**PROFESSIONAL EXPERIENCE:**

* Salesforce Administrator and Developer with around five years’ experience in Salesforce CRM that includes four years working as a developer and a year as Administrator.
* Experience in working with different cloud platforms, such as; Sales cloud and Service cloud to leverage Salesforce CRM resources.
* Experience in Administration, Configuration, Implementation, Support of Salesforce CRM, and applications based on Apex Language and leveraging Force.com.
* Experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Experience in using Salesforce CPQ tool for providing price quotes for customers based on business requirements.
* Experience in using Apttus for Contract Lifecycle management (CLM) to automate the entire contract lifecycle management process.
* Experience in designing custom objects, custom fields, role-based page layouts, custom tabs, custom reports, report extractions to various formats, design of Visualforce pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers, and various other components as per the client and application requirements.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Experience in upgrading some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction to the pages.
* Work experience in Custom Integration of Outbound Messages, Work flow & Approvals, Reports, Custom Objects and Tabs, Email Services, Security Controls, Custom Application, Sandbox data loading.
* Experience in creating, maintaining and enhancing visual flows, workflows, approval processes, formula fields, validation rules, field dependencies, automated alerts, and field updates according to application requirements.
* Knowledge in developing Web Services applications.
* Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.
* Experience in working as a team player and in a self-paced environment.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Salesforce.com** | Apex Triggers, Classes, Test Classes, Lightning apps, Lightning Components, Visual force pages, Security Controls, User management, Sandbox development & testing, Point click Customization, SOQL, Data Loader. Validation rules, Workflows. |
| **Languages**  | Apex, UML, Java, JavaScript, J2EE, JSP, and PL-SQL. |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading. |
| **Tools** | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in. |
| **Database** | MySQL, MongoDB, Oracle 9i, Oracle 10g, SQL Server |
| **Web Applications** | XML, HTML, AJAX, CSS, Bootstrap, jQuery, Angular 4, React, and Semantic UI |
| **Platforms** | Windows, and Linux. |

**WORK EXPERIENCE:**

**Client: Acreage Holdings, New York, NY**

**Role: Salesforce Developer/Admin Oct 2019 – Present**

Acreage Holdings (formerly known as High Street Capital Partners) is a public company domiciled in British Columbia, Canada, holding a diverse portfolio of cannabis cultivation, processing and dispensing operations in the United States. Acreage has cultivation, processing and dispensing licenses or agreements with holders in 19 states. It also manages a chain of retail stores called The Botanist.

**Responsibilities:**

* Involved in Planning and Implementing new SFDC features according to the Business and Software requirements.
* Used Data loader and import wizard to insert, update and import bulk data of Accounts, contacts, leads and opportunities.
* Worked on SOQL and SOSL queries to fetch the data from the salesforce database.
* Used Visual Force framework to integrate the application with web services. Created Visual Force pages and embedded it into the application.
* Created Email Templates and Mail Merging Templates and was involved in doing the mail merge for different standard and custom objects.
* Creating a sync of contacts, email alerts, events and tasks between Salesforce to Outlook and Outlook to Salesforce successfully.
* Customized and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application
* Maintain and developed the Custom objects, Custom fields, Custom tabs, and Validation rules and S-Controls HTML & JavaScript.
* Worked on Appttus CPQ integration with Salesforce. This involved complex integration challenges with Salesforce org since Exact Target used their own org till this point and used Bigmachines CPQ
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created a user interface in Lightning using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Added Lightning Component to Lighting Pages and Record Pages.
* Developed salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Used sales cloud to Maintain Leads, contacts, and opportunities. Used service cloud for maintaining cases and customer support.
* Developed Apex classes, Triggers, Time triggered tasks and Apex scheduler to implement business logic to the needs of the application.
* Worked on Appttus configuration, Pricing, discounting, approvals and proposal generation.
* Customizing the Appttus product configurator and quote application according to business needs.
* Developed Workflow rules, Validation rules, Approval process, Customization and implemented Apex classes and Triggers associated with them to manage the workflow in the application
* Implemented enhancements on objects like Accounts, Leads, Contacts, Opportunities, Quotes, Activities, Tasks, Reports and Dashboards
* Customized tabs, Page layouts, Visualforce pages, Controllers and Components for different business users and business centers
* Experience with data migration and updates through the tool App Exchange Data Loader in Salesforce.com and Salesforce Lightening
* Designed Tabular, Summary and Matrix Reports on Opportunity, Pipeline, Cases generated, sales cycle and accounts.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application
* Scheduled retrieval of report data with analytic snapshots to dump the data on daily basis
* Used sandbox for testing and deployed the code into the production environment
* Customized dashboards to track the usage for productivity and performance of business centers
* Worked closely with the support team to resolve the cases and ensured the customer satisfaction

