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| SHARMA  914-575-2170 | nksharma.ing@gmail.com  *salesforce professional*  [DALLAS, TX] | **C:\Users\user\Desktop\Certilogo.png** |

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|  | Objective |

To understand the world around me completely, down to its finest nuance; to challenge my own ideas and beliefs about it; and to make a creative contribution to the best of my ability – that, in a nutshell has always been my endeavor of life.

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|  | Education |

## [Masters in Management Information Systems (MIS)] | [Stevens Henager College]

### [03/07/2016] – [05/10/2017]

GPA – 3.81/4.0

**Related Coursework**

Information Systems Strategic Planning, Decision Support Systems and Methods, Leadership Theory (MBA), System Analysis and Design, Storage Area Network Architecture and Management, Advanced Human Resource Management (MBA), Management Information Systems, Information Systems Security, Financial Accounting for Management (MBA), Marketing Management (MBA), Quantitative Methods, IT Project Management, Data Management, Analysis &Reporting, Human Computer Interaction, Curricular Practical Training (CPT).

## [Bachelor of Technology in Civil Engineering] | [SRM University, Chennai, INDIA]

### [08/03/2011] – [05/19/2015]

GPA – 3.0/4.0

SUMMARY

* 8+ years working as a Salesforce Developer/Administrator.
* Extensive experience on Sales Cloud, Service Cloud and Community Cloud.
* Worked on Knowledge Articles and Lightning Migration for Knowledge Articles in Service Cloud.
* Worked on Apttus CPQ and SteelBrick CPQ and configured and customized the Quote creation process.
* Built custom reports and dashboards.
* Created profiles, roles, user, permission sets and worked on sharing rules and OWD.
* Created workflow rules, process builders, case assignment rules and case auto response rules to meet business requirements.
* Extensive experience in building Lightning Components using JS Controller and JS Helper.
* Experience creating Visualforce Page from the scratch. Also, used SLDS as part of the requirement.
* Worked on Lightning Process Builder Flows for business automation and reduced the need for customization via code.
* Gathered requirements directly from the business to design and develop the desired automation.
* Experience working on Partner Portal.
* Experience working on Triggers, Apex Classes, Batch Classes, VF Pages, Controllers and Extensions, Future annotation and Queueable Classes.
* Expertise using Data Loader for migrating mass data into Salesforce.
* Experience creating custom buttons.
* Extensive experience working on Lightning Flows.
* Experience working on Field Service Lightning.
* Experience working on Web-to-Lead Forms.
* Used Change Sets and ANT Eclipse IDE for migrating from one environment to another.
* Customized Page Layouts and Record Types for Standard and Custom Objects.
* Excellent communication and written skills. Possess strong interpersonal skills. Can quickly master and work on new concepts & applications with minimal supervision. Attention to detail, thoroughness, tenacity and an investigative drive to discover the underlying cause of technical problems.

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|  | Experience |

## Role: Sr. Salesforce Developer | Client: BNSF, TX [FEB 2020] – [PRESENT]

**Responsibilities:**

* Actively involved in gathering requirements directly from the product owner and helped creating user stories and documented the functional steps.
* Added new fields, page layouts, FLS to existing fields, created new record types and modified the existing lightning record pages.
* Worked on transitioning from CLM system to Apttus CLM.
* Configured Approval Processes for Apttus CLM and configured email templates for Apttus CLM.
* Created new objects and fields based on the requirements.
* Wrote triggers on Agreement object for Apttus CLM automation.
* Extensively worked on Lightning Flows to automate the agreement creation process.
* Created Screen FLOWS for creating Agreements from the Home page.
* Modified the existing FLOW for enhancing the Agreement creation process for CLM.
* Created multiple Lightning Components to display related lists.
* Modified the existing Lightning Components and JS Controller to change the parameters according to the business requirements.
* Wrote test classes for unit testing.
* Developed triggers for automation purposes.
* Developed Batch Apex classes to push records from one object to another.
* Developed Scheduler Classes to schedule nightly/weekly jobs.
* Created a button by adding static resource to the custom field, on an object that would take the users to a Visualforce Page (used SLDC) where they can add the Contracts and also added search functionality within the same VF Page.
* Deployed changes from UAT to Production using ANT.
* Extensively worked on integration from scratch with eVerifile and Coupa using REST API's.
* Customized Page layouts for Agreements and Accounts object.
* Wrote SOQL and SOSL statements within the Apex Classes
* Used Data Loader loading data into Salesforce.com objects as per client needs.
* Created Workflows, Validation Rules, Assignment Rules, custom fields, pick list fields, and formula fields.
* Worked on Apttus Approval Processes from scratch to submit the agreements for approval.
* Created various custom reports using custom report types.

