**Sameer V**

## Mobile: 913-549-1272

**Email: onesameerv@gmail.com**

**Professional Summary**

* Around 5 years of overall professional IT experience In Salesforce.com and Force.com
* 4X Certified salesforce Consultant.
* Hands on experience in Administration and Development of Salesforce CRM applications.
* Highly proficient with Sales Cloud Service Cloud Service
* Involved in design development test and implementation phases of Software Development Life Cycle and Agile Development with focus in Object Oriented Programming.
* Experience in working with Salesforce.com sandbox and production environments.
* Experienced using Salesforce Lightning UI. Created Components and Apps in Salesforce Lightning and Salesforce1 Mobile Experience.
* Good experience in SFDC development in implementing Apex classes, Apex Test classes, Apex Triggers and Visual force pages.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Experience in Custom Integration of Tasks, Events, Email Services, Security Controls, Custom Application, Reports & dashboards.
* Experience in creating Custom Objects, Relationships/ Junction objects like Master-Child, lookups, Entity Relationship.
* Experienced in creating advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval Processes for automated alerts, field updates, and Email generation depending on application requirements.
* Expertise in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.
* Experience in integration of salesforce.com applications with third party systems using SOAP API, REST API
* Good working knowledge in querying salesforce.com database using SOQL& SOSL queries using Force.com Explorer.
* Experience in data migration from ACT, Excel, MS outlook using Data Loader, Data Import Wizard, SFDC Data Export, Mass Delete, Informatica.
* Experience in bulk data migration and management using Import wizard, Data Loader
* Experience in web technologies like HTML XML and JavaScript ExtJS and also experienced on working with data structures to manage large amount of data efficiently.
* Ability to adapt new techniques, tools and approaches.
* Excellent analytical, de-bugging skills and documentation skills.
* Excellent time management skills, ability to multitask,

**Certifications**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer 1
* Salesforce Certified App Builder
* Salesforce Certified Service Cloud Consultant

**TECHNICAL SKILLS:**

**Salesforce:** Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards.

**Salesforce Tools:** Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production)

**Integrating Tools:** Apex Data Loader, Import Wizard, Data Export, Mass Delete

**Languages:** Apex, Java, HTML, CSS, C, C++, SQL, SOQL, SOSL.

**Operating Systems:** Windows, Unix, Mac

**Web Technologies:** HTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API

**Databases:** SQL Server, My SQL, MS Access, DB2

**Methodologies:** SDLC, Agile

**Professional Experience:**

**Client: PWC, FL Oct2020- Till date**

**Role: Salesforce Developer/ Admin**

**Responsibilities:**

* Involved in business requirements meeting for requirements analysis, designing data model, identifying customizations and prepared Technical Design Document.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder, and Lightning Component features.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* 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.
* Worked on the Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile.
* Developed Apex triggers, Apex classes and test methods.
* Implemented customizations using Apex controller classes Custom, Extension, Triggers and Visualforce pages.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various APIs 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. Updated the APEX Controller and Helper functions regularly making the Component Context-Aware as per business requirement.
* Created Email Templates, Configured workflow rules and approval process.
* Developed Salesforce.com approval workflow for Account, Rate Change, Order and Price objects.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Used Data Loader for Data Management in force.com platform.
* Performed administration tasks as needed, managing custom fields, Integration and data cleanup.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships and formula fields to the custom objects.
* Worked with the user group for requirement gathering throughout the planning and implementation.
* Used field level security along with page layouts to manage access to certain fields.
* Wrote various queries in generating reports using combination of custom objects and standard objects.
* Involved in deploying applications from Sandbox to Production.
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.

**Environments:**  Pages, Data Loader, Reports, Custom Objects, Custom Tabs, Security Controls, Data Management, Profiles, Page Layout, Lightning, Validation Rules, Workbench, Service Console, Dashboards, Case management, Transactions, Batch Classes, Apex Scheduler, Entitlement Process, Triggers, Unit Test, Sandbox, Service Cloud Console, Custom Settings.

