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**PROFESSIONAL SUMMARY:**

* Around 7+ years of experience IT and in Salesforce.com CRM Platform with Apex technologies, Aura Components, Lightning Web Components (LWC), Service Cloud, Field Service Lightning, Sales Cloud and B2B Commerce Cloud or Cloud Craze.
* Extensive experience in customization, configuration, integration, Eclipse IDE, Visual Studio, Apex, Visual Force and integration tools like Apex Data Loader in Data Migration from Traditional Applications to Sales Force using Data Loader Utility, Data Extraction and Informatics on Demand.
* Extensive experience in designing of Custom Objects, Custom Fields, Role Based Page Layouts, Workflow Alerts and Actions, Workflow Approval, Validation Rules, Approval Processes, Custom Tabs, Custom Reports, Report Folders, Report Extractions.
* Having good work experience on Schedule Apex, Batch Apex, Triggers and Email Services.
* Good exposure to AppExchange applications. Able to find appropriate applications, install and customize.
* Responsible for Salesforce.com System Integration with external applications and systems using APEX Web Services and APEX Callouts with both REST and SOAP API’s.
* Configured Jenkins as a CI engine to build and promote applications to QA, UAT, Staging & PROD environments.
* Strong Knowledge in creating Jenkins Continuous Integration and for End-to-End automation for build and deployments. Created a pipeline for CI/CD using Jira, Bitbucket & Confluence.
* Experience in troubleshooting the build issues during the Jenkins build process.
* Planned and conducted requirements elicitation meetings with the business to collect functional and non-functional requirements relating to client's Salesforce technology enhancement and initiatives.
* Conducted brainstorming sessions with the development team to actively involve them during the requirements stage level analysis. Sales Cloud and Service Cloud Implementation.
* Worked towards preparation of requirements management plan, business and functional requirement documents.
* Created data flow diagrams and process flow diagrams to facilitate better system understanding.
* Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.
* Implemented OWD and Sharing Settings for the Sales and Service Teams for the Data privacy and visibility.
* Outlined the organization hierarchy and created profiles, roles accordingly in Salesforce and worked on visibility and security settings around them as required by the business.
* Excellent hands-on experience on Agile methodology like SCRUM, gap analysis, and propose strategic solution.
* Experience in Build apps visually with Lightning App Builder and Lightning Components.
* Expertise in developing UI Components using Visual Force Pages, Apex Controllers, HTML, Java Script, jQuery, AJAX, S-Controls and CSS.
* Experience in implementing Web-to-Case, Email-to-Case to generate cases for Case Objects.
* Enabled Field Service Lightning (FSL) Functionality to dispatch workers to specific location which typically involves installation, repair or maintain the equipment or systems.
* Having Experience in Territories to assign each technician based on skill and located area in Field Service Lightning (FSL).
* Used Journey builder for data extension, lists and salesforce data used for Marketing Cloud.
* Having good Exposure on Developing Lightning Web Components for the Lightning view and implemented Einstein Analytics for creating Dashboard experience for Business Stakeholders.
* Experience in preparing Test Strategy, Creating Test Plans, Cases, Scripts and Reports for Manual and automated testing for various business applications.
* Experience with migration to Salesforce lightning process included Lite Application customization, Lightning App Builder and Lightning rollout.
* Used SOQL & SOSL for data manipulation needs of the application using Force.com Explorer.
* Experience with B2B Commerce Cloud in Developing Communities for current Organization.
* Having experience on connect Einstein analytics to Salesforce Org to Move the data from Salesforce to external data hub.

**TECHNICAL SKILL SET:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Salesforce Lightning, Marketing cloud, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, CPQ, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader |
| **Languages** | Apex, Visualforce, Java, HTML, CSS, PL-SQL, C. |
| **Tools** | Apex Data loader, GitHub, Web services APIs like SOAP, Eclipse IDE Plug-in, Force.com Explorer, HP Quality Center, JIRA. |
| **Database** | MS SQL Server 2000/2005, PL/SQL, Oracle 8i/9i/10g, MS Access, and DB2. |
| **SDLC** | Rational Unified Process (RUP), UML, use cases and Use case diagrams, Class/ State diagrams, Entity Relationship Diagrams, Agile methodology / Scrum, Waterfall methodology, V model |
| **Deployment Tools** | Force.com IDE, Force.com Migration Tool (ANT). |

