 

Bhargava Manusani

Sr Certified Salesforce Developer

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**PROFESSIONAL SUMMARY**

* 9years of Salesforce experience with 8+ years of Salesforce experience both as a Developer and Admin.
* Expert Level understanding of Salesforce.com CRM and its Development Life Cycle. Experience in customer portal, SalesCloud, Service cloud, Marketing Cloud and Health Cloud platforms.
* Expertise in Force.com technology stack: Salesforce Lightning, APEX, Visualforce, SOQL and SOSL.
* Expertise in design and development of multi-tiered web-based applications using Java technologies: HTML, CSS, XML, UML, JavaScript, jQuery and J2EE, Rest and SOAP-based web services.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.
* Experience in Batch jobs, Bulk triggers, Future methods, and Test Classes.
* Experience with developing a complete Case Management System using Lightning Components, Controllers, Helper Methods, and Style Sheets.
* Extensive experience in lead, case, opportunity and contract management (Web-to-Lead, Web-to-case, Email-to-Case).
* SFDC Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers.
* Configured health cloud configurations like patient card Health Cloud profiles, permission sets, and roles

and customizing the health cloud console.

* Experience in SFDC administrative tasks like Creating Roles, Profiles, Sharing Rules, Email Services, Page Layouts, Workflow Alerts, Validation Rules Actions, and Approval Processes.
* Working Knowledge in Generating Reports, Dashboards, customized reports and analyzing the data in Salesforce.
* Extensively worked with SFDC Administration: Create and Manage apps, Tabs, Page layouts, Search layouts, Record types, Custom fields, Work flows and E Mail Templates
* Built customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in Lightning.
* Involved in building Lightning Components Apps to provide better and more interactive interfaces to end-users, which helps in Sales enhancements.
* Proficient in creating Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Hands on development experience in creating Lightning Applications on Salesforce1.
* Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Using the Force.com Explorer to browse the data model schema, custom objects, fields, build and test SOQL queries.
* Highly dedicated, quick starter, solution driven pattern programmer, Strong in Object Oriented Analysis and Design, Excellent at solving complex problems under strict deadlines.
* Multi-task, adapt to changes, and manage complex projects.

**Technical Skills**

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| **Salesforce Technologies** | Apex, Triggers, Scheduler, Batch Apex, Apex Class & Apex Web Service, VisualForce, Salesforce Lightning, Sales Cloud, Service Cloud, Custom Controllers, Extensions, Record Types, Chatter, SOQL, OWD (Organization Wide Default), Apex Data Loader, SOSL, Workflow, Outbound Messages, Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Lightning, Salesforce Communities, Dashboards, Security Controls, AppExchange, Sandbox, Salesforce 1. |
| **Salesforce API’s** | BULK API, REST API, Metadata API, SOAP API |
| **ETL Tools / Integration / Data Migration Tools:** | Apex Data Loader, Informatica / Force.com Migration Tool. |
| **MS Office / Other Tools** | Microsoft Project, MS Visio / MS Word, Excel, Power Point, Outlook. |
| **Force.com Tools** | Workbench, CTI toolkit, Excel Connector, Force.com Eclipse IDE  |
| **Programming Languages:** | JAVA, Dot Net platform, C#, C, C++, VB, APEX and UML. |
| **Web Technologies** | JavaScript, Ajax, JQuery, CSS, HTML, Bootstrap. |
| **Service Cloud:** | Live Agent, CTI, Knowledge, Web to case, Email to case, Escalation Rules. |
| **Databases:**  | Oracle 9i/10g/11i, DB2, MS-Access, Microsoft SQL Server 2008/05/2000, and MySQL. |
| **Version Control / CI** | GIT, SVN, GitHub. |

