**Dheeraj Kumar**

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**Professional Summary**

* Over 6+years of experience in salesforce.com as a Developer using Force.com, Visual Force, and APEX.
* Built custom Salesforce1 Lightning apps for different business groups in the organization and used salesforce lightning design system styles.
* Deep understanding of the SFDC implementations covering Salesforce1, Sales Cloud, Service Cloud, Marketing Cloud, Community Cloud, Chatter and App-Exchange applications.
* Created Lightning Apps Combing Lightning Design System, Lightning App Builder and Lightning Component Features.
* Experience working with Apex classes and Triggers, Controllers and Controller Extensions, Components, Test Method and Application Design and Development on Multitenant Force.com platform.
* Expertise in Visual Force, Apex Triggers and Apex testing. Designed Visual Force pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Efficient in Monitoring Apex asynchronous processing using future methods, Batch apex, controlling processes with queue able apex and scheduling job using apex scheduler.
* Experience in application design, customization, development, support on SalesForce.com Platform and BigMachines /Oracle CPQ cloud.
* Used SOQL and SOSL Queries within Governor limits for data fetching and manipulation needs of the application
* Experience in integrating External Web systems with salesforce using REST and SOAP web services.
* Experienced in deployments of Apex and Visual Force pages across Dev, Test and Production.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Report, Dashboards, Actions, Tasks and Events.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Effective work of data Migration using Import/Export wizard and Apex data Loader for bulk import or export of data from salesforce.com objects.
* Experience installing FSL managed package and guided setup configuration
* Proven experience configuring out of the box Salesforce features like Visual Flows, Process Builder, Workflows, Validation Rules, Custom Settings etc.
* Experience Working across various SFDC implementations covering sales cloud and service cloud.
* Created Custom Objects and outlined lookup and master-detail relationships and Junction Objects to implement many-to-many relationships on objects and Roll-up Summary fields to aggregate data from
* Child records on the parent. Modified data object relationships with the help of Schema Build
* Experience in Data Migration using ETL tools like Data Loader.
* Experience in Configuration, Implementation and Support of Salesforce CRM.
* Experience in working on Eclipse IDE environment with Force.com Plug-in for writing Classes, Controllers, Triggers & Batching, Web Services, SOQL, SOSL, Components using Apex Language.
* Business processes and recommended solutions to improve their processes using Salesforce.com.
* Expertise in client-side scripting with Java Script, jQuery, AngularJS, Bootstrap and AJAX Extensions and Toolkit Controls
* Experience in writing test methods and Test cases with Code Coverage.
* Upgraded Some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction pages.

**CERTIFICATIONS**

* Salesforce Certified Platform Developer – 1/ DEV -401.
* Salesforce Certified CPQ Specialist.
* Salesforce Certified Administrator/ ADM -201(Expired).

**TECHNICAL SKILLS**

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| **Sales Force** | Sales Force CRM, Sales Force SFA, Apex Custom Controllers, Apex Classes, Apex triggers, Visual force Pages/Components, Lightening Components, Apex Web Services, SOQL, SOSL, AJAX Toolkit for S-Control, Workflow & Approvals, Reports, Dashboards and Custom Objects. |
| **Sales Force Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Data Loader, Force.com, Excel Connector, Force.com Platform (Sandbox and Production) |
| **Integrating Tool** | Apex Data Loader and Informatica On-Demand,Jitterbit |
| **Programming** | Apex, C, C++, Java |
| **Web Technologies** | HTML, XHTML, XML, AngularJs, CSS3, AJAX, XRX, Web logic, Java Script |
| **Database** | Oracle 8i/9i/10g, MS SQL Server 200/2005 |
| **Testing Tools** | JUnit, Element Tool, Selenium |
| **Operating systems** | Microsoft Windows (2000/XP/Vista), Linux Ubuntu 11.10, Apache Mac, iOS, Android |
| **Other tools** | Visio, Clear Quest, Clear case, MS Project, Jira, Eclipse |