**WORKING EXPERIENCE:**

**Client: Secure imvu, Redwoodcity, CA**

**role: Sr. Salesforce Developer DURATION: May 2021 – Till Date**

**Responsibilities:**

* Created Triggers in Apex Classes.
* Worked with usage accomplices in moving Oracle Right Now bases benefit stage to Salesforce Sales cloud.
* Worked on benefit cloud usage utilizing Cases, and actualized Email-to-Case, Escalation and task rules.
* Worked on Sales, Service and Marketing Cloud.
* Maintained and developed the Custom objects, Custom fields, Custom tabs, and Validation rules and S-Controls HTML & amp; JavaScript.
* Created pinnacle REST web benefit classes for outer applications to get to Salesforce information from different items.
* Worked on designing groups to interior representatives, outer clients and created Visualforce pages with association CSS.
* Connected the Data with Heroku Postgres Database.
* Created benefit reassures and empowered for client with jabber and replies in the administration cloud.
* Created Case Queues which automatically assign cases to a specific user or group of users based on predefined criteria.
* Deployed salesforce parts from sandbox to creation utilizing Force.com Change Set and Eclipse.
* Deployed salesforce components using meta-data API across various sandbox and production instances with Change Set.
* Implemented administrations to help Service cloud execution, which incorporates Order Status Query, Asset/item query, Claim status query, Up-Sell and Cross-offer related administrations.
* Used SOQL &amp; SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Built Admin Lightning segment to oversee Call focus clients and track the movement.
* Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects
* Integrated Salesforce.com with external systems like Oracle and SAP   using SOAP API and REST API.
* Integrated applications with salesforce.com using SOAP web services API.
* Used Informatica Power Exchange for integrating the SFDC with legacy system.
* Implemented communities and built external pages.
* Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
* Used Lightning framework to integrate with legacy systems like SAP, Microsoft and oracle.
* Used ANT tool to migrate from Dev to QA
* Deployed Change Sets from Sandbox to production.
* Very good experience of using Data loader and cleansing and de-duplicating Bulk loads.
* Deployed Apex using Force.com IDE, Force.com Migration tool and Web services API.
* Developed Visual Force pages which rendered based on salesforce1 app.
* Developed custom UI suing CSS, HTML, Visualforce components and used JQuery, JavaScript for front-end validation.
* Designed salesforce service cloud console to enhance productivity with dashboard like interface.
* Planned community rollout framework as four steps - cyclic process (Establish, Manage, Engage and measure)
* Responsible for writing SOQL and SOSL queries.
* Used Sandbox for testing. created, managed packages and migrated them between Sandboxes and Production environments for final implementation

**Environment**: Salesforce.com IDE, Service Cloud, Lightning web components, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, CUJs, , CSS, HTML, JSP, JQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Apptus, Web services, Migration tool, Email services, Security Controls, Sandbox, Production.

**Client: Capital one, Plano, Texas**

**role: Sr. Salesforce Developer DURATION: Jan 2019 – Apr 2021**

**Responsibilities:**

* Implementing Salesforce Health Cloud
* Worked on Integration project where inserting Analytics Data into salesforce using streamsets.  
  Developing lightning components to display Patients details
* Creating custom relationships like account-contact, account-account, contact-contact.
* Creating permission sets for issuing permissions for profiles and users based on the requirement.
* Worked on Scheduled Batch Jobs where scheduling an operation to perform at specific timings.
* Created Apex Triggers to many custom Objects.
* Developed Apex Classes for many custom business requirements.
* Worked on displaying Tableau Dashboards in Salesforce using tools like Salesforce canvas, Tomcat, Heroku and Java.
* Worked on a project called “Covid- 19 Return to Work” where we worked with Survey Monkey and Marketing Cloud and scheduling appointments for the members where required.
* Working on Salesforce Community Project in creating a UI for patient to register and setup an appointment.
* Used GitKraken, Bitbucket, IntelliJ for migrating the changes and repositories.
* Worked on Communities where creating a Portal for the organization using Lightning Web Components(LWC) for both Web and Mobile App.

**Environment:**Salesforce.com, Force.com IDE, SOQL & SOSL, Visual Force Pages, Sharing rules, Reports and Dashboards, Import/Export Wizard, Data Loader, Web Services, REST and SOAP API’S, Relationships, Page Layouts, Field Level Security, Lightning, Apex Triggers, Health Cloud and Migration tool, Validation Rules, Workflows.