**PROFESSIONAL EXPERIENCE**

**Client: Freedom Mortgage, NJ Oct’19- Present**

**Role: Salesforce Technical Lead**

**Responsibilities:**

* Work closely with internal stakeholders to ensure that Salesforce aligns with business requirements and takes a proactive approach in continuous improvement of our salesforce.com
* Participate in storyboarding and solution design sessions. Recommend alternate approaches, define technical impacts, and provide sizing estimates
* Manage Salesforce.com CRM application; maintain the functional areas of data management, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports
* Provide hands-on development expertise for projects, enhancements and bug-fixes.
* Implement new enhancements including creation of custom objects, workflows, email alerts and templates, and campaigns
* Develop and maintain Visual Force, App Exchanges, Force.com pages and integration to other third-partysolutions
* Identify and proactively communicate potential issues or risks with system landscape and act as an escalation point for the technical issues
* Support training of new end users on salesforce.com application.
* Evaluate, advise and implement best practices in the integration and exchange of data between Salesforce and other LakewoodandSales portalsystems.
* Work with business areas to gather and/or assist with requirements definition.
* Recommend changes in development, maintenance, and system standards
* Document and analyze processes, procedures, and/or policies.
* Worked on Lightning Components and Lighting Field Services.
* Worked on lighting component framework for CTI implementation.
* Worked on lead Suppression, Batch Apex classes to reset the values.
* Worked on Rest Api's to update the records in salesforce using the Batch Apex.
* Worked on TRID Validation to get the Loan processing using Rest Api's.
* Upgraded Some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Integrating Lakewood and Salesforce Systems using SOAP and REST API’s.
* Built Lightning components using Controllers, Handlers and using these components in Visual force pages and integration using Lightning Out.
* Created modern Lightning Apps combining Lightning Design system, Lightning App Builder, and Lightning Component features.
* Ability to provide guidance on design and infrastructure, to identify gaps between current and desired end-states to deliver an end-to-end solution
* Work closely with IT project managers to plan project schedule, estimate resource requirements, schedule development tasks and plan deployment activities
* Develop, manage and maintain change management documentation to comply with IT change management processes.
* Worked on Small portion of the Lighting web components for a loan calculator application.
* Stay current with emerging CRM and Salesforce.com enhancements and find opportunities to recommend innovations to the team and our business sponsors
* Responsible for unit testing for new enhancements and/or fixes and system integration
* Follow established SDLC process and help realize application performance maturation and look for opportunities to improve process.
* Provide high-level code and architecture review.
* Lead continuous improvement, and technical education/training efforts within development team
* Experience working on Salesforce platforms or other CRM software packages (Lakewood, Sales portal, Mule-Soft) preferred.
* Worked on Mule-Soft integration in Creating leads into salesforce.
* Salesforce Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom Fields, Custom Objects, Validation Rules, Triggers, Security Access (SSO preferred), Creating Profiles, Roles and Users
* Extensive experience in creating workflows, approval processes, validation rules and sharing & security rules
* Worked on Enterprise patterns & coding principals followed in apex coding.
* Worked on debugging Apex code, Aura components, using the best Practices for Error handling techniques.
* Worked on Best practices for writing Unit tests using Bulk, Governor limits, Mocks.
* Worked on Code branching strategy for features / defects.
* Worked on Continuous Integration for developing the deploying the code into production.
* Experience in generating reports, dashboards, customized reports and analyzing the data in Salesforce
* Experience in Integrating App Exchange Applications with Salesforce, Mass E-Mail Management, Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments
* Experience in effectively promoting code from Sandbox to Production environment
* Experience in Object Oriented Analysis / Design / Development / Testing and Implementation, Client/Server Architecture
* Experience in performing QA code reviews and audits.
* Expertise in creating and enhancing Communities for an online collaboration that connects with the Customers, Employees, Contractors and Distributors.
* Strong Knowledge of SFDC standard data structures and familiarity with designing Custom Objects and Force.com platform(s) and Force.com site(s)
* Expertise in maintaining the Functional areas of Data Management, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.

