    

**Bhavyan Kumar**

**Salesforce Lightning Admin / Developer**

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**PROFESSIONAL SUMMARY:**

* Salesforce developer with 10+ years of IT experience that includes 6 years of experience in Salesforce.com and Force.com. 4 years of experience in developing applications using Java/J2EE technologies.
* Experience in configuration, customization, integration, communities, and lightning migration from classic, lightning component development using lightning design system.
* Expertise in SFDC Development using **Lightning Application, Apex Language**, **Visual Force Pages, Classes, Controllers, Triggers, Components, Tabs, Apex Web services, Custom Objects, Reports, Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows**.
* Worked Salesforce.com Customization, Creation and maintenance of Record types, Page Layouts, Objects, Tabs and Fields.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Expert level skills in writing Apex Classes, Apex Triggers, Batch Process Wrapper Classes and Visual Force pages.
* Knowledge in working with various deployment tools like Change sets, ANT, Jenkins, Tortoise Git, Tortoise SVN, Eclipse IDE and managing repositories efficiently.
* Experience in working with Service Now and handled help desk tickets without reaching service level agreements.
* Developed Lightning apps using lightning Components and made them compatible with salesforce1 mobile app.
* Involved in estimation and analysis for migration from classic to lightning.
* Involved in creating the Tabs, Links and Visual Force pages to configure the application in Salesforce, Managing and executing queries in SOSL/SOQL.
* Worked on designing SOAP/REST APIs integration architecture to provide the programming interface to interact with Force.com and external systems.
* Worked with Apex Data Loader tool to migrate and update the data from external database.
* Worked with APTTUS CPQ on Product Configuration, Pricing Configuration with some advanced functionality of SFDC.
* Works with the Pre Sales Team to drive the Community Cloud Products sales growth. For client side scripting AJAX tool is used.
* Good knowledge in automating business with Lead and Case Assignment rules based on different criteria.
* Experience with Salesforce.com Reports, Dashboards, Workflows.
* Experience in Force.com platform, Sales Cloud, Eclipse, Force.com IDE, Custom App development & maintenance, Roles & Profiles, Security and Sharing, Approval process.
* Extensive experience working on custom objects, custom fields, pick list, and role-based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, Custom Tabs, Custom reports, Report folders, Report extractions to various formats Snapshots, Dashboards, and Email generation according to application requirements.
* Extensive experience of capturing and analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Experienced in Business Requirements definitions and Analysis, translating complex business needs into clear and concise Business Requirements Documents (BRD) and Functional Requirements Documents.
* Possess Comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, and Case Management and worked on Sales cloud, Service cloud and marketing cloud.
* Experience in implementing Enterprise applications using Java/J2EE, JSP, Servlets, JDBC, Web Services, JavaScript, HTML and XML.
* Acted as a liaison between experts and the client to ensure standards were met, while tracking all project requirements and maintaining appropriate documentation.

**EDUCATION**

* Bachelors from Chaudhary Charan Singh University, India.
* Master’s in computer science from Sacred Heart University.

**CERTIFICATIONS**

* Salesforce certified Administrator
* Salesforce certified Platform Developer 1
* Salesforce certified Platform Developer 2
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Service Cloud Consultant

**TECHNICAL SKILLS**

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| **Salesforce Technologies** | Salesforce CRM, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, App-Exchange, Custom Objects, Salesforce SFA, Apex Language, Apex Classes/Controllers, Lightning, Triggers, Salesforce CPQ/CLM, SOQL, SOSL, Visualforce Pages/Components, S-Controls, Wave Analytics. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform. |
| **Programming Languages** | Apex, SQL, SOQL, SOSL, Java, VB, J2EE, SQL, HTML, C, C++, HTML5, CSS3, jQuery, JavaScript, React Native, XML |
| **Web Technologies** | HTML, XML, Java script JSP, WSDL |
| **IDE** | Eclipse, Visual Studio. |
| **Databases** | Oracle, SQL Database, MySQL. |
| **Software Methodologies** | Agile, Scrum. |
| **Operating Systems** | Windows, Mac, Linux. |
| **Documentation tools** | MS Office, Notepad, MS Paint. |

