**PROFESSIONAL SUMMARY**

* Around **10 years of experience** in the **IT industry** with **8 years** of experience as a **Salesforce developer/administrator** and force.com platform. Having extensive knowledge with domain experience including analysis, requirement gathering, design, developer, enhancements, testing, deployment and maintenance of standalone object-oriented enterprise applications.
* Experienced on **Multi-Tenant Architecture** of force.com which is proven cloud application development that powers many salesforce.com applications like **Sales cloud, Service cloud, Marketing** and many other like **CRM** (Customer Relation Management).
* Extensive experience using **Salesforce.com Administration** for **Creating and implementing Visual force pages, S-control, Web Services**, **Components, Tabs, custom objects, custom fields, Picklist, Reports, validation rules, Roles, Campaign Management, Profiles, Page Layouts, Workflow Alerts and Actions,** and **Approval Workflows,** Analytic Snapshots and **Dashboards** to achieve complex business functionalities, **Email generation** according to application requirements.
* Excellent experience in Salesforce.com development, **Apex Classes, Apex Triggers, Visualforce pages, Force.com API**, complex **SOQL&SOSL queries**, **DML statements**, S objects and Governor Limits and with **Standard, Custom**, and **Extension controllers.**
* Hands on experience in understanding **Data Modelling** of Salesforce objects relationships like **Master-Detail, Lookup** and. Meta data in each object, fields, tabs and many more.
* Expertise in designing Custom Reports types, Report Extractions to various formats and **Dashboards**, **Snapshots.**
* Involved in working with **Agile** Scrum Methodologies.
* Customized several **Validation Rules**, tasks, **Workflow rules**, **Triggers**, Apex classes to achieve the complex business functionality.
* Experience in SFDC Development on **triggers** to perform custom actions for before and after changes in Salesforce records such as insertions, updates and deletions.
* Experience with data migration and updates through the tool App Exchange Data Loader in Salesforce.com.
* Good understanding of **Software Development Lifecycle** (SDLC) with expertise in Requirement Gathering, Analysis, Designing, Development, and testing.
* Extensively worked on Salesforce.com Sandbox and production environments including creating **Sandboxes** and refreshing it time to time. Deployment between Production and Sandboxes using Eclipse, Force.com **Migration Tool** and **Change set**.
* Experience in configuring price Quote(CPQ) with Apptus. Created CPQ process using **Apptus CPQ** and CL AppExchange tool in Quote.
* Involved in migration from **Salesforce Classic to Lightning Experience,** with reports and dashboards automatically viewable and inheriting all permissions and sharing settings defined in Salesforce Classic.
* Developed Lightning components using Aura Framework which also included client-side AngularJS. Worked on translating several Visualforce pages to **lightning framework.**
* Good knowledge on **Set up field service features**according to client unique business needs.
* Facilitate and maintain positive relationships with Marketing Cloud teams, clients and partners.
* Hand on experience on **lighting App Builder** and Lightning Components by building apps visually with App Builder also developed re-usable UI components with the lightning Components Framework.
* Experience in developing and creating different types of Reports like Tabular, Summary, Matrix, Join and developing Dashboards using Reports.
* Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Experienced on Salesforce1 and **Salesforce Lightning solutions.**
* Experienced in Lightning Experience, which includes the Lightning Component Framework and involved in building **Lightning component** using the **aura framework.**
* Handling day to day issues related to user administration, various configuration, and customizations for global sales and service cloud users.

**Technical Skills**

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| --- | --- |
| **Salesforce.com** | Salesforce CRM, Lightning Application, Lightning components, Apex Custom Controllers, Apex Classes/ Controllers Batch Jobs, Apex Triggers, Visualforce Pages/Components & Controllers, Apex Web Services, SOQL, |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Dashboards, Custom Objects, Data Loader, Integration, Migration, Email Services, Security Controls, AppExchange Package & Custom Application and Sandbox Data Loading, Force.com IDE, Eclipse, SOQL. |
| **Databases** | Oracle 11g/10g, SQL Server 2008/2005 |
| **Tools** | Eclipse, Force.com Explorer, Apex Data Loader, Apache ANT, Service Now, Service MAX |
| **Methodologies** | Agile, Waterfall, Scrum |
| **Web Technologies** | HTML, XML, CSS, Java Script, APEX, SOAP API, REST API |