**Environment:** Lightning Experience, Lightning Components, Apex Classes and Controllers, Salesforce.Com Platform, Force.com, Apttus CPQ, Force.com Eclipse IDE, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom Objects, Custom Fields, Web Services, SOAP Api, REST Api.

**Client: Optum -Boston, MA Apr’19- Sep’19**

**Role: Salesforce Solution Architect**

**Responsibilities:**

* Gather business requirements in backlog refinement meetings with Business Analysts and Product Owners, translate business, and functional requirements into User Stories.
* Perform technical analysis on the product, architecture & design, application and integration development lifecycle process, the risk of promoting to production and created report to provide feedback to project leaders and product owners.
* Worked on complex Assessments for questionnaires in order to gather information about a patient and capture the responses.
* Worked on configuring OCCP community that includes different types of communities to allow patients or providers to access limited CC information through a portal.
* Involved in OCCP integration with external systems like OPA and Optum Analytics using Soap and Rest Api’s.
* Worked on health cloud platform in order to configure patient card and care team configurations.
* Worked on packaging the OCCP into different client orgs.
* Involved in data model for data integration inflow and outflow via some Data Integration Modules with link and OPA Ingestion via API’s & Pushing back to systems.
* Worked on Enterprise patterns & coding principals followed in apex coding.
* Worked on debugging Apex code, Aura components, using the best Practices for Error handling techniques.
* Worked on Best practices for writing Unit tests using Bulk, Governor limits, Mocks.
* Worked on Code branching strategy for features / defects.
* Worked on Enabling the shield encryption and capture the event logs using some of the monitoring tools.
* Worked on writing the custom logic using the aura components based on Client requirements that includes js controller, Apex controller following the enterprise best practice using the service class, Selector, domain class, data class.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
Experienced with creating Workflow rules, validation rules, formula fields, auto assignment rules in the Licensing project.
* Created various Batch jobs and time-based workflows to update the data regularly.
Supported the data migration activities for migration of the data from various business sources with the support of Salesforce CRM.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Worked on writing the apex triggers in order to invoke domain class for validations.
* Worked with Apex Scheduler to invoke Apex classes at regular intervals.
Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Involved in building the dynamic Lightning data tables and pagination using the custom settings and custom meta datatypes.
* Worked on Analyzing and doing poc for future projects that include lightning web components and testing the salesforce newest features.
* Created various Profiles, Roles, and Page Layouts and configured the permissions based on the organization hierarchy requirements.
* Hands on experience using GitHub repository for code commit.
* Experienced in using Circleci as a Continuous Integration Server to configure with GitHub repository.

**Environment:**Saleforce.com platform, Salesforce Lightning, Force.com Sites, Apex, Visualforce (Pages, Wrapper classes, Handler Classes, Lightning components, Lightning app, Component& Controllers), Pages, Data Loader, HTML, Java Script, CSS, Process builder, Flows, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Services, Sandbox data loading, Eclipse IDE Plug-in, Mavens mate, GitHub, SVN**.**