**Environment:** Salesforce.com CRM application platform, Apex language, Apex triggers, VisualForce (pages, components, controllers), S-Controls, CPQ, Lightning, Aura, HTML, Java script, SOQL, SOSL, Integration, Email services, Data loader, Security controls, Eclipse IDE plug-in, Sandbox data loading

**Client: Capital One, Plano, TX**

**Role: Salesforce Developer with Lightning Nov 18 –Oct 19**Capital One Financial Corporation is an American bank holding company specializing in credit cards, auto loans, banking, and savings accounts, headquartered in McLean, Virginia. Capital One is ranked 11th on the list of largest banks in the United States by assets.

**Responsibilities:**

* 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.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* 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.
* 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 modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* 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.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Experienced in using Salesforce CPQ (Configure, Price, Quote) tool for providing accurate and highly configured quote lines and price lines for new opportunities to improve the sales processes.
* Used various CPQ functionalities such as; Pricing, Product rules, and Price rules in generating a CPQ template for sales team.
* Worked closely with sales team to provide extensive knowledge on how to leverage salesforce CPQ functionalities by providing them price rules, CPQ templates, and quotes.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.

**Environment:** Salesforce CRM, Apex Classes, Visualforce pages, Lightning Experience, Lightning Components, CSS, HTML, Javascript, JQuery, Eclipse IDE, Force.com IDE, Force.com Explorer, Salesforce.com, S-Controls, Import Wizard, Sharing Rules, Workflows, Email Updates, Web Services API, Data Loader.

**Client: William H. Sadlier, Inc., New York, NY May 17 – Nov 18**

**Role: Salesforce Developer with Lightning**William H. Sadlier, Inc. have been forming K–12 students in the Catholic faith and preparing them for academic success by offering a variety of educational materials in print and digital formats.Sadlier family proudly continues to nurture the vision of founders, Denis and James Sadlier, with integrity, creativity, and an unwavering commitment to educational publishing.

**Responsibilities:**

* Involved in Salesforce.com setup activities and customized the apps to match the functional needs of the organization.
* Developed and Customized User interface in Salesforce.com using **Visualforce**, **Apex controllers,** and **Force.com IDE**.
* Designed and developed **Visualforce pages** and controllers for distribution enhancement.
* Created custom objects, triggers, and workflows to manage information on products, orders, returns and Authors.
* Built apex classes implementing SOQL statements within Eclipse to manage interaction with the database.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards.
* 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.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Involved in migrating data from **Oracle to Salesforce.com**.
* Maintained data cleanliness and accuracy by adding custom **validation rules,** **custom formulas**, reports and dashboards.
* Provided **Data Migration** from Traditional Applications to Salesforce Using **Data Loader** Utility and **Informatica on Demand**.
* Created and deployed several Reports using Salesforce.com platform.
* Worked intensely on custom objects, **triggers and workflows.**
* Designed and build custom applications using **Force.com** and **Visualforce.com.**
* Extensively worked on integration with the third-party systems for both the projects - involved consuming the WSDLs, generating apex classes for the web services and writing custom Batch Apex classes that would use the method calls from the generated web services classes.