**PROFESSIONEAL EXPERIENCE:**

**Mayo Clinic, St Louis, MO JUN 2020 to Present**

**Role : Salesforce Admin/Developer**

* MCT **(My Customer Training Program)** is a **sales app-based** application for CDX Project.
* My customer training; It’s is used by End users to request trainings. For the medical appliances purchased by them from GE.
* From GE standpoint also the MCT schedulers can schedule trainings and assign trainers depending on availability
* Worked on establishment of profiles such **as scheduler, Admin, Trainer** for different regions like US, Canada, Europe
* Worked on standard custom and Servicemax **installed package objects** such as Service Flow Manager, SFM Wizards, SFM Transaction and Docs Designer etc .
* Worked on MCT application as a system administrator with respect to the custom objects like work orders, catalogs, debrief, dispatch console , Training master etc and Service Max (SMax) Custom Wizards like **GE\_HC\_Reports, GE\_HC\_MT\_ Student Toolbox, MCT EEE Online /class, MCT EEA Remote,  MCT USCAN Imaging Onsite, MCT EU Imaging Onsite, follow-up, MCT USCAN LCS Imaging/Follow-ups.**
* created lightning page layouts for different record types.
* Created **Record** types depend on different global regions (US, Canada, Europe, Japan, LATAM) and also the type of reports required by end user.
* Created and customized work order and servicemax configured blue buttons on the work order and case page.
* Worked on Customized **page layouts** and adding **lightning components**.  chatter new activity related list
* Creation of Page layouts depending upon Record types and **Profiles for GE** internal Applications.
* Addition of Lightning Actions Buttons on Homepage.
* Debugging of existing codes to identify enhancements and modifications.
* **AgentX** is a **service app**-based application for CDX customer development experience. It's is used by End users to raise Issues on malfunctioning Medical appliances. Depending upon issues faced they can raise Issues like corrective repair, installation, access, patient on table etc.
* Worked on Launch Guided flow which is a step by step procedure to guide the customer to create **Case**.
* Understanding on how to Create service resources and service crews that represent your **field service** technicians in **Field Service Lightening** app and add details about their skills, service territories, and availability.
* created lightning page layouts for different record types.
* Record types depend on different global regions and also the type of help required by end user.
* Customized paged layouts and adding lightning components.  chatter new activity related list
* Creation of Page layouts depending upon Record types and Profiles
* Addition of Lightning Actions Buttons on Homepage.
* Debugging of existing codes to identify enhancements and modifications.
* Working as a admin and developer to **Agent X, My Customer Training Program (MCT) and Back Office Customer Management applications** for **GE.**
* Maintained and customized Salesforce.com scopes such as **users, roles, profiles, groups, accounts, contacts, record types, sharing rules, custom objects, pick lists and page layout customization to support vital business functions.**
* Worked on **Service Now Incidents** to propose a solution for the users.
* Managed ongoing **support request** and administrative needs of users
* Hands on experience in configuration, customizing the healthcare applications on salesforce platform.
* Worked on **New User creation, deactivation and handling configuration issues** in **GEHC Security Portal**.
* Analyising the production defects and proposing the solutions and created detailed analysis document
* Prepared Standard Object Procedures documents for each application of GEHC Salesforce Applications.
* Created training materials based on business requirements for different record types.
* Configured **page layouts, workflows, document templates, record types, & data fields.**
* Implemented & maintained **reports and dashboards**.
* Created **custom objects, fields, and triggers.**
* Managed **multiple sandbox** environments.
* Worked on Rally User stories within the sprint. Created Standard Operating procedures (**SOP**’s) for three applications to make it available business end users and stakeholders.
* Monitored various support activities according to SLA Adherence.
* Worked with **offshore team** and communicated with various business stakeholders and participated every sprint release.
* Maintained documentation for Post-Refresh activities for Configuration only and full sandbox after every Go-Live.

**Environment:**

Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com, ServiceMAx(SMAX), Service Now, Data Loader, Lightning Components, ANT, Workflow & Approvals, validation rules, Reports, Service Cloud, SQL Server, Salesforce Lightning Design System, Git, GitHub, Apttus CPQ, Custom Objects, Custom Tabs, Email Services, HTML, Rally.

**HMS, New York City, NY Jan 2017 to April 2020**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com Administrator and Developer in the organization.
* Worked on salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Cases, solutions. Adding to that created many custom objects with new tabs which include event, lead, task and many more.
* Implemented Apttus CPQ, product management and price management, Quote Collaboration, Search Filters. Used apex data loader to load data in the Org for products.
* Developed APEX Classes, Visual force pages and APEX Triggers to develop the custom functionality as per the requirements.
* Assist in resolution of escalated situations initiated by **Salesforce Marketing Cloud**, clients and partners
* Used APEX Classes and Visual Page to customize **partner portal** and make it convenient for the customer to review and renew the licenses for the purchased products.
* Designed and developed Visual force pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Developed Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Hands on experience on lighting components and Lightning App Builder, experience building lightning components, embedding lightning components in VF pages, building apps using lightning components for mobile and tablets.
* Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, generating security tokens, upgrade installation.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships and formula fields to the custom objects.
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.
* Worked on different portals like Self Service Portal, Partner Portal and Customer Portal.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Created Users, Roles, Public groups and implemented Role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Used REST API with other Salesforce REST APIs like user interface API for building UI for creating, reading, updating, deleting records that includes UI for list views, actions and dependent pick lists. And Chatter REST API for building chatter, communities or recommendations.
* Customized and created many communities to connect the employees, customers, and partners to meet the business needs and transactions.
* Involved in different sandboxes for development and testing, and in migrating the code to production instance in installments using Change Set.
* Involved in deploying applications from Sandbox to Production.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Lightning Components, Aura Framework, Workflow & Approvals, Reports, Service Cloud, SQL Server, Salesforce Lightning Design System, Git, GitHub, Apttus CPQ, Conga, NetSuite, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Web Services, Eclipse IDE Plugin.