**Client: Fresenius Medical Care -Lexington, MA Apr’18- March’19**

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

**Responsibilities:**

* Design and Developed the Avaya CTI integration that routes the calls to salesforce by creating cases and implemented the security module framework that provides an extra layer of security to all the incoming calls.
* Involved in Technical and Architectural Design, planning and documenting the functional and non-functional requirements of the application.
* The Project is implemented in lightning Console.
* Worked on Patient Community and provider community for knowledge articles and FAQ’s.
* Worked with UI/UX developers in creating the wireframes based on the requirements to build application on Salesforce platform by ensuring the pros and cons of the application.
* Developed application in phases by changing the UI dynamically according to the user requirements.
* Used Service console components to create Maps, Notes and History of the calls.
* Used Lightning flows to dynamically redirect to different Ui’s based on Ani and DNS.
* Involved with external Systems called FHIR used some of the custom API’s to interact with salesforce.
* Application is mainly integration centric. Worked with heavy integrations to external systems using SOAP and REST API’s and reroute the requests to the external system using a one-way SSL security.
* Designed and implemented some of the complex lightning components in the application, based on the user requirements.
* Used some of the Lightning events such as application and component events based on user requirements.
* Involved in building complex assessment builders using lightning flow for Nurses and social workers.
* Used Lightning Design system for the styles and responsive design for the pages.
* worked on building dynamic Lightning components.
* Hands on experience using GitHub repository for code commit.
* Validated and deployed the code using GitHub.
* Handled exceptions like apex concurrency limit, governor limits, CPU time limit and java heap size issues.
* Handled client-side modifications rather than server side in order to reduce the API and system performance.
* Implemented schedule apex, triggers, time-based workflows, tabs, custom objects, SOQL, SOSL, email templates, profiles, custom email.pdf creation etc.
* 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.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Experience using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:**Saleforce.com platform, Salesforce Lightning, Force.com Sites, Apex, Visualforce (Pages, Wrapper classes, Handler Classes, Lightning components, Lightning app, Component& Controllers), Pages, Data Loader, HTML, Java Script, CSS, Process builder, Flows, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Services, Sandbox data loading, Eclipse IDE Plug-in, Mavens mate, GitHub, SVN**.**

**Client: Deloitte/Amtrak -Washington, DC Jan’18- Mar’18**

**Role: Sr. Salesforce Developer/Solution Arch**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Visual force, Force.com API, and Lightning Community.
* Worked on NapiliCOECommunities on Header and Footer.
* Worked on customizing the communities for some of the Carousel Components, Tiles.
* Created a complete Case Management System using Lightning Components, Controllers, Helper Methods, CSS, Bootstrap and JavaScript.
* Create a user interface in Lightning using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Created a complete file upload utility in Lightning, Apex classes and SOQL so that users can attach files in the form and upload them to Salesforce case record.
* Create a lookup utility using Lightning, Apex classes and SOSL to lookup Users and add them as a Case Team to the case record.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Used Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
* Involved in migration from Salesforce Classic to Lightning Experience, with reports and dashboards automatically viewable and inheriting all permissions and sharing settings defined in Salesforce Classic.
* Improved the organization code coverage in the production by adding new test classes which included test methods and classes to send mock webservice response in the test class.
* Migrated the components between sandboxes using change sets.
* Performed data migration using salesforce DataLoader from an CSV file.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Implemented pagination, sorting columns and search box to display large number of records on a Visualforce page using JQuery, JavaScript and Standard Set Controller.
* Participated in standup meetings and followed the weekly deployment process to deploy changes into Production.
* Manage business users with profiles, permission sets, roles, and sharing rules.
* Took ownership of enhancement requests and bug fixes. Setup meetings with business users to understand the business process.
* Documented and performed detailed analysis of business and technical requirements.
* Created various batch classes to process bulk records asynchronously.
* Designed and developed a custom mechanism to queue the requests for batch processing on the existing application.

**Environment:**Saleforce.com platform, Salesforce Lightning, Force.com Sites, Apex, Visualforce (Pages, Wrapper classes, Handler Classes, Lightning components, Lightning app, Component& Controllers), Pages, Data Loader, HTML, Java Script, CSS, Process builder, Flows, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Services, Sandbox data loading, Eclipse IDE Plug-in, Mavens mate, GitHub, SVN**.**

