize and improve the overall runtime of Omniscripts and Vlocity IProcedures using best practices.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Worked on customization of Visual force to have lightning experience for desktop and mobile applications.
* Salesforce Development Life Cycle implementation covering Sales Cloud, Service Cloud, Call Center, Chatter and App-exchange applications. CRM Business processes like Forecasting, Campaign management, Lead Management (Web-to-Lead), Order Management, Account Management, Case Management (Email-to-Case and Web-to-Case.
* Hands of experience in writing Test classes, Debugging Apex code, SOQL, SOSL and Aggregate queries in Apex Classes and Triggers.
* Built Lightning components using Aura framework with backed Apex Logic.
* Implementation of Lightning components using the Lightning Design System (LDS) in Aura Framework and Lightning Web Components (LWC).
* Strong understanding of project life cycle and SDLC methodologies including Waterfall and Agile.
* Interactive presentations to clients and management to present ideas and functionality.
* Hands-on experience in database testing using SQL.
* Experience in providing manual & automation testing estimations, tasks scheduling and resource planning.
* Work experience on Java code development in various Operating systems such as Linux OS, MAC and Windows.
* Worked on Hibernate for mapping the java objects to relational database and SQL queries to fetch the data, insert and update the data from the database.
* Excellent analytical and problem-solving skills with ability to handle multiple tasks effectively and quickly masters new concepts and subjects.

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| **TECHNICAL EXPERTISE** |

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| **Category** | **Skill Set** |
| **Programming Languages** | Lightning Aura Components, Lightning Web Components, Visualforce  Pages, APEX, SOQL, Workflow Rules, Validation Rules, Lightning  Process Builder, Lightning App Builder, SOQL, Batch Apex,  Schedulable Apex, SOAP and REST API, Salesforce Data Loader and  Reports and Dashboards, Java Script, HTML. |
| **Tools** | Salesforce CRM, Data Loader, Workbench, Developer Console, Force.com Eclipse IDE plugin, HP ALM, QTP/UFT & Selenium web driver. |
| **Testing Tools** | Selenium WebDriver/IDE/RC/Grid, TESTNG, Junit, Cucumber, Restful, SoapUI, Postman, REST |
| **CI/CD & Build** | Jenkins, ANT, Maven |
| **Defect Tools** | JIRA, ALM |
| **Operating Systems** | Windows, Linux, Unix |
| **Other Tools** | Microsoft Office (Excel, Visio, Access, PowerPoint, One Note), Eclipse (IDE), Valgrind, Test content generation tools, Ethereal, Gcovx, Beyond Compare, NMS/EMS testing. |

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| **WORK HISTORY** |

**Client: Frontier Communications, NYC 2019 July - Till Date**

**Role: Salesforce Vlocity Developer**

**Responsibilities**

* Perform thorough requirements analysis and design of projects developed in IBM Sterling 7, Sterling 9 CPQ (Configure Price Quote) and Commercial Mobile apps.
* Created and invoked apex methods to read data from custom objects in LWC.
* Created models and business rules to select the install options based on the Ericsson order care web service response.
* Successfully owned and managed SFDC VEEVA platform, worked on Salesforce, Veeva CRM application and Veeva Vault.
* Created model structure for Commercial Mobile apps (One voice and Smart voice) projects.
* Design and develop Ethernet Local Area Network (ELAN) business model in IBM Sterling 9 CPQ.
* Experience with Salesforce Lightning security and performance features. Working Knowledge of Financial Service Cloud and Sales Cloud. Consistently Appling learned processes, procedures, and workflows to include (however not limited to) the software development lifecycle and/or release processes.
* Created UI pages as per business requirement using Lightning web components (LWC).
* Worked on FiOS and Vantage offer projects for Sterling 7, creating business rules and products provided by business.
* Getting Involved with Veeva for Support related activities.
* Worked on Vlocity Managed firewall product configuration. Created Omni script guided journey along with data raptors and integration procedures.
* Created Vlocity product to S&E attribute mapping and uploaded the data using data loader.
* Created Vlocity managed firewall schedule using document templates and data raptors.
* Created attribute-based pricing along with validation rules.
* Worked on DIA+1 defect resolution.
* Worked with Vlocity omni script and its input and action components , designing and deployment.
* Worked on product modeling changes for UCF-DGF project.
* Created Salesforce Support Cases from Salesforce help and Training and worked with Salesforce support team to resolve issues.
* Worked on Salesforce support tools like IDX Workbench, Data Loader, Salesforce Inspector.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partner.
* Written Apex classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Experienced in creating Visual Workflows for automation in Sales and Service Clouds.
* Review user stories and create Jira sub tasks. Provide development level effort for the projects assigned.
* Setup And Configure Omni Scrips Components.
* Good Experience on Salesforce Lightning. Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Fix defects detected during System, Functional, Regression and User Acceptance Testing and resolve production issues.