**Environment:** Salesforce.com CRM application platform, Apex language, Apex triggers, VisualForce (pages, components, controllers), S-Controls, CPQ, Lightning, Aura, HTML, Java script, SOQL, SOSL, Integration, Email services, Data loader, Security controls, Eclipse IDE plug-in, Sandbox data loading

**Client: Mass Mutual Financial Group, Hartford, CT**

**Role: Salesforce Administrator/Developer**  **Feb 16 – April 17**The Massachusetts Mutual Life Insurance Company (MassMutual), founded in 1851, is an American mutual life insurance company serving five million clients. MassMutual provides financial products such as life insurance, disability income insurance, long term care insurance, retirement/401(k) plan services, and annuities.

**Responsibilities:**

* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Implemented the requirements on Salesforce.com platform and **Force.com IDE Plug-in** using Eclipse.
* Embedded the HTML code into the custom visual force pages that constitute the online application with responsive design. Extensively worked on Java Script and jQuery throughout the process to achieve the required functionality
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Improved the software development processes by using Capability Maturity Model (CMM), which involves five stages; Initial stage, repeatable stage, defined, capable, and efficient stages.
* Created VF pages, Apex Classes and Triggers to achieve custom functionality based on the requirements.
* Developed applications visually using custom-built Lightning components.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Leveraging the rich features and flexibility of Salesforce Files from standard Salesforce objects and custom objects using lightning framework.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Involved in Data Migration using Data Loader and scheduling the Data Loader for automatic loads.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Developed various Custom Objects, Tabs, Components, Visualforce Pages and Controllers.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logics.

**Environment:** Salesforce.com, Apex, Visualforce pages, APTTUS CPQ, APTTUS CLM, Eclipse IDE, Import Wizard, XML, Controllers, Sharing Rules, Workflows, Approval Process, Email Updates, Web Services API, Data loader, HTML, CSS, JavaScript, JQuery, Lightning Components, Lightning UI, Salesforce Outlook Connector.

**Client: PANGEA, Dallas, TX**

**Role: Salesforce Administrator/Developer Oct 15 - Jan 16**

The Pangea Company is a digital business solutions company. Our team of senior strategists pairs out-of-the-box thinking with tried-and-true consulting skills. We're on the cusp of social media trends, new technologies and new ways to deliver messages effectively and creatively.

**Responsibilities:**

* Involve in gathering business requirements from sales/marketing team/ business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Sales force.
* Implemented “Email to Case” for automatic case creation for business groups. Involved in creating Distribution list and Group mail box for sending the incoming emails to respective Routing address. Worked in both ‘On Demand’ and ‘Email Agent’ Email to Case implementations.
* Designed, and developed Apex Classes and Apex Triggers for various functional needs in the application.
* Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL an SOQL queries, locking statements, Transactional control and Exception statements to invoke Apex triggers.
* Developed **workflows**, **assignment rules, escalation rules, case teams, support settings, custom settings** and other inbuilt functionality.
* Worked with Visual force Style sheets and Static Resources to augment all standard styling on a Visualforce page and utilize un-stylized text output to gain full control when iterating over lists of data.
* Worked closely with Devops engineers for achieving process automation using Continuous Integration and Continuous Development (CICD)
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Page layouts, Components, Visualforce Pages, Static Resources (Style Sheets) and Approval Process to suit to the needs of the application.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com standard objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Developed and configured various Reports and Dashboards for different user profiles based on the need in the organization.
* Created VF **Components** to repeatedly use in VF pages to reduce the redundancy when needed.
* Involved in building custom cloud computing applications for the CRM in Service Cloud.

**Environment:** Salesforce.com CRM application platform, Apex language, Apex triggers, VisualForce (pages, components, controllers), SOQL, SOSL, Data loader, Security controls, Eclipse IDE plug-in, Sandbox data loading