**Client: National Education Association - Washington, DC May’17- Dec’17**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Visual force, Force.com API, and Web Services.
* Developed Visual Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Worked on customizing the communities with ember framework functionality and configuration.
* Implemented Lightning configuration and set-up.
* Worked on configuring Salesforce with IMS external database.
* Implementing I-hub config for existing salesforce.
* Involved in the design process of the application and analyzed the requirements for determining the timeline and schedule for the development.
* Created required metadata for the application by creating custom objects, look up relationships, custom fields and workflow rules.
* Customized the application by overriding the standard layouts with visualforce pages to meet business requirements.
* Created page layouts, custom buttons, overrode visualforce pages, embedded visualforce pages in standard layout, email services, test classes, batch classes, future methods, AJAX functions, apex triggers.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Extracted the Sales force CRM information using Informatica cloud to provide integration with the legacy System.
* Consumed and exposed SOAP and REST based web services on SFDC platform.
* Documented and performed detailed analysis of business and technical requirements.
* Made changes to the existing Email to Case and supported case management system.
* Created various batch classes to process bulk records asynchronously.
* Designed and developed a custom mechanism to queue the requests for batch processing to avoid hitting batch limits of 5

**Environment:**Saleforce.com platform, Salesforce Lightning, Force.com Sites, Apex, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, CSS, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP Pro**.**

**T. Rowe Price - Owings Mill, MD Jun 15 – May 17**

**Sr. Salesforce Solution Consultant/Developer/Admin/Production Support**

**Responsibilities:**

* Worked with Business end users to determine business requirements, provide administrativeSupport and design implement solutions in Salesforce.com CRM.
* Worked in all stages of Software Development Life Cycle I.e. Design, Development, Testing and Implementation.
* Developed and providing support the projects.
* Worked as Salesforce administrator and developer for 2142 users.
* Processed large number of records in batches (considering governor limits) with Schedulers and Batch Apex.
* Implementing and testing the new features of salesforce releases.
* Performed JSON serialization and deserialization of Apex Objects using System.JSON class.
* Incorporated web technologies such as JavaScript, HTML, CSS, JQuery, XML and Ajax into Visual Force pages development.
* Developed Visualforce pages for sales reps and service cloud based on the client requirements.
* Developed test cases and test classes in Sandbox to ensure adequate code coverage and quality solution.
* Performed inbound, outbound integration with websites using REST API, SOAP Web services API(WSDL).
* Used AppExchange like DST Sales connect, Rollup helper, Conga Composer, Action plans, Walk me, snapshot Time Zone Checker, Compliance Locker, Box for Salesforce, DreamFactory, check-marx
* Geopointe, Former Positions to download and use Third party aps and managed packages for improving application features.
* Created flows to collect information from users, execution of logic based on user inputs and to update salesforce records with the help of Visual Workflows.
* Worked on Genesis integration with salesforce for CTI adapter
* Used Custom Controllers, Controller extensions, wrapper classes with apex classes, Visualforce pages to perform operations on Standard and Custom Objects.
* Packaged metadata changes and apex classes and performed data migration with the help of snapshot, Metadata API, Git Hub repositories and Force.com Migration Tool.
* Managed OWD settings, profiles and created various permission sets, sharing rules and roles as per the requirements.
* Used SOSL to construct text based search queries and created SOQL queries to retrieve data from multiple related objects.
* Created Formula Fields, Validation Rules, Workflow, Approval process, Process builder for the flexibility and functionality of force platform application.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.

**Environment:** Saleforce.com platform, Apex Language, VisualForce (Pages, Component & Controllers), Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