**WORK EXPERIENCE**

**Sr. Salesforce Developer Jan 2019-Present**

**Duke Energy, Charlotte NC**

* Developed Visual Force Pages, Apex classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, Web Services API and Apex Triggers for various functional needs in application.
* Integrated the web services API, for extracting the data from External Systems.
* Created Wrapper Classes to capture multiple entries.
* Worked on building and embed Lightning Components in visual force page by using new Lightning out feature by event-drive programming.
* Worked with Aura framework, Lightning components and salesforce Lightning Design system (SLDS). Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on DocuSign integration with salesforce for eSignature to provide electronic exchanges of contracts and signed documents to multiple users at a time.
* Created customized pdf files by using visual force pages and Apex classes then attached to the DocuSign templates and sent directly to the users.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where your agents and technician can work
* Developed App Builder and Mobile app using Lightning.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with Field Service Lightning.
* Involved in the training sessions to the internal business users to use the application and develop their own custom report.
* Implemented Case Management Automation (on case Object) to track and solve customer’s issues.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce and Force.com IDE.
* Experience with setting up FSL data model (Work Orders, Service Appointments, Service Resources, Territories, etc)
* Used SOQL and SOSL for various data fetching and manipulation needs of the application using platform database objects.
* Implemented Salesforce.com web services client using Sales force webservices API, Java, XML and partner WSDL.
* worked in service cloud, supporting cases, developed workflows and triggers for automated case resolutions.
* Developed Visualforce pages, Visual Flows and custom Objects on force.com Platform for various business requirements.
* Escalated important issues to the attention of the department head so that decisions can be made promptly.
* Designed and developed objects, fields, Tabs, custom tabs, Validation-rules, Assignment rules Approval processes and Auto response for automating business logic.
* Designed and developed the Record types, Quick actions, Workflow rules, Process builders
* Developed Apex classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, Web Services API and Apex Triggers for various functional needs in application.
* Handled highly unstable code purchased from a third party.
* Experience with Service Cloud including: Service Console, Customer Portal, Case Feed, Knowledge Base and Entitlements is required.
* Used Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com applications in the Eclipse development environment.
* Extensively worked with solving SOQL query’s limit reach.
* Redesigned the entire code base for the exiting functionality without effecting the day to day business activities.
* Optimized the code base for all the functionalities in Hierarchy application. Used the Sandbox Environment for testing and migrated the code to production after testing.
* 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.
* Coordinated the process of Production defect fixes and support.

**Sr. Salesforce Administrator/Developer Aug 2016 to Dec 2018**

**Merck & Co, Frisco TX**

* Gathered requirements and developing client-specific solutions by understanding customer's business and technical environment.
* Created and Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Reports and Dashboards.
* Worked on Salesforce DX for primarily by developers, allows users to have true version control.
* Created different workflow rules and Approvals, Email Templates to run the Assignment rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Worked on Visual flows, process builder configurations and created VF Pages using Java script where needed
* Worked on Point and Click development and worked on SFDC implementation related to Sales Cloud.
* Designed and developed the Custom objects, Formula fields, validation rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on Marketing Cloud by creating Campaigns standard objects.
* Used Aura components with flows and customized flow screens.
* Experience with creation of users, groups, projects, workbooks and the appropriate permission sets for Tableau server logons and security checks.
* Built Salesforce CPQ (SteelBrick) proof of concept to evaluate underlying technology.
* Prepared Dashboards using calculations, parameters, calculated fields, groups, sets and hierarchies in Tableau.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce and Force.com IDE.
* Administered and performed application support for ADT Salesforce/CPQ Solution
* Used SOQL and SOSL for various data fetching and manipulation needs of the application using platform database objects.
* Used series of Ant Scripts to commit and pull files from github.
* Deployed the code to production and handled the merger process of accounts and contacts.
* Implemented Angular JS UI framework on websites which are likely to change a lot over the life cycle.
* Designed, developed and deployed Apex Classes, Triggers and packages for various functional needs in the application.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Designed the Custom Visualforce pages for Lead conversion and merging duplicates.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Integrated with external system using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com and SOAP and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Managed Different SFDC Sandbox environments for Dev/Test/UAT environments.
* Coordinated the process of UAT defect fixes and support.
* Provided support ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow and triggers.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Used the Force.com IDE for testing and migrated the code to the deployment instance after testing.

**Salesforce Developer Oct 2014 to July 2015**

**IQ Channels Pvt Ltd, Hyderabad-India**

* Worked on Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs and validation rules.
* Created various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Implemented the requirements on salesforce.com platform and Force.com IDE plug-in using Eclipse.
* Used the Java Ant for testing and migrated the code to the deployment instance after testing.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Used Jitter bit Data Loader as an import tool we can Insert new records, update existing records and perform upsets.
* Implement and project-manage Desk.com and Service Cloud configuration projects.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Used AngularJS HTTP methods to retrieve employee task data from entity models.
* Created Workflow rules and defined related tasks, email alerts and field updates.
* Created custom controllers and controller extensions while developing Visual Force pages.
* Developed the Apex Triggers to ensure the correct data entries in to the system.
* Developed Test classes and maintained the proper code coverage to deploy in to the production
* Developed Validation rules on various objects. Also, created Assignment rules on Lead object to assign the Leads automatically to various groups of users based on the region.
* Worked on Web to Lead and Web to Case.
* Created Assignment rules on Case object to assign the web to Cases automatically to Queues and users based on the products.
* Pre-Deployment, Deployment and Post-Deployment activities in Production.
* Worked with App exchange application Informatica for data migration.
* Created email templates and inbound emails using Visualforce for clients and customers.
* Developed business documents for Salesforce.com Custom objects.
* Implemented Salesforce.com web services client using Salesforce webservices API, Java, XML.
* Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Involved in Agile methodology, Scrum which dramatically improved productivity and reduced errors.

**Salesforce Developer Sep 2013 to Sep 2014**

**Zephyr Finman (Intern), Hyderabad-India**

* Worked with Business Users and Business analysts for requirements gathering, analyzing the requirements.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Developed Reports and Dashboards, validation rules, formula fields for the application.
* Developed UI using CSS, HTML tags, Visualforce components and used JavaScript AngularJs, NodeJs for front-end validation.
* Developed reports and dashboards.
* Configured/Created Profiles, Roles, and Permission Sets for the organization and setting up Field-level, Object-level security rules for the application.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments