

Danesh Dubash

Salesforce Admin/ Business Analyst

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PROFESSIONAL SUMMARY:

Over 6+ years of professional experience in IT, maintaining a cutting edge of technical and management skills with up-to-date industrial knowledge, including Salesforce Administrator, Developer and Business analyst with Data Validation and Utilities, Analytics, Sales, Marketing and Support Administration.

- Experience in working with Salesforce.com sandbox and production environments.
- 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.
- Experienced in implementing Lightning Components, Visualforce pages, S-control, Web Services, Components, Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards to achieve complex business functionalities.
- Involved in working with Agile Scrum Methodologies.
- Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.
- Hands on experience in customization, configuring, deploying and integrating Salesforce.com CRM solutions.
- Implemented security and sharing rules at object, field and record level for different users at various levels of the organization.
- Experienced in Web technologies like HTML, CSS, Java Scripts and Java technologies like JDK, J2EE, JSP, and Servlets.
- Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
- Good understanding of Software Development Lifecycle (SDLC) with expertise in Requirement Gathering, Analysis, Designing, Development, and testing.
- Experience in creating different types of Reports like Tabular, Summary, Matrix, Join and developing Dashboards using Reports
- Having good knowledge on salesforce.com sharing rules and user access privileges.
- Expertise in customization, configuring, deploying and integrating Salesforce.com CRM solutions.
- Good working knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer
- Familiarity with security concepts authentication, authorization, SSL, web service proxies.
- Worked on REST/SOAP Web service to integrate sales force with third party systems.

TECHNICAL SKILLS:

Salesforce: Apex Language, Apex Classes, Apex Triggers, Apex Schedulers, Batch Jobs, Dynamic Apex, SOQL, SOSL, Visualforce (Pages, Components & Controllers), Apex Web Services, AJAX, Workflow & Approvals, Validation Rules & Formulas, Dashboards, Reports, Analytic Snapshots, Custom Workflows, Custom Objects, Force.com IDE, Eclipse IDE, Force.com Explorer, Bamboo, Sonar, Crucible, SVN.

Web Technologies: ASP.NET, Web Services, HTML, Java Script, JSON, Application Server.

Platforms: Force.com, Eclipse.

Languages: Apex, C, C++, Java.

Databases: MS Access, MySQL, Oracle, SQL Server.

Operating System: UNIX/Linux, Windows 98, 2000/NT/XP, Windows 7.

PROFESSIONAL EXPERIENCE:

Sr. Salesforce Developer / Lead

ISC2, Clearwater, FL

January 2015 - Present

Responsibilities:

- Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
- Interacted with team members to gather and documented requirements.
- Created various Custom Objects and defined lookup, Picklist, master-detail relationships and roll up summary between those objects. Also created junction objects to establish connectivity among objects.
- Created workflow rules and defined related tasks, time-triggered tasks, Email alerts and field updates to implement business logic.
- Configured Salesforce including but not limited to Validation rules, Workflows, Custom labels, Custom Settings, Profiles, and Permissions worked on Salesforce.com Setup & Configurations, Data migration and conducting end-user training.
- Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, opportunities, Campaigns and Reports.
- Designed and implemented dashboards and tailored reports for sales departments
- Developed various Apex classes, Controller classes, and Apex triggers for various functional needs in the application.
- Developed Visualforce pages for user interaction and leveraging Standard Controllers.
- Involved in various Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Used Force.com Eclipse IDE for developing Apex Pages, Controller Classes, and Triggers for deploying the project's components into different Sandbox Environments.
- Created Custom Objects and defined look up and Master-detail relationships on Objects. Also created junction objects to establish the connectivity among objects.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. Developed and configured various custom reports and report folders for different user profiles.

- Designed and developed Apex classes and Apex Triggers for functional needs in the application.
- Implemented "Email to Case", "Web to Lead" for Lead and Case automation.
- Deployed code into different sandboxes using Subversion (SVN).
- Wrote SOQL, SOSL queries for calling the data from databases and displayed them.
- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard Objects of Salesforce.com and other Platform based technologies like Visual Force, Force.com API, and web services

Environment: Salesforce.com, CRM, Apex, Visualforce, triggers, workflow, validation rules, AppExchange, report, dashboard, Force.com IDE, Visualforce (pages, components, and controllers), Email services, Custom objects, process builders, Data loader, SOSL, SOQLs, Force.com API.

Business System Analyst / Salesforce Admin

PwC - Tampa, FL

January 2014 - December 2015

Responsibilities:

- Worked on Salesforce Administration and Customization, Sales, Marketing, Customer Service and Support Development team.
- Liaison between the business client and technology team developers, system architecture, and QA Testers.
- Gather requirements through interviews with the client and referring to existing documentation and procedures.
- Translate business requirements into functional specifications and creating High Level Design documents.
- Perform GAP Analysis of the 'as-is' and 'to-be' system.
- Extensively engaged in managing the project SharePoint and create a structured and logical project document repository.
- Create Data Flow diagrams and process flow diagrams to facilitate better system understanding.
- Responsible for redesigning the Artificial Intelligence (AI) SharePoint to make it more user-friendly.
- Conduct surveys and interviews to identify areas of improvement in the SharePoint.
- Design wireframes using MS Visio.
- Work closely with Project manager to keep track of timeline and budgeting.
- Strongly practiced Scrum methodology in my project involved in Scrum meetings to review and