## Motorola Mobility LLC - Chicago, IL Aug 14 – Jun 15

## Senior Salesforce Developer/Admin

## Responsibilities:

* Worked as a senior sales force developer in a team of 5, which includes 3 developers 1 technical Architect and an Administrator.
* Administered the client’s admin setup in setting up users with right access and permissions as per the roles.
* Expertise in setting up bulkified**ApexTriggers** which can support batch data loading using integration tools.
* Developed an App called Apptus Contract Management, Apptus Approval Management and **Install X-Author For Excel** for Legal Team
* Established a connection between Tableau and Sales force for the Global Sales Operations Team for Reports and Dashboards.
* Used Google Big Query’s scalable platform for interactive analysis of massive datasets with Tableau brings easy-to-use visual analysis to everyone.
* Built **Workflows** rules and approvals to fire field updates and email alerts, also made workflows time based triggers.
* Experience on version control with Github
* Experience in SDLC that includes a peer review process, branching process with the team.
* Developed and Customized apps like Grid Buddy.
* Installed and developed apps like Echo-Sign, Groove, Drawloop, ChangeGuru and **Seal** Application.
* Worked on Deal Management, Pricing and Monthly Forecast.
* Developed **Informatica** flows to import data from flat files to salesforce custom objects and standard objects.
* Developed Custom Visualforce pages with custom controllers as per requirements and deployed to production using **eclipse** and **Changeset**.
* Identified controls and UI regions where **AJAX** controls to be implemented and added the same for a better UI rendering performance.
* Worked in both Waterfall and Agile methodologies as Developer and active team player.
* Expert in **Streaming API** to make use of dynamically updating a Visualforce page based on any memo on the Database.
* Used **Data Loader** for insert, update, bulk import, and export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (CSV) files and fixed length files (Data Positioned).
* Created schemas, views, stored procedures, Triggers and functions for data migration.
* Generated **validation rules** to validate data entered by users in accordance to both general and company specific data norms.
* Restructured existing page layouts and CSS styling without impacting salesforce default css.
* Prepared presentations and Documentations for operational events that effectively communicated the desired information using **agile methodologies**.
* Creating tools to connect Sales Force CRM, MS SQL DB.
* Identified SFDC **usage problems** across various modules.
* Built **Real-time Dashboard** which will have the leads from various channels like (WEBTOLEAD, Custom Webservice, Data Import using informatica cloud).
* Worked in establishing the **Communities** for the users with limited access to reduce the cost per each salesforce license.
* Handled **customer questions**, planned and wrote FAQs on Salesforce.com CRM usage for employees.

**Environment:** Apex, Visualforce, XML, HTML, CSS, JavaScript, SQL Server, Informatica Cloud, ANT, **Force.com** Explorer, Data Loader, **Force.com** IDE.

**Michigan Economic Development Corporation - Lansing, MI Aug 13 – Aug 14**

**Salesforce Developer/Admin**

**Responsibilities:**

* Involved in the complete life cycle of the project, from planning and staging to pushing the codes to production.
* Worked with business users to understand their existing processes and IT systems for requirements gathering phase.
* Involved in portal set up on various profiles and configured the permissions based on the organizational hierarchy requirements.
* Worked on customer portal development and enhancements based on the business requirements.
* Worked on Salesforce chatter
* Administer the overall configuration, user management, customization, design and layout, data management; App Exchange and functionality of Sales force CRM.
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Unit and integration testing for new requirements and get the UAT from the business owner.
* Created Profiles and Roles based on Organizational role hierarchy, implemented Record-Level and Field-level security and configured their sharing settings.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Worked on various Salesforce objects like Accounts, Contacts, Leads and Opportunities.
* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation leading to effective Web-to-Lead communication with customers and partner portals.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Developed Apex Triggers, Apex Classes and Test Methods using proper controls & syntax and also experience in writing unit test cases.
* Experience with Managing the complex data Experience in Integrating App Exchange Applications with Salesforce, Informatica On Demand, Mass E-Mail Management, Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments, Working with different aspects of Web Services (XML, WSDL, SOAP, REST) & web integration with SDFC.
* Worked on configuration, security and security controls aspects of Salesforce
* Created various custom Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts, Workflow rules.
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization.
* Provided support for ongoing Salesforce maintenance by reviewing trace logs, developing action plans and other administration services including periodic data cleansing, workflow and approvals.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, XML, JavaScript, Controllers, ETL Informatica, Sharing Rules, Visual force Pages, Workflows, Email Updates, Web Services API

