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* **7 + years** of experience on Salesforce CRM Platform as a Developer and Administrator.
* Experience in Development, Administration, Configuration, Requirements gathering, Implementation, Integration and Support of Salesforce
* Performed the full range of activities in the SDLC i.e. review and validate functional design, implementation, testing, deployment and Maintenance.
* Maintained the Customer Portal/Partner Portals implementation to provide support and access for customers.
* Good experience in setting up Organization Role Hierarchy, provisioning data visibility rules by configuring OWD, Criteria/Owner based and Apex managed sharing rules.
* Strong Implementation and Integration experience using Custom objects, Triggers, workflow rules, Approval Process, Visual Force Pages, and Apex classes.
* Experience in Salesforce Sales cloud, marketing cloud and Service cloud implementation.
* Good Knowledge on creating Lightning components and Lightning Applications.
* Proficient in using meta - data migration tools like Eclipse IDE and Salesforce Apex Data Loader.
* Integrated Salesforce with external applications like oracle systems using Force.com APIs (SOAP and REST)
* Experience in using different tools like GitHub.
* Experience in integrating SFDC with 3rd party applications and tools.
* Worked with Jitterbit tool to load data into salesforce.
* Worked on Process Builder, workflow rules to add more functionality for the users.
* Report extractions to various formats, Reporting Snapshots, Dashboards, and Email templates according to application requirements.
* Customized compact layout and Navigation menu in the Salesforce Mobile App to meet the user requirements.
* Maintained CPQ (Configure, Price, Quote) tool updated with latest functionality by Installing Apttus CPQ releases.
* Experience with Agile environment.
* Resolve the Cases and support the team on urgent bases, Implementation and working with real-time troubleshooting.
* Highly motivated team player with communication, presentation and interpersonal skills. Willing to work in a challenging and cross-platform environment.

**TECHNICAL SKILLS:**

**CRM Tools:** Salesforce.com

**Salesforce Technologies:** Visualforce, Apex Controllers, Salesforce1, Triggers, Data Loader, Translation workbench, Custom Labels, Custom Settings, Data Categories, Article Management, SOQL/SOSL, Service Cloud, Marketing cloud, Sales Cloud, Lightning Framework, CPQ, Import Wizard, Jitterbit.

**Languages:** Java, SQL, Apex, JavaScript, AngularJS

**Databases:** MS Access, Oracle 9, SQL Server 2005/2008, MySQL,Ajax, JQuery, Bootstrap, Angular JS, Web Services, SOAP, WSDL, HTML, Web 2.0, Ant, Visual Studio Visual Studio Team Suite, SaaS, Subversion, IE Web Developer, Tomcat Server, IBM Web Sphere.

**Operating Systems:** Windows NT /2000/XP Pro/ Vista, Windows Server 2000/2003/2008 , Linux, Unix, Macintosh.

**Client: Word & Brown Companies, Orange, CA Jun’2019 - Till Date**

**Role: Sr.Salesforce Developer/Admin**

**Responsibilities:**

* Developed Apex Classes, Controller classes and Triggers for functional needs in the application.
* Used field level security along with page layouts to manage access to certain fields.
* Involved in design, development, planning, testing and integration of Salesforce cloud services.
* Integration with external systems using SOAP, REST, Bulk APIs
* Created workflow rules and validation rules.
* Integrated applications using Web services by consuming the WSDL files for extracting the data.
* Deploying Apex Classes, Triggers and other custom components using outbound change sets in Sandbox to Inbound change sets in Production.
* Created Test Classes to provide maximum coverage to triggers and other classes.
* Integration of Salesforce Cloud with other AppExchange applications.
* Used Platform based technologies like Visual force to provide UI to the custom objects.
* Worked with the customization, Data Migration and Integration tools like Apex Data Loader etc.
* Created various Reports like summary reports, matrix reports and Dashboards.
* Experience in creating Lightning Components and used Lightning Design System to convert existing Visualforce pages to lightning components.
* Creating, updating and maintaining technical and functional documentation related to User stories and Salesforce.
* Used process builder for visualizing and creating automated business processes.
* Involved in data mapping and data Migration from Oracle database to SalesForce.com and Migrated leads, accounts and contacts to the Sales Cloud with help of Jitterbit.
* Provided support to end users of CRM via cases to ensure proper business practice.
* Worked on maintaining, integrating and configuring with Apttus CPQ.
* Configured the GitHub to maintain the different versions in common development environment.
* Experience with Agile environment.

**Environment:** Salesforce.com platform, Data Loader, Apex Classes, Controllers, triggers, Visual Force, Workflow & Approvals, Agile, Lightning, GitHub, Apttus CPQ, User stories, SOAP, Web services, Process Builder, Jitterbit, Custom Reports, Dashboards, Salesforce App exchange, Eclipse IDE, Oracle Database.