**Client: Sun Pharmaceutical Inc, Princeton, NJ**

**role: Sr. Salesforce Developer DURATION: april 2016 – Nov 2018**

**Responsibilities:**

* Worked with functional leads to transform and develop new requirements into design and implementation.
* Worked on Lightning application with Lighting components, Lightning events, Lightning Data Service, Apex classes, Triggers, Batch class, Scheduler Apex, Deployments, Changesets.
* Build many Lightning Builder Pages and assigned accordingly to home pages, record pages and app pages based on different Profiles.
* Worked with Quick Actions and Lightning quick Actions in transition from custom buttons using java script and hardcoded URL’s.
* Create Record types and page layouts, updated validation rules and improvised page layouts.
* Implemented Sales cloud like setting up Marketing Campaigns, Campaign Hierarchies, Web-to-Lead, Assignment rules and Auto-Response rules.
* Worked with ZiftOneplatform to automate the channel marketing and sales.
* Commerce and Marketing clouds. Designed and deployed Einstein High Velocity Sales Cloud, Sales Productivity.
* Integrated with ZiftOne to design automated workflows based on customer intenstions and to track responses to campaigns.
* Implemented and maintained SalesforceService Cloud and Sales Cloud. Built custom solutions with Apex and VisualForce, which support most critical processes and workflows.
* Facilitate a week of Service Cloud training as part of an elaborate train-the-trainer initiative.
* Implemented Quote-to-Cash solution using APPTUS CPQ. Good understanding of the Apptus CPQ.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apptus Advanced Workflow Approvals.
* Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Used Community cloud to build deeper relations with customers to provide better online services.
* Worked with Lightning Partner Central Community and built many community pages based on the requirement and had built several custom themes and overridden standard CSS to implement the style as per the business.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Enabled Transaction Security Policies and created some policies to ensure not much of data is downloaded in one transaction, limiting the login into systems via I.P addresses etc.
* Scanned the organization code via Checkmarx and then worked on fixing those issues based on priority starting with High.
* Worked with Dell Boomi in integrating our salesforce system for the Invoices with an external system (Bill.com).
* Designed and developed user interfaces using Velocity, HTML and CSS.
* Build workflow applications using Boomi Flow to automate the processes.
* Worked with Visual Studio Code and Integrated it with Bit Bucket and Source Tree.
* Worked with Flosum in pushing code from lower (individual Developer) sandbox to Production.
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Web Services, App Exchange deployment, Apex Classes and Apex Triggers.
* Worked with App Exchange Packages like Foundation Connect, Conga, D&B Hoovers, Know Who, Conga Grid, Cazoomi, Config Workbook etc.
* Worked with Flows and Process Builders in achieving complex business scenarios using Invocable Methods.
* Converted Notes and Attachments to Files and Enhanced Notes using Magic Mover

**Environment:** Salesforce.com Platform, Sales Cloud, Service Cloud, Community cloud, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Velocity, Web Services, SOAP, REST.

**Client: Polaris Software Lab Ltd, India**

**role: Sr. Salesforce Developer DURATION: Feb 2014 – April 2015**

**Responsibilities:**

* Developed the Custom objects, Validation Rules, Formula Fields, Page layouts, Custom tabs, Components, Custom Buttons and Links.
* Worked on developing Apex Classes/Triggers.
* Actively participated in deployment activities from Sandbox to Production.
* Performed administration activities for SFDC including System Configuration, Analytics Reporting, Data Migration, User Acceptance Testing, and End User Training Development & Delivery.
* Developed Java Script methods for doing two actions on a single button click, to overcome the Salesforce limitations.
* Created Dashboards and Reports for Business Users.
* Worked on Process Id’s and Permission sets.
* Worked on querying salesforce.com database using SOQL & SOSL queries using Force.com explorer.
* Configured single Sign-on SSO using SAML with Ping federate identity provider.
* Enabled SSO (SAML 2.0) to portal by installing SSL certificate.
* Experience with Service Cloud including: Service Console, Customer Portal, Case Feed, Sharing Knowledge Articles, Web-to-Case, Email-to-Case and Case-to-Lead to track Cases from the website.
* Worked on relationships on Custom/Standard objects.
* Created Email templates for Inbound Emails using Visual force on client requirement.
* Created different Workflow Rules and Approvals for various campaign processes.
* Performed various Data Migration activities like Insert, Update, Upsert, Delete, Hard Delete and Export using Apex Data Loader.
* Worked on Salesforce CTI (Computer-Telephony Integration) Integration tool.
* Created various Reports (Summary/Matrix Reports, Pie Charts, and Dashboards) and configured various Reports for different user profiles based on the needs of the organization.
* Participated in the training sessions provided by the Salesforce team and supported the end users.

**Environment:** Saleforce.com Platform, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Cast Iron, Custom Objects, Custom Tabs, Apex Data Loader, Lightning, Email Services, Security Controls, Java Script, jQuery, Marketo, Informatica, Windows2008, Marketing Cloud, Sales and Service Cloud(CRM Applications). Sales and Service cloud, API’s.