**Frontier Communications -NY Oct 12 – Jul 13**

**Salesforce Developer/Admin**

**Responsibilities:**

* Involved in the complete life cycle of the project, from planning and staging to pushing the codes to production.
* Administer the overall configuration, user management, customization, design and layout, data management; App Exchange and functionality of Sales force CRM.
* Conducted feasibility, Scoping, Requirement Gathering, gap analysis and provided recommendations to implement Sales.
* Administered complex sales and marketing apps on Salesforce.com platform for 1241 users with different time zone.
* Worked with teams and business partners to identify practical solutions through existing and/or new business systems technology, responsible for the administration and ongoing support of the application in cooperation with the business and areas of IT.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Resolved technical and functional issues with the technical administrator.
* Created detailed data mapping document for integrating various systems with Salesforce.com.
* Created workflow rules for email alerts, field updates, and other tasks.
* Developed Email handlers using Apex for generating PDFs from Leads received from several sources using Apex.
* Developed custom pages using Apex, Visual force and controllers for customized UI of application workflow.
* Configured business rules and implemented complex business rules in Sales force for complex workflows.
* Developed complex reports and dashboards using HTML, PDF, Apex, Visual force page and mail merge.
* Implemented custom Visual force page and controller extension for Contact open activities filter based on activity type Location records.
* Integrated the Web Services for extracting the data from external systems.
* Worked on Docusign with in partner Portal.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
* Created eclipse packages and written Installation procedure documents to help the deployment engineer to deploy the code to various deployment instances.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Import Wizard, Apex, XML, JavaScript, Controllers, ETL Informatica, Sharing Rules, Visual force Pages, Workflows, Email Updates, Web Services API

**Ciena Corporation, Hanover, MD Sep 11 – Oct 12**

**Salesforce Developer/Admin**

**Responsibilities:**

* Performed the role of Sales force Analyst and developer.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Visual force, Force.com API, and Web Services.
* Developed Visual Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Implemented case management automation (on Case Object) to track and solve customer’s issues.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer’s cases in Cases Tab.
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the
* Involved with Salesforce.com Premier Support and handled the support cases with the help salesforce.com support.
* **Environment:**Saleforce.com platform, Force.com Sites, Apex, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, CSS, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP Pro**.**

**Cybage Software, India Apr 09 – Dec 10**

**HSBC Insurance**

**Java Developer**

**Responsibilities**

* Involved in the database design and analysis of the business requirements. Coding in MVC-Struts design pattern with best java patterns for action classes, form beans, data access and business object classes.
* Developed the application level flow by using Java Servlets, JSP, JavaScript, EJB.
* Developed stateless session beans for business logic implementations.
* Involved in design modeling in rational rose by using the various java Patterns like DAO, Service locator and Value List handler.
* Updated the information into the database with all the options and provided an option to write the information as an XML file that can be stored on the file system.
* Utilized various stored procedures, views, functions and triggers to develop the business modules based on the required functionality.
* Design, Develop and implement customer requirements using J2EE, Java, Java Server Pages (JSP), JavaBeans and XML.
* Involved in coding of Administration module for configuring Auditors.
* Wrote various Queries to augment the application logic.
* Mailing system using Java Mail API to notify the staff when a customer submitted a policy.
* Developed XML Schemas and Dom parser for all the XML documents used for data transfer and also developed XSLT code for them.
* Responsible for enhancements and modifications of the existing application.
* Written code for generating pdf reports using lowagieiText.
* Written build scripts to compile java files and create jar and EJB jar files.
* Tested the application on various levels like Unit, Integration and System testing.
* Responsible for the production support and also responsible for handling the production issues, bug fixes and available for on call support during weekends.
* Assisted QA process in test cases preparation, execution and fixing of bugs.

**Environment:**Java, J2EE, Struts, EJB, JDBC, Java Swing, AWK, JavaScript, DHTML, XML, XSLT, JSP, WSAD, Web Sphere A Application Server, Oracle, PL/SQL, Windows and UNIX.

**Education & Technical Certifications:**

**Bachelor’s Degree in Computer Science from JNTUH, India.**