**Client: Thrivent Financials, MN Jan2019- Sept 2020**

**Role: Salesforce Developer/ Admin**

**Responsibilities:**

* Create and Customize Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary
* Create complex workflows and Approval processes.
* fields, validation rules, dependent picklists, and complex page layouts.
* Implemented Data segregation through Record Types and Field level security.
* Developed and maintained validation rules and custom workflow.
* Created Workflows, Email alerts and Field updates as required.
* Worked on Salesforce1 mobile app.
* Prepared User document to help understand the app. Had one on one interaction with users to solve salesforce1app issues.
* Worked on web to lead forms.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked on SOAP and REST API web service calls.
* Used eclipse Force.com toolkit for creating Apex Classes and Apex Triggers to develop custom logic and objects.
* Created S-Controls to meet new business requirements.
* Created number of users and assigned respective role and profile.
* Had a chance to know five9 a virtual call center for making inbound calls.
* Audited, uncovered and resolved data integrity issues with legacy systems.
* Complete bulk import of data from legacy System to Salesforce. Analyzing the data and making necessary changes.
* Worked on Sales Cloud and Service Cloud.
* Validated and deployed code to production through Change Set.
* Made thorough testing of requirements before deploying to production.
* Developed and maintained custom reports.
* Designed and Implemented Lightening pages using lightening Apps and Aura Framework.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Used JavaScript, CSS, Ajax for performing validation and assigning style sheet to the visual force page respectively along with some concepts of Aura framework are used, developed HTML to create Custom Email Templates inside Visual force page and under Communication templates section.
* Created modern Enterprise Lightning Apps combining Lightning Design System Lightning App Builder and Lightning Component features.
* Created Dashboards for service representatives.
* Batch reassignment of accounts and opportunities based on organizational changes.
* Prepared training materials for business use.
* Analyzing the current requirement process, identifying problems and making recommendations to improve the process.
* Migrated Current Outlook Connector to Salesforce Outlook which provides for the synchronization of information from Outlook to Salesforce.

**Environment:** Salesforce.com platform, Salesforce Lightning, Sandbox data loading, Service Now, Service Cloud, Change Management, Dupe blocker, Data Loader, Informatica, workbench, Apex, Aura Framework, SOAP UI, Rest, HTML, CSS, Ajax, Java Scripting Developer Console, Eclipse IDE.

**Client:** **EIS Technologies Pvt Ltd, INDIA June 2017 -Nov 2018**

**Role: Salesforce Developer/ Admin**

**Responsibilities:**

* Followed agile methodology.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force. Confidential API, and Web Services.
* Designed Custom Objects and developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Involved in User Management - Creating users, Roles, Profiles.
* Involved in SFDC application support for end users.
* Created Page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Designed System Configuration Enhancements (Dashboards, Reporting, Page Layouts, Sharing Rules, Role Hierarchy, etc.)
* Defined Lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs.
* Created Sharing rules, Assignment Rules and Escalation Rules for Cases.
* Involved in reports development.
* Customize Work.com page layouts, fields.
* Worked on Validation Rules, Workflows and Approval Processes.

**Environment:** Salesforce.com platform, Salesforce Lightning, Sandbox data loading, Apex Language, Visual Force Pages, Data Loader, Workflows, Data loader

**Client: BIGNOTE Software Solutions, India Sept 2016 -May 2017**

**Role: SFDC Developer & Administrator**

**Responsibilities:**

* Worked on Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.
* Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Managed user accounts and security - including new user account creation, profile and role management, sharing rules, and security controls
* Analyzed basic business requirements and designed solutions using Apex classes, triggers, and Visual Force pages.
* Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization
* Use Data Loader to insert, update, and bulk import or export of data from Salesforce.com objects and to read, extract and load data from comma separated values (CSV) files.
* Resolved Salesforce.com usage problems.
* Review AppExchange applications for functionality and security risks.

**Environment:** Salesforce.com platform, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.