**Divyesh A.**

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**Professional Summary:**

* Certification verification link: <https://rb.gy/yimj0n>
* Having **7+years** of IT experience with **Salesforce.com** CRM platform as both Administrator and Developer
* Good development experience with **Apex Language**, **Apex Trigger**, **Apex Class**& **Apex Web Service**, **Partner WSDL**& **Enterprise WSDL**, **Visual Force (Page, Component & Controllers**).
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to **Salesforce objects, Junction objects, lookup and Master detail relationships**.
* Good development experience with **Visualforce, SOSL**, **SOQL**, **WSDL**, **Web Apex Language, Apex Trigger**, **Apex Scheduler**, **Batch Apex**, **Apex Class** & **Apex Web Service**, **Partner WSDL** & **Enterprise WSDL**, **Visualforce** (Page, Component & Controllers) **Web Services API** and custom user interfaces using **HTML**.
* Extensive development experience with **Salesforce Lightning Components, Apex, SOQL**, Process Builder, Apex Triggers, Batch Jobs, Visualforce pages, etc.
* Experienced in **Service Cloud, Sales cloud, Collaboration Cloud** for All partner portal, customer portal.
* Expertise in customizing various salesforce.com standard objects like Accounts, Cases, Leads, Contacts, Opportunities, Products and Price books, Campaigns, Forecasting, Reports and Dashboards.
* Experienced in Creating **Roles, Profiles, Email Services, Page Layouts, Workflow Alerts** and **Actions**, and **Approval Workflow**.
* Experience in **administration**, **configuration**, **Implementation**, and Support of **Salesforce CRM**, and **Salesforce SFA** applications based on **Apex Language** and leveraging **Force.com Platform** -- world’s first commercial Software as a Service (**SAAS**) application running in Cloud Computing Environment.
* Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Extensive experience in designing of **custom objects**, **custom fields**, **Picklist**, **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, design of Visualforce **Pages**, **Snapshots, Dashboards**, and Email generation according to application requirements.
* Experience in **Data Migration using Import Wizard, Excel Connector, Workbench** and other integration tools like **Informatica Cloud, Apex Data Loader.**
* Experience in working with **Eclipse IDE** with **Force.com Plug-in** environment for writing Business logic in **Apex** Programming Language.
* Proficient in **Data Migration** from Traditional Apps to **Salesforce** using **Import Wizard** and **Data Loader Utility**.
* Hands on experience to manage **multiple projects** and **iterations** within the CRM application.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical, presentation and inter-personal skills.
* Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Salesforce Lightning, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages/Components, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects. |
| **Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform. |
| **Languages** | Apex, Java, SOQL, SOSL, EJB |
| **Web Technologies** | HTML, XML, CSS, JavaScript JSP, WSDL, AJAX |
| **Database** | Oracle, SQL Database. |
| **IDE** | Eclipse, Visual Studio. |
| **Platform** | Windows, MAC, Linux. |

**Professional Experience:**

**Client: Progressive Insurance, Cleveland, OH. Jul 2019 – Till date**

**Role: Salesforce Developer**

**Responsibilities**

* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
* Designed, and developed **Apex Classes**, **Controller Classes**, extensions and **Apex Triggers** for various functional needs in the application.
* **Worked on various AppExchange products according to the needs of the organization.**
* **Worked** real-time troubleshooting **on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.**
* **Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.**
* Designed, and developed the **Custom objects, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** to suit to the needs of the application.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visualforce pages to develop custom business logic.
* Developed re-usable UI components with the **SalesforceLightning** Component Framework for the Document API Integration on opportunity.
* Created lightning actions, lightning apps and more than 30 components using **Salesforcelightning** framework.
* Used the **Aura** framework and **Salesforcelightning** Design System (SLDS).
* Worked on creating Lightning Pages inside **Lightning Community Builder.**
* Run **APEX data loader** to import/load the data in to **Salesforce** object after these files are successfully transferred.
* Used **SOQL**&**SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Performed large and small-scale **Data Migration** using Migration Tool and **Data Loader**.
* Developed Custom Validations to override the **Salesforce** default validation rules.
* Complete bulk **imports** of data using **Apex Data loader.**
* Developed workflow rules for various tasks and **Email alerts** as per the requirement.
* Developed **Visualforce** Pages to customize the view and functionality of the page that were required by the Organization.
* Worked on **Sales Cloud, Service Cloud** and **Apex** Programming on**Force.com Platform.**
* Created custom links, formulas, Layouts, workflow and approval processes. Set both object-level and record level security.
* Defined Custom Profiles, User Permissions and created Custom Sharing Rules for Record owners with "Read-only" Permissions granting client-requested Create/Read/Update/Delete capabilities.
* Used **Cast Iron integration** tool for synchronizing master list of customers such as **leads, accounts**, **opportunities** and forecasts. It is used for data configuration.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic **data cleansing, custom objects, workflow, campaign management, Triggers.**
* Created **support guides** and conducts training for new and current Users on how to use the system in accordance with established business practices.
* Responsible for maintaining different sandboxes (Environments) like **Development, QA,** and **Production Sandboxes**.
* Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.