**Environment :** JDK1.5, IBM Sterling 7.2 and IBM Sterling 9.2, SOAP UI, Eclipse3.5, Tomcat 5.0, JSP, Oracle, Salesforce.com, Vlocity, Gitlab, IDX Workbench, Vlocity, Visual Studio Code.

**Client: BB&T, NC 2018 June – 2019 July**

**Role: Salesforce Developer**

**Responsibilities:**

* Monitor and manage support and maintenance of the Portfolio and case management application.
* Develop, maintain, create, and improve validation rules, custom workflows, Community pages, Apex customizations, custom objects, fields, and formulas.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Perform analysis and provide timely resolutions to high severity issues that needs immediate attention.
* Created page layouts, search layouts and implemented Visual Flows for automatic sales and service process in Sales Cloud.
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes.
* Made new feature enhancements on Service cloud console view and developed some Visualforce components.
* Properly resolve merge conflicts, deployment errors and meet code coverage criteria.
* Involved in SOAP & REST Integration for Portfolio management application.
* Involved on creating Lightning Pages inside Lightning community Builder.
* Used Lightning web components (LWC) to migrate visual force pages,Design, develop, configure and administer Salesforce application based on business requests and enhancement requirements.
* Customized existing Visual force to align with Salesforce new Lightning UI experience.
* Aid operations team in recovery of failed Production tasks and schedules that integrate to Salesforce.
* Use Developer Console checkpoints to debug your Apex classes and triggers. You can’t set checkpoints in Visualforce markup.
* Worked on CRM platforms like Sales, service and Community clouds to streamline workflows and integration with larger end users.
* Enabled Aura Framework by adding Aura Attributes and Aura Handlers for Events to focus on Logical and Interactions in Lightning Application.
* Developed custom UI for Salesforce Applications using Visualforce, Lightning Web Components, SLDS, Events and used custom CSS in the components. Built reusable UI components and pages with the lightning component framework.
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting.
* Interact with Business partners and end users in gathering requirements for new enhancements and problem resolution.
* Use debug logs to track events that occur in your org. Debug logs are generated when you have active user-based trace flags, when you run Apex tests, and when executed code or API requests include debugging parameters or headers.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Work with Salesforce.com Support to resolve performance issues and functional queries.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.

**Environment:** Salesforce CRM, Data Loader, Developer Console, Force.com Eclipse IDE plugin, Query Editor, Work Bench, Apex, Sales cloud, Service cloud.

**Client: Alcon, TX 2017 Aug – 2018 June**

**Role: Salesforce Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com I was involved in estimation and analysis for migration from classic to lightning.
* Responsible for understanding the business needs and analyse the existing system for determining the information gaps and deficiencies, as well as evolving information needsDesigned solutions to improve business efficiency and productivity based on code enhancements.
* Customized page layouts for Campaigns, Leads, Opportunity, Contacts, Cases and Accounts depending upon user roles, and groups.
* Performed detailed analysis of business and technical requirements and designed robust, secure and scalable the solution Maintenance of installed Managed Packages in Lightning using Apex.
* Designed and deployed the custom objects, custom tabs, validation rules, workflow rules, auto-response rules to suit the needs of the application.
* Worked on preparing Technical Design Document.
* Closely monitor deduplication process by Integration of IBM Initiate that involved web service API calls and future methods.
* Hands of experience in writing Test classes, Debugging Apex code, SOQL, SOSL and Aggregate queries in Apex Classes and Triggers.
* Use Developer Console checkpoints to debug your Apex classes and triggers. You can’t set checkpoints in Visualforce markup.
* Written Apex Triggers on Account contact and opportunity to automate business process. Worked on standard salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports. Implemented complex approval processes to ensure proper authorization.
* Writing relationship SOQL queries according to the business requirement.
* Developed Visualforce pages using standard controller, Custom controller and extension controller.
* Worked on Process builder for automating the actions such as creating and updating the custom object records. Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish many-many connectivity among objects.
* Experience in translating the business requirements to design on salesforce.com platform by designing the required entities such as custom objects, creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts and Business Logic.
* Worked on Visual flow for achieving the user triggered actions for displaying customer information on the screens.
* Using Metadata API to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for your organization.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Involved in Salesforce.com Application support activities and customizing the apps to match the functional needs of the organization.