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## Role: Sr. Salesforce Developer | Client: Alteryx, CA [MAR 2019] – [FEB 2020]

**Responsibilities:**

* Actively involved in gathering requirements from different business verticals and created user stories and documented the functional steps.
* Added new fields, page layouts, FLS to existing fields, created new record types and modified the existing lightning record pages.
* Worked on transitioning from Apttus CPQ to SteelBrick CPQ.
* Configured Approval Processes for Apttus CPQ and configured email templates for Apttus CPQ.
* Worked on automation for Proposals and Proposal Line Items for Apttus CPQ and configured pricebooks, products and bundles.
* Modified all the classes and test classes during the transition from Apttus to SteelBrick CPQ.
* Created new objects and fields that are required for SteelBrick CPQ.
* Wrote triggers on Quote and Quote Line Items object for SteelBrick CPQ automation.
* Created buttons for automation and also put validation on existing buttons for SteelBrick CPQ.
* Created triggers around Approvals and Approval Status.
* Worked on automating the process for few Quotes and also automated contract creation.
* Developed custom Visual force pages and apex controller classes for various functional needs in the organization.
* Created Visualforce Pages and Controllers to override and put validation on standard buttons like “Delete” button.
* Worked on Lightning Process Builder FLOWS for automating Account Team Member creation.
* Created a FLOW for creating Opportunity from Contact object.
* Modified the existing FLOW for enhancing the Approval Process for CPQ.
* Created JS buttons that calls the Apex Class to create new records and to push the data that’s on Opportunity to a Custom Object.
* Created multiple Lightning Components with toast messages to display popups.
* Used Lightning Out feature in Lightning Component to expose it to an external component.
* Created new Lightning Apps and Components to create a lightning quick action button for Case Close for Community Users.
* Modified the existing Lightning Components and JS Controller to change the parameters according to the business requirements.
* Wrote test classes for unit testing.
* Developed triggers for automation purposes.
* Developed Batch Apex classes to push records from one object to another.
* Developed Scheduler Classes to schedule nightly/weekly jobs.
* Created a button by adding static resource to the custom field, on an object that would take the users to a Visualforce Page (used SLDC) where they can add the Contracts and also added search functionality within the same VF Page.
* Deployed changes from UAT to Production using Change Sets.
* Actively worked on making changes to the existing Partner Portal.
* Modified the existing integration with Dell Boomi and Salesforce systems using REST API's.
* Customized Page layouts for Opportunity, Contracts and Accounts depending upon user Roles and Groups.
* Wrote SOQL and SOSL statements within custom controllers, extensions.
* Used Data Loader loading data into Salesforce.com objects as per client needs.
* Created Workflows, Validation Rules, Assignment Rules, custom fields, pick list fields, formula fields.
* Developed apex REST web services classes for external applications (Net Suite) accessing salesforce.com data with restricted access.
* Created various custom reports using custom report types.
* Provided post production support to make sure there are no issues.

## Role: Salesforce Developer | Client: Highmark, PA [MAR 2018] – [MAR 2019]

**Responsibilities:**

* Actively involved with Business analysts, other developers in enhancement of business modules using Standard and Custom Objects, formula logic, APEX classes, Triggers, Test Methods and writing SOQL queries.
* Worked closely with Business Users to gather requirements, analyzed and documented the functional steps.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Participated in design meetings and contribute to technical approach
* Developed custom Visual force pages and apex controller classes for various functional needs in the organization.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on Process Builder Flows for updating Cases from Task related to Case.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Generated Web-to-Lead forms for the new clients that are willing to buy the products.
* Worked on Integrating PeopleSoft and Salesforce systems using SOAP and REST API's.
* Written test classes for unit testing.
* Developed triggers for automation purposes.
* Developed Batch Apex classes to push records from one object to another.
* Developed Scheduler Classes to schedule nightly/weekly jobs.
* Configured SAML based Single Sign On.
* Customized Page layouts for Opportunity, Contacts and Accounts depending upon user Roles and Groups.
* Wrote SOQL and SOSL statements within custom controllers, extensions.
* Used Data Loader (insert, update more than 50,000 records) and bulk import or export of data from Salesforce.com objects to create custom layouts as per client requirements
* Override a standard Salesforce page layout with Visualforce Page by using Apex Code.
* Created Workflows, Validation Rules, Assignment Rules, custom fields, pick list fields, formula fields.
* Developed apex REST web services classes for external applications accessing salesforce.com data with restricted access.
* Created various custom reports using custom report types.
* Provided post-production support to make sure there are no issues.

## Role: Salesforce Developer | Client: UHG, MN [JUN 2016] – [FEB 2018]

**Responsibilities:**

* Created new user accounts, roles, profiles, and sharing settings, and reset passwords, updated company profiles and setup network access.
* Customized standard objects like accounts, contacts, opportunities, products, price books, cases, leads, campaigns, reports and dashboards.
* Used Lightning Process Builder and Workflow rules to automate certain actions like Email alerts, Default owner assignment, Task creation etc.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Added Lightning Component to Lighting Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Implemented SFDC Integration using REST Web Service API'S. Integrated the REST API based Web Services on Demand for extracting the data from external systems.
* Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards
* Worked on customer portals and communities' administration. Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Created Visualforce pages for custom login and configuration of communities. Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
* Used SOQL and SOSL for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Implemented Field Service Lightning.
* Created work rules in Field Service Lightning so that the rule violations show up in the Service Appointments.
* Gathered business requirements by communicating with user team and trained team on how to efficiently utilize the system.
* Worked with various salesforce.com objects Account, Contact, Leads, Opportunity, Cases, Order standard objects.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Developed Visualforce pages using components like Action Function, Page Block, Input Field, Action Support, Data Table, Data list, Command Link and Command Button.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization Wide Defaults, Permission Sets, Public Groups and Queues.
* Developed complex validation rules, formula fields according to the application requirements. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Designed Workflow rules, Approval process and its associated actions like time triggered tasks, email alerts, field updates to implement the business logic.
* Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into Salesforce.com from other databases and CSV files.
* Used Email to Case, Web to Case features and created a community where the customers can create, update and manage their cases.
* Used Force.com IDE for development of Visual Force Pages, Apex classes, Triggers and debugging and analyzing logs.
* Used SOAP based Apex Web Services to send/update data from Salesforce to an external order tracking system.
* Performed Apex Callouts from Salesforce to the same external system to get tracking information of an order.
* Deployed application from Sandbox to Production environments using Change Set, Eclipse and Force.com Migration tool.

**Environment**: Force.com, Workflows, Approvals, Reports, Dashboards, Profiles, Role hierarchy, Custom Objects, Data Loader, Import Wizard, Apex, SOQL, SOSL, Lightning Process Builder, Lightning UI, Sandbox, Change Sets, Production.

## Role: Salesforce Administrator/Developer | Client: G4S Secure Solutions, India

### [JUN 2012] – [Jan 2016]

**Responsibilities:**

* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in salesforce.com Application Setup activities and customized the applications to match the needs of the organization.
* Efficiently worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Proactively created Apex triggers and Apex classes also developed and managed complex workflows & approvals, validation rules, assignment rules and system triggers.
* Deployed salesforce components using meta-data API across various sandbox and production instances with Change Set, Eclipse and Force.com Migration tool.
* Worked on Data loader tools such as SFDC Data loader, Apex Data loader, Data loader IO, Workbench.
* Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Packaged and Deployed customizations from Sandbox to other environments using Eclipse.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Involved in SFDC development using Apex classes and Triggers.
* Followed Agile & Scrum methodology for the execution of day to day work related activities.
* Worked on Data loader tools such as SFDC Data loader, Apex Data loader, Data loader IO, Workbench.
* Worked with Service Cloud implementation

**Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, Wave Analytics, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, RESTAPI, HTML, Security Controls.

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|  | CERTIFICATIONS  * Certified Salesforce Developer |
|  | Skills |

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| * Salesforce * CSS * Interpersonal Skills | * HTML * Communication Skills |

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|  | Activities |

* Committee Member of Hospitality Section in AARUSH in 2011 (National Level Techno-Management Fest held at SRM University).
* Committee Member of MILAN- A Cultural Fest at SRM University, 2012.
* Participated in Information Security Professional Hacking in SRM University, 2012.
* Participated in an event about Robotics in SRM University, 2013.

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|  | LANGUAGES |

English, Telugu, Hindi, Tamil.