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- Senior Salesforce Developer with over 6+ of experience.
- Extensive experience in analysis, design, development, Customization and implementation of
- Software applications in Salesforce CRM.
- Salesforce Certified Platform Developer I (PD1), Administrator (ADM 201)
- Worked on Salesforce CRM Application Web Programming, Dynamic UI for browser based applications.
- Worked on Apex programming and Visualforce pages.
- Implemented Apex Batch and Scheduler classes
- Worked on Workflows, Validation rules and Process Builder.
- Experienced in Salesforce integrations using REST and SOAP API
- Implemented and outlook integration with Salesforce.
- Implemented Data imports using Data Loader and Workbench tools.
- Experienced in Salesforce Lightning using Lightning Aura Framework.
- Worked on Lightning Components using SLDS (Salesforce Lightning Design System), LDS (Lightning Data Service) and Client Side and Server Side controllers.
- Worked on Asynchronous Apex – Schedule Apex, Batch Apex and Future Methods.
- Created Custom objects, Page layouts, Record Types & Custom fields etc.,
- Worked on deploying customizations from Sandbox to other environments using Change Sets in Salesforce.
- Worked on Sharing Rules, OWD, Permission Sets, Profiles Role hierarchies.
- Worked on Salesforce flows.
- Worked on Lightning communities.
- Strong database skills, Object Oriented Programming and development knowledge.
- Active team player with forward looking attitude; Have good communication skills.
- Ability to learn new technologies as project demands.
- Experience in managing stakeholders expectations and report progress and milestones.

#### **Certifications:**

Salesforce Administrator (ADM – 201)  
Salesforce Developer PD1

September 2016  
September 2016

#### **Education:**

Master of Science in Computer and Information Science  
(Southern Arkansas university – Magnolia, AR)

August 2016

#### **Technical Skills**

<b>Salesforce Technology</b>	Salesforce.com, Apex, Lightning, Salesforce CRM, Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, Workflow & Approvals, Analytic Snapshots, Case Management Automation.
<b>Data Bases</b>	MS SQL Server 2000/2005, SSRS, DTS, PL/SQL, MS Access, and MySQL, RDBMS.
<b>Technologies</b>	HTML,CSS,JavaScript,Java,Python,Jquery,Bootstrap,SQL

#### **Work Experience**

**Client: DXC Technologies – Houston TX**  
**Salesforce Developer**

**October 2018 to till date**

- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.

- Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
- Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
- Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
- Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
- Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
- Tested apps by appending multiple components to a Lightning application thereby deployed Applications from Sandbox to Production.
- Used refined global search in Lightning by developing Apex classes and Controllers.
- Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
- Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
- Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
- Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
- Packaged and deployed customizations from Sandbox to other environments using eclipse and changesets.
- Deployed Apex using Force.com IDE, Force.com migration tool and Web Services API.
- Worked on REST/SOAP web services to integrate salesforce with third party systems.
- Used field level security along with page layouts in Lightning to manage access to certain fields.
- Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
- Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

**Environment:** Apex, Visual Force, Data Loader, Lightning Bundles, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales cloud, Security Controls, SQL and Eclipse IDE Plug-in.

**Client: HomeBridge Financial Services – Los Angeles CA**

**May 2018 to October 2018**

**Salesforce Consultant**

#### **Responsibilities**

- Implemented new feature enhancements on Service cloud console view and developed few Visual force components.
- Developed Lightning Components and used Lightning App Builder to use those components in Lightning Pages and Record Pages.
- Developed Apex triggers, classes to achieve user's desired functionality and have written the dependent test classes.
- Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
- Implemented Case Management Automation to track and solve Customer's Issues. Implemented Email-to-Case, Web-to-Case to enter generated cases to Case Object.
- Configured and tested Salesforce Service Cloud to enable servicing, tracking, and reporting of incoming requests via Email, Web, and Phone.
- Involved in migration from salesforce classic environment to lightning environment.
- Involved in integration of their legacy system with Salesforce CRM package through web services based on BULK API.
- Involved in administrative activities like scheduled data cleansing, security setup and workflow updates.
- Implemented Apex Controller, triggers and test classes with test code coverage of 90-100% using Force.com IDE.
- Designing and development of visual force pages as per the user requirements.
- Created Task routing using Apex controller in such a way that ensure the sales team follows up on every task within due hours.
- Customized Reports and Dashboards for business use and added lightning components to lightning pages and record pages.
- Assigned profile and roles according to the company requirement and involved in end user training.

- Recognized SF.com usage problems and produced optimal solutions.
- Coordinated in cross-functional teams.
- Managed with vendor partners and formulated optimal solutions for integration.

**Environment:** *Salesforce.com platform, Lightning, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales cloud, Security Controls, SQL and Eclipse IDE Plug-in.*

**Client: Avaya – Coppel TX**

**Sep 2016 to Sep 2017**

**Salesforce Developer/Administrator**

**Responsibilities**

- Extensively worked on customizing case management by creating Assignment rules, Auto response and escalation rules.
- Implemented Web-to-case and Email-to-case functionalities.
- Extensively worked on Apex Triggers, and Email services.
- Worked on integration of two instances using Apex REST API callouts
- Implemented REST Endpoint Apex classes for inbound webservices.
- Translated Email templates, visual force pages, custom objects/fields using Custom labels and Translation workbench.
- Validation rules were created to ensure the required data is captured in the fields.
- Customized Escalation rules and Assignment Rules to custom objects.
- Setup Live Agent as part of case management implementation inside service cloud.
- Worked with global users.
- Involved in data cleanup and mapping in data migration project.
- Design and developed Role Hierarchy.

**Environment:** *Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, Email Services, Security models, HTML, Web Services, WSDL, SOAP, Reports, Eclipse IDE Plug-in.*

**Client: ACG Prorelysys – Hyderabad, India**

**Jan 2012 to Dec 2014**

**Software Developer**

**Responsibilities**

- Involved in Business Analysis and Requirements collection.
- Involved in configuration between environments using Change Sets.
- Involved creating apex class and visual force pages.
- Involved in daily production support activities by handling incidents.
- Implemented Inbound Web service
- Automated updating records as part of regular support work
- Developed batch apex class to delete records based on inbound request.