**PROFESSIONAL EXPERIENCE:**

**William Scotsman, SFO, CA From: Aug 2021 to Present**

**Salesforce Lightning Developer.**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on Community Cloud implementations in two different portals.
* Worked on Sales Force Communities and Customer Portals.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Created Custom Objects and fields for transactional and contractual information.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Worked in developing various lightning web components, events, and Applications.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force, and Force.com API. Development using custom lightning web components (Aura and LWC).
* Extensively worked on the lightning web components (LWC).
* Worked on Service Console Lightning application which contains multiple number of Lightning web components (LWC).
* Experienced in managing onsite/offshore resources to implement and provide operational support to SFDC ecosystem which includes Salesforce, MDM and BI solutions.
* Created Apex controllers and integrated them with LWCs to connect frontend user interface elements with backend business logic and data.
* Utilized Salesforce CLI and source-driven development practices to deploy and manage LWCs across different Salesforce environments.
* Strong salesforce ecosystem knowledge and integration components (APIs, Apex controllers, Apex Web Services, data loaders, etc. including performing multiple complex data migrations.
* Implemented Community Cloud lightning components in the working ability for conversion of visual force pages into lightning.
* Enhanced the existing portal functionality and moved to community cloud for more functionality including chatter, employee portal, customer portal, channel sales community, and customer support community
* Works with the Pre Sales Team to drive Sales Growth for the Community Cloud Products.
* Developed multiple number of Lightning web components (LWC) regarding service case console page.
* Worked on advanced JavaScript and HTML elements for developing the LWC components.
* Migrating aura components to Lightning Web Components.
* Created LWC components and handled the events.
* Worked on adding Styles and Data to LWC.
* Understanding of Salesforce data model, Apex and its integration with LWC
* Involvement in end-to-end implementation of Salesforce projects using LWC.
* Design, develop and implement solutions for Apttus CPQ system deployed on Salesforce platform.
* Responsible for performing administrative functions in Salesforce CRM such as create/modify pick lists and lookup fields.
* Handled different Integrations with other platforms, like CTI Integration.
* Shared perspective and knowledge of Community Cloud Practice initiatives with team members.
* Implemented Cast Iron for Data Migration with XML and XML schemas.
* Used various deployment tools such as Change Set, Eclipse and ANT.
* Provided training to the internal users and helped them in getting used to the application, generated reports and save them for the further access to the users.
* Implemented Agile Software Development methodology. Participated in Sprint Grooming sessions, Daily Stand-ups, User story Estimation, Sprint Demos, Sprint Review, and Retrospective sessions.

**Environment:** Saleforce.com platform, Lightning Web components (LWC), Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Service Cloud, Custom Objects, Custom Tabs, JIRA, Email Services, HTML, Java Script, Web Services, WSDL, Sandbox, SQL Server.

**Atlassian, Michigan Mar 2020 – Jul 2021**

**Salesforce Lightning Developer.**

**Responsibilities:**

* Experience on Salesforce Lightning UI using Aura Components and LWC.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force, and Force.com API. Development using custom lightning web components (Aura and LWC).
* Used Apex to work with Data in LWC and handled the server errors and handled user actions in JavaScript.
* Worked on Lightning Process builder flows, Connect API, Chatter, and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Created Lightning Web Components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Worked extensively on Salesforce Community Cloud. Created various customer support communities with which customers/partners can directly with the business and upload files, any data.
* Hands-on experience with LWC components such as Lightning Data Service, Lightning Message Service, etc.
* Understanding of Salesforce development best practices and its implementation in LWC.
* Experience in debugging and troubleshooting of LWC components.
* Analysed complex 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.
* Created user roles and profiles, security controls and shared settings.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Designed and mapped CPQ objects to salesforce custom objects and involved in advanced workflow approvals.
* Implemented Configuration, Customization and Development with Salesforce.com on Service Cloud and Sales Cloud.
* Oversaw user roles and permission levels in Sales Cloud for salespeople and marketers for two business units.
* Worked on large Salesforce CRM implementations including- Improving Sales Process, Partner Portal Implementation, Orders and Discounts, Integration and legacy systems etc.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Hands-on Experience working across various SFDC implementations that are covering Sales cloud, and CPQ.
* Closely worked with Salesforce.com consultants for implementing business solutions for their client requirements, using Salesforce CPQ within exclusively developed framework
* Created a process for sales team to self-price certain products using price books.
* Created various Customized Visualforce pages for various business units including a page for company purposes showing a quick tax estimate.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Designed various Webpages in Visual Force for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Created Executive and other Dashboards using wave Analytics.
* Implemented service cloud functionality like case management, field service management and CTI integration.
* Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
* Implemented Security access to the user profiles by creating Object level security, Field level security and Record level security.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Extensively used tools such Informatica for integration of data with legacy ERP system.
* Reviewing the test cases provided by the QA team and providing feedback.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.

**Environment:** Salesforce.com platform, Salesforce Lightening, Service Cloud, Sales Cloud, 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.

