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**Dev certification Id: 20355783**

**Admin certification Id: 20840521**

**App Builder certification Id: 21356336**

**Professional Summary:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

* Over 5.1 years of Total experience in IT industry in Salesforce.com CRM platform and Oracle CRM.
* Worked on 1.5 year into Siebel CRM Customization, configuration and development.
* Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Good Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform.
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
* Developed **Apex classes** using other platform based technologies like **Visual force**.
* Experience in use of **Standard and Custom controllers** of **Visual force** in development of custom salesforce pages as required by business requirements.
* Experience in creating various **Reports** and **Dashboards**.
* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Experience in using declarative features like **validation rules, workflows, approval process, sharing rules** automation for satisfying business process automations.
* Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization.
* Having knowledge of Lightning Components.
* Good Communication skills, target oriented and team oriented.
* Willing to learn new technology as per requirement.

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| **SFDC Technologies** | Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex  Triggers, Visualforce Pages, Custom settings, Custom Metadata, Data Loader,  Reports, Dashboards. |
| **Languages** | C, SQL,SOQL,SOSL,APEX, Visual Force, Lightning Components |
| **Tools & Technologies** | Apex Data Loader, Force.com IDE, Workbench, Eclipse, Visualforce Studio,  Postman. |
| **Operating systems** | Windows XP/Vista/7/8/10, Linux. |

**Professional Experience: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

1. Worked as an Associate Consultant in Capgemini Pvt Ltd, Mumbai From December 2015 to

January 2019.

1. Working as an Consultant in Deloitte Touche Tohmatsu Services, India , Mumbai From February 2019

To till now

**Project 1:**

**Client:** Deloitte Touché Tohmatsu Services, Inc**. December 20 to till now**

**Location:** Mumbai

**Role:** Salesforce.com Developer

**Environment:** Service Cloud Platform

**Responsibilities:-**

* Application is based on which involves **Service Cloud Salesforce**.
* Involved in delivering User Stories and understanding ServiceMax Application for interacting with salesforce.
* Creating pull request and deploying code using devop’s on to Azure.
* Created documentation and Attend Daily standup calls and User stories demo.

**Project 2:**

**Client:** Deloitte Touché Tohmatsu Services, Inc**. June 20 to November 20**

**Location:** Mumbai

**Role:** Salesforce.com Developer

**Environment:** CPQ Cloud

**Responsibilities:-**

* Application is on which involves Salesforce CPQ. Involved in creating Visual flow, Lightning component, Apex, Automation process and out-of-box functionalities.
* Exposure to Jira Tool for tracking requirement and fix logs. Provide support on technical workaround.
* Implementation and understanding on CPQ features and development on salesforce and CPQ

functionality as per requirement.

* Resolve Defects and provide estimation to Team. Help Team members on technical Issues. Taking

ownership of test classes and helping team on it.

* Communicate with offshore and onshore team members to members to understand functionality.

Attend Stand up calls too.

**Project 3:**

**Client:** Deloitte Touché Tohmatsu Services, Inc**. December 19 t to May 20**

**Location:** Mumbai

**Role:** Salesforce.com Developer

**Environment:** Service Cloud Platform

**Responsibilities: -**

* Application is on based creation of Service requests for proposals for client’s quotation.
* Involved in creating lightning components, custom metadata, apex triggers, Integration, configuration changes as per requirement. Also involved in implementation User stories and resolve bugs, Worked inDevop‘s and Agile Methodology.
* Basic knowledge of REST API and involved in implementation using Postman tool.
* Involved in working with lightning components as per requirement. Created technical, documentation.
* Communicate with Team members to understand functionality. Attend Stand up calls too

**Project 4:**

**Client:** Deloitte Touché Tohmatsu Services, Inc**. November 19 to December 19**

**Location:** Mumbai

**Role:** Salesforce.com Developer

**Environment:** Sales Cloud Platform

**Responsibilities:-**

* Application is on based on Real Estate.
* Created community users accounts configure each user profile for designed location and area specific.
* Implementing end-to-end sales process for customers. In addition, Service process to raise complaints for user facing in Customer community portal.
* Involved in working with lightning components as per requirement. Implemented Live agent feature to solve and create cases into salesforce.
* Created documentation and sample cases for end users.

**Project 5:**

**Client:** Deloitte Touché Tohmatsu Services, Inc**. September 19 to October 19**

**Location:** Mumbai

**Role:** Salesforce.com Developer

**Environment:** Sales/Service Cloud and Community Cloud Platform

**Responsibilities:-**

* Application is on based on Real Estate.
* Created community users accounts configure each user profile for designed location and area specific.
* Implementing end-to-end sales process for customers. In addition, Service process to raise complaints for user facing in Customer community portal.
* Involved in working with lightning components as per requirement. Implemented Live agent feature to solve and create cases into salesforce.
* Created documentation and sample cases for end users.

**Project 6:**

**Client:** Deloitte Touché Tohmatsu Services, Inc**. April 19 to July 19**

**Location:** Mumbai

**Role:** Salesforce.com Developer

**Environment:** Service Cloud Platform

**Responsibilities:-**

* Application is based on Aviation Application of Singapore.
* Perform Data migration from external systems to sales force using Apex Data Loader.
* Created Salesforce users accounts configure each user profile for designed location and area specific.
* Worked closely with Team members in implementing end –to-solution.
* Resolve Customers Issues in a clear, courteous and straightforward manner.
* Involved in writing Test classes to meet Coverage, Extract data for application and provided queries based on requirements.
* Provide estimations for Change request or enhancements to the client.
* Debug the issue, provide solution to client, and use change sets for deployment.
* Participated in the training sessions provided by the Salesforce team and support end users.

**Project 7:**

**Client:** Capgemini Pvt Ltd  **November 17 to December 18**

**Location:** Mumbai

**Role:** Salesforce.com Administrator/Developer

**Environment:** Sales Cloud Platform

**Responsibilities:-**

* Developed Custom Motoring and Services application.
* Having knowledge of Service Cloud and Sales Cloud.
* Data migration from external systems to sales force using Data Loader.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers as per requirement.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Created email templates for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Participated in the training sessions provided by the Salesforce team and support end users
* Used change sets for deployment.

**Project 8:**

**Client:** Capgemini Pvt Ltd **October 16 – July 17**

**Location:** Mumbai.

**Role:** Salesforce Administrator/ Developer

**Environment:** Salesforce Cloud Platform

**Responsibilities**:

* Involved in SFDC application setup and customization to match the functional needs of the Company
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile,
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Involved in creation of Apex classes and Process builder as per business need.
* Designed and developed SOQL and SOSL in Developer Console.