**AAA, Florida Sept 2014 to Dec 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked on Leads, Accounts, Contacts, Contracts, Opportunities, Products, Price books for Sales Cloud Application.
* Designed, developed and deployed Apex Classes, Controller Classes, Extensions, Visualforce pages for opportunity using HTML, CSS, and JavaScript.
* Interaction with users in understanding complex business requirements and documentation based on the requirements. Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Developed Workflows, Validation Rules, Apex Triggers, Apex Classes, Controllers and Formula Fields.
* Experience in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Worked on Change Control Management using service now change Requests.
* Configure salesforce and **marketing cloud** integration user along with configuration in salesforce.
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Enhanced, configured workflow rules, time triggered workflows, email templates resulting into actual web to lead communication with customers and **partner portals.**
* Addressing technical issues and discussing with onsite architects/functional consultants to resolve them.
* Experience in Standard and Custom Controllers in Visual Force for development of custom visual force pages and components.
* Responsible for developing complex Custom Approvals processes, custom Workflows, Validation Rules and Assignment Rules.
* Extensive experience Creating Roles, Profiles, Email Services and Page Layouts.
* Experience using Change Sets and Data Loader to migrate data from Sandboxes to Production and the other way round.
* Preparing unit test case documents and performing unit and integration testing to ensure application meets the functional and technical requirements.
* Preparing the Weekly status reports.
* Maintaining the Production support to ensure complete SLA adherence for the deliverables assigned.
* Addressing technical issues and discussing with onsite architects/functional consultants to resolve them.
* Technologies used included Saleforce.com platform, Apex classes, Visualforce pages, HTML JavaScript and CSS.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Git, GitHub,999 Email Services, Workflow & Approvals, Reports, Security Controls, Force.com IDE, Windows.

**Nitya Software Solutions- Hyderabad, India Jan 2013 – Aug 2014**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Skilled in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client’s need.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation and formula fields to the custom objects.
* Possess comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote, Forecasting, and Call Center.
* Extensive knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and support modules.
* Expert in managing objects, users, privileges, and roles.
* Proficient in Installation, Configuration, Upgrades, Migrations, Administration and Patching of Oracle Databases and Oracle Grid control.
* Hands on experience using the Oracle Enterprise Manager (OEM) for database monitoring and maintenance.
* Performed all aspects of database administration on SQL Server. These include data modeling, backups and recovery.
* Experienced in using Oracle server utilities like Data pump, Export, Import, and SQL\*Loader
* Result oriented, self-motivated, Team player, with ability to work independently accepting new challenges

**Environment:** Salesforce.com Platform, Data Loader, Linux, Oracle 10g/11g, Rac, OEM, Grid Control, Sand Box data loader, Workflow and Approvals, Windows XP.

**Nitya Software Solutions–Hyderabad, Indi**

**Role: Software Developer March 2012-Dec 2013**

**Responsibilities:**

* Involved in Requirements gathering, Requirement analysis, defining scope, Design analysis, impact analysis, Integration and deployment.
* Involved in coding and testing of **B2B** financial application.
* Responsible for the design and development of the application framework.
* Designed and Developed UI’s using **JSP**, **JavaScript** by following **MVC** architecture and Spring Framework.
* Maintained systems for different clients using C++ and Linux platforms
* Swing components should be updated directly only in the context of callback methods invoked from the event dispatch thread.
* Developed Accela scripts in EMSE to implement critical business workflows.
* The **JMS API** was used to allow application components to create, send, receive, and read messages.
* Creation and maintenance of data using **Oracle** database. **JDBC** for database connectivity with Oracle.
* Involved in Full Life Cycle of Software Development from Analysis through Design, Development, Integration & testing phases.
* Developed SQL-queries for database and backend development.   
  Created, maintained essential reports using Oracle Report
* Developed Controller using **Action Servlet** and **Action** mapping provided by Struts framework.
* Developed various java objects (**POJO**) as part of persistence classes for OR mapping with databases.

**Environment:** **C++, Java, J2ee, JavaScript, CSS, Jira, Oracle, JDBC, JSP.**

**Education:**

M.S in **Information Studies/Sciences** and **Management**, Murray, Kentucky.