**Environment:** Jira, Visual force, Apex Classes, SOQL, Lightning Components, Apex triggers, Pages, Batch Apex, Schedule Apex, Workflows and Approvals, Data Warehousing, Automation, Sandbox testing.SalesForce.com Platform, Salesforce.com Custom Objects, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SQL.

**Client: Webile Apps, Hyderabad Oct 2013 – Aug 2016**

**Role: Salesforce Admin**

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for CRM Implementation.
* Manage Users, Public groups, Profiles and Roles within the salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created Formula Fields, Validation Rules, Workflow and Approvals for the flexibility and functionality of force platform application.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Experienced in creating Visual Workflows for automation in Sales and Service Clouds.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Developed different visual force Pages to suit the needs of the application using different visual force components.
* Worked on converting Salesforce classic VF pages into Lightning using Lightning components and Lightning App Builder.
* Worked on Salesforce community cloud, responsible for designing and delivering solutions.
* Knowledge on License management.
* Experienced in working with Lighting components on smart devices.
* Experience in License Management also provided efficient and cost-effective solutions.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components, and S Control to suit to the needs of the application.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Worked on customization of Visual force to have lightening experience for desktop and mobile applications.
* Experience in designing of Dashboards, Reports.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Built apex classes and triggers implementing SOQL and SOSL statements within Eclipse to manage interaction with the database.

**Environment:** Salesforce.com platform, Validation rules, Apex, S-controls, Sharing and security settings, Reports and Dashboards, Visual force (Components and pages), Data loader, Custom object, JavaScript, Lightning components, CSS, HTML.

**Client: Convergys, Hyderabad Feb 2012 – Oct 2013**

**Role: Java Developer**

**Responsibilities:**

* Gathered user requirements followed by analysis and design. Evaluated various technologies for the Client.
* Developed HTML and JSP to present Client-side GUI.
* Involved in development of JavaScript code for Client-Side Validations.
* Involved in creating dynamic web site design and programming using HTML5, CSS3, JavaScript andjQuery.
* Applied JavaScript for client-side form validation.
* Built HTML5 and CSS system for controlling text display issues cross-platform and cross browser.
* Wrote queries for the modifications to existing database structure.
* Used Hibernate to map to Database.
* Developed unit test cases and functional test cases using JUnit.
* Designed the HTML based web pages for displaying the reports.
* Developed Java classes and JSP files.
* Extensively used XML documents with XSLT and CSS to translate the content into HTML to present to GUI.
* Developed dynamic content of presentation layer using JSP.
* Develop user-defined tags using XML.
* Developed Hibernate configuration files and queries and Implemented DAO classes.
* Developed Java Mail for automatic emailing and JNDI to interact with the Knowledge Server.
* Used Struts Framework to implement J2EE design patterns (MVC).
* Developed, Tested and Debugged the Java, JSP and EJB components using Eclipse RCP.
* Developed Enterprise Java Beans like Entity Beans, Session Beans (both Stateless and State full Session beans).
* Developed JSP as the view, Servlets as Controller and EJB as model in the Struts Framework.
* Worked on Web Logic application server to deploy JSP and EJB applications.
* Created and implemented PL/SQL stored procedures, triggers.

**Environment:** Core Java, J2EE, JSP, Servlets, JNDI, JDBC, Struts, HTML, XML, CORBA, XSLT, Java Script, Eclipse, Eclipse RCP, Oracle, WebLogic**.**