**CVS Caremark, Southborough, MA Sep 2018 – Feb 2020**

**Salesforce Admin / Developer**

**Responsibilities:**

* Analyzed and created custom Profiles, Roles, Permission Sets, Sharing Sets as required for the business needs and implemented object level, field level and record level security.
* Designed and deployed Custom Objects, Record Types, Page Layouts, Custom Tabs, Validation rules, and Auto-Response Rules for automating business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma-separated values (CSV) files.
* Created Batch Apex classes for batch execution and updating of related fields.
* Responsible for monitoring the critical updates and providing the impact analysis based on the existing application.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created Profiles and Configured the Permissions based on the Organizational Hierarchy using Permission Sets.
* Administrated and monitored the organization's Salesforce CRM application.
* Oversaw release management activities including deployment between multiple sandbox orgs using Force.com
* Used the sandbox for testing and created managed packages and migrated them between sandbox and Production environments.
* Deployed Customization from Sandbox to another Environment by Eclipse IDE and Change Set.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Involved in Agile methodology, Scrum which improved productivity and reduced errors.

**Environment:** Salesforce.com platform, Workflow and Approvals, Reports, Custom Objects, Tabs, Reports, Dashboards, Email Services, Apex Language, Visualforce Pages, Components and Controller, Data Loader, Apex classes, Apex triggers, JavaScript.

**Vanguard, Malvern, PA Jul 2017-Aug 2018**

**Salesforce Admin.**

**Responsibilities:**

* Worked on Data migration from lower environment to higher environment and validation of the data.
* Created Test scripts, Test cases, executed Test cases and logged the defects in QC environment Involved in identifying, planning and implementing new Salesforce.com features and functions new screens, workflow, force.com objects, reports, apex code) to meet business requirements.
* Provide knowledge and support for Salesforce applications development, integration, and maintenance related to DEO's Office of Disaster Recovery or Rebuild Florida program.
* Engage in full systems life cycle management (e.g., analysis, technical requirements, design, and coding, testing, implementation) of Salesforce, systems and applications software to ensure delivery is on time and within budget.
* Research and support the integration of emerging technologies and participate in component and data architecture design, technology planning, and testing for Salesforce applications development initiatives to meet business requirements and ensure compliance.
* Interact directly with end users and managers as necessary to analyze objectives and capability requirements, including specifications for user interfaces, customized applications, and integrations with internal systems.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Use of data-loader, data exporter and migrated the attachments from legacy CRM to Salesforce and worked on salesforce to salesforce.
* Implemented Configuration, Customization and Development with Salesforce.com on Service Cloud and Sales Cloud.
* Hands-on Experience working across various SFDC implementations that are covering Sales cloud, and CPQ.
* Involved in End-to-end testing and gathering requirements to feedback from business users.
* Used Sales Force Automation (SFA) for Sales Lead Management, Account and Contract Management and Approvals and Workflow.

**Environment:** Salesforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com ID

**Baker Hughes, Dallas, TX. Nov 2014- June 2017**

**Java Developer**

**Responsibilities:**

* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment, and enhancement of the application.
* Involved in the creation of Use Cases, Class Diagrams and Sequence Diagrams for analysis and design of application.
* Designed and developed web pages using JSP, HTML and used JavaScript for client-side validation. Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
* Worked on the development of various web applications based on the client’s needs.
* Responsible for maintenance and production support of the application documented design and functional aspects of the application.
* Record technology solutions involving user needs documents, user manual design decisions and executive summaries across projects.
* Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.
* Developed data model and stored procedures.
* Developed user interface screens, and administrative screens using JSP and JavaScript to perform checking and validation at Client’s side.
* Developed new java code and executed new features through business requirements.
* Extensively used SQL to generate stored procedures and functions to use with Java.

**Environment:** Java Servlets, JSP, JavaScript, XML, CSS, HTML, Apache Tomcat, JDBC, Oracle 10g, SQL.

**Riverbed Technologies, San Francisco, CA. April 2013 – Oct 2014**

**Java Developer**

**Responsibilities:**

* Involved in Object analysis, design and documentation (OOAD) of application model using UML.
* Designed and developed interactive static HTML screens as screen level prototype, JavaScript for client side validation and used Cascading Style Sheet (CSS).
* Created browser-based UI using HTML, JavaScript, AJAX components.
* Developed JSP custom tags and used JSTL for reusability.
* Used AJAX to support dynamic page element rendering to enhance user experience.
* Involved in component development and used design patterns such as Singleton, Factory and Data Access Object (DAO) in implementation of application.
* Data Modeling – logical and physical models
* Requirements gathering- Proto-typing, Walk-through to business groups and gap analysis.
* Understand the business aspect of the application and convert it into requirements document.
* Code review with the developers and delivery team
* Co-Ordinate and manage Global Delivery teams at offshore locations.
* Schedule and organize weekly or daily stand-up meetings with the whole development teams both onshore and offshore.
* Used Spring Context for EJB Support and Spring DAO for enhanced JDBC and DAO support.

**Environment**: Java/J2EE, JSP, Servlets, WebLogic, Eclipse, JMS, Log4J, JUnit, HTML, DHTML, JavaScript, UML, Clear Case and ANT.