**Environment:**Salesforce.com, Apex (Classes, Controllers, Triggers), Visualforce Pages, Aura, Salesforce lightning, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Data Migration, Dash Boards, Data Loader, Cast Iron, Custom Objects, Tabs, Accounts, Fields, Leads Emails and Windows.

**Client: SVB Financial Group, Santa Clara, CA. Mar 2018 – Jun 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Created detailed data mapping document for integrating various systems with Salesforce.com.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Implementing different types of custom fields like Pick lists, Formula fields, Hierarchal, Lookup, Master-detail and many to many relationships.
* Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Created and managed Lightning components using Aura framework
* Designed, developed and deployed Apex Classes, Controller Classes, Extensions, Apex
* Implemented CRM solution and integrated them through SOAP and REST.
* Implemented Salesforce Development Cycle covering extensively in Sales Cloud and Service Cloud.
* Extracted the Salesforce CRM information using Cast Iron to provide integration with the legacy System.
* Created Users, Roles, Public Groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Developed Visualforce Pages to customize the view and functionality of the Knowledge Articles that were required by the Organization.
* Created Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts, upload of data.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Customized the Dashboards to track the usage for productivity and performance of business centers and their sales teams.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Developed ad-hoc report as requested by the user groups or stakeholder and performed analysis on data as required.
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Involved in creating, monitoring, and measuring campaigns with Salesforce CRM Marketing.
* Worked in Agile methodology Process attended daily standup calls.
* Using Apex Data Loader for migrating records to Salesforce.
* Involved in minor corrections and enhancements to SFDC application required by business users from time to time.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**Environment:** Salesforce.com, Apex Classes, Apex Controllers, Apex Triggers, Visualforce Pages, Force.com,SOSL, SOQL, Service Cloud, Sales Cloud, Cast Iron, Aura, Data Migration, Data Loader, Roles, Pick Lists, Workflows, Emails, agile and Windows.

**Client: CVS Caremark, Richardson, TX. Jan 2017 – Feb 2018**

**Role: Salesforce Consultant**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Designed, developed and deployed Apex Classes, Controller & Extension Classes to support Visualforce pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Worked on force.com sites.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Developed dynamic salesforce.com Visualforce pages using Apex and AJAX tool kit.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* 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.
* 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.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com, Visualforce Pages, Saledforce.com Data Loader, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services,SOSL, SOQL, HTML, Java Script, Eclipse IDE Plug-in, Windows.

**Client: Gentiva Health - Atlanta, GA. May 2015 – Dec 2016**

**Role: Salesforce Administrator**

**Responsibilities:**

* Created profiles and implemented Object and Field level security to hide critical information based on user profiles.
* Created data migration document for import/export of data from Salesforce.com environment.
* Migration of data from Microsoft Excel to Salesforce using Import Wizard.
* Worked with import tools such as Apex Data Loader and Import wizards.
* Involved in all phases of the software development life cycle and prepared the Functional Specifications Document.
* Responsible for designing custom objects, fields, pick lists, role-based page layouts, security and sharing rules, workflow rules &amp; actions, validation rules, approval processes, custom tabs, reports, design visual force pages, snapshots, dashboards and point to click configuration.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Created Summary and Matrix Reports.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Enabled Chatter for the Organization to enable effective communication between the users.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Created Profiles and Roles based on Organizational role hierarchy, implemented Record-Level and Field-level security and configured their sharing settings.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.

**Environment:** Salesforce.com, Visualforce, Triggers, Workflows, APEX Data Loader, Leads, Accounts, Reports, Validation Rules, Pick Lists, Eclipse, Microsoft Excel and Windows.

**Client: Frontier Information Technologies Limited, India Jan 2013-Nov2014**

**Role: Software developer**

**Responsibilities:**

* Performed the roles of **Salesforce.com Administrator** and **Developer** in the organization.
* Developed various Custom Objects, Tabs, Visualforce Pages and Controllers.
* Administered, configured, maintained Salesforce.com application **user profiles, roles, assigning Permissions, generating security tokens, validation Rule**, upgrade installation.
* Created and deployed Several Reports using salesforce.com platform.
* Developed **APEX Classes, Controller Classes and APEX Triggers** for various functional needs in the application.
* Developed and **deployed workflows and approval processes** for opportunities and products/ assets management.
* Involved in Salesforce.com application **setup activities and customized the apps to match the functional needs of the organization.**
* **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 for different user profiles based on the organization’s need.
* Implemented the requirements on **Salesforce.com** platform and **Force.com IDE Plug**-in using **Eclipse**.
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing **web-to-lead** to track responses to online campaigns.
* Involved in **Data mapping specifications to create and execute detailed system test plans.** The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Created and used email templates in **HTML and Visualforce**.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Conducted **Administrative duties** which included working with c-level executives, system administrators, and end users to **gather their business requirements, then develop customized solutions** to meet their needs.

**Environment:** Saleforce.com platform, Apex Language, Apex Triggers**,** Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.