**Client: City National Bank, Los Angeles, CA Mar’2017 - May’2019**

**Role: Sr.Salesforce Developer**

**Responsibilities:**

* Worked as Salesforce Developer; Designed, and Developed Custom functionalities.
* Implemented Agile Methodologies, with continuous builds and controlling iterative and incremental projects.
* Worked closely with business analysts and performed detailed analysis of business and technical requirements to design the solutions.
* Using best Salesforce practices - Designed and deployed Apex Classes, Controller Classes, Created Batch Apex, Apex Scheduler and Apex Triggers for various functional needs in the application.
* Used various Visualforce components to update a Visualforce in response to a user's actions.
* Used Visualforce to build enrich UI for creating Custom buttons and for routing to new pages.
* Created page layouts, validation rules, email templates, approval processes and Case assignment rules as per the Business requirements.
* Involved in migrating data into Salesforce application using apex data loader
* Prepared plans and wrote test Classes for successful rollout, and scheduled sandbox refreshes.
* Generated Apex Classes using WSDL and wrote business logic layer for integration with external web services to the system.
* Deployed salesforce components using meta-data API across various sandbox and production instances with Change Set and Eclipse.
* Implemented Apex Data loader to automate the data loading process for the sandbox refresh activity.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Used Force.com Explore to write SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed proof of concepts (POCs) for business analysts, and worked with them for the requirement understanding.
* Performed User stories on agile methodology.
* Experience in managing Repositories using Jenkins and GitHub.
* Created Workflow alerts, and automated email response and used series of Ant Scripts to commit and pull files from GitHub.

**Environment:** Salesforce.com CRM Application Platform, Force.com, Apex Language, Apex Triggers, Apex Data loader, sales cloud, service cloud, Visualforce, SOQL, GitHub, Jenkins, SOAP, REST, SOSL, WSDL, Custom Objects, Tabs, Page Layouts, Workflows, User stories, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse IDE Plug-in, Agile.

**Client: Mc Donalds, Plano, TX Nov’2014 – Feb’2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed several Apex Triggers, Classes and Apex API based - Java classes during the project lifecycle.
* Wrote SOQL and SOSL statements within custom controllers, extensions and triggers.
* Customizing the flex UI to show real time data consuming Sales force API.
* Modified existing Approval processes and created Approval steps, which used Email Alerts and Field Updates.
* Worked with Informatica ETL team for creating Data mapping for source and target systems.
* 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 .
* Developed Formulas, Validation rules to maintain the quality of the data.
* Packaged and deployed customizations from Sandbox to other environments using Force.com IDE’s
* Customized page layouts for standard objects and assigned Record Types by using VisualForce components.
* Deployed applications from Sandbox to Production using Eclipse and Change sets
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Identified and documented bugs and feature requests in the products; determined workarounds for the software defects; worked closely with software engineers and customers to implement effective solutions along business-appropriate timelines.
* Created Dashboards using customized Dashboard components.
* Involved in Unit Testing and wrote Test Methods using Force.Com utilities

**Environment:** Salesforce.com, Apex, Visualforce, Sandbox Testing, Eclipse IDE Plug-In, SVN Repository, Data Loader, Dream Factory (Snapshot), Link Point 360, Jitterbit, backupify

**Client: Sunera Technologies, India Jul’2013 - Oct’2014**

**Role: Salesforce Developer/ Administrator**

**Responsibilities:**

* Developed Four Custom modules using Apex Classes, Triggers, Visualforce pages and Controller Classes, Batch Apex, Email Services using SOQL, SOSL queries for business functional needs.
* Modified and Implemented Approval processes and created Approval steps, which used Email Alerts, Field Updates, related tasks, Time-based Triggered tasks to implement business logic.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Used Salesforce Lightning Environment for creating quick response UI page through Ajax and Json calls.
* Worked with Customer and Partner Communities to extend Salesforce capability with the customers by giving access to Sobjects like Chatters, Cases and Solutions.
* Enabled communities to thousands of users in salesforce from Contacts standard object in the organization.
* Developed hundreds of Cross Object Formulas, Validation rules to maintain the quality of the data.
* Experience with AppExchange market place apps like Docusign, Congo Compressor, Rain King and partner products.
* Developed Visualforce pages with the help of Community Builder and force.com sites in the community cloud for customers and partners.
* Experience in using Integration tools like ESB, Informatica, AutoSys for synchronization with salesforce.
* Developed and Customized page layouts, Record Type, Entity-Relationship data model, validation rules, Components and VisualForce Pages on the standard & custom objects and tabs
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields with aggregate data from child records to the parent.
* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Involved in CPQ to manage configuration, pricing, quoting, discounts, incentives, & proposals by using Apptus.
* Maintained CPQ (Configure Price Quote) steel brick tool updated with latest functionality by Installing Apttus CPQ releases.
* Designed Lightning components for Quick actions using Aura and lightning components like Schema Builder and Process Builder.
* Created and modified custom buttons using JavaScript and jQuery.
* Designed various Web pages in Visual Force for functional needs within Salesforce along with Process Builder and other Lightning Components.
* Created Record types and its page layouts, compact layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed and configured Custom Objects, Custom Reports and Dashboards and configured the Analytic Snapshots to dump the data on a regular basis for the sales performance and lead generation statistics for different user profiles based on the need in the organization.
* Deployed applications from Sandbox to Production using force.com IDE (Eclipse) and Change sets
* Involved in SFDC Administrative tasks like creating Profiles, Roles, Users, Custom Permissions, OWD settings, Sharing rules.

**Environment:** Salesforce.com, Apex, VisualForce, Sandbox Testing, Eclipse IDE Plug-In, Data Loader, Dataloader.io, Dream Factory (Snapshot), Bristlecone ODI Adapter, Force.com Explorer, Link Point360, Jitterbit, backupify, Enabler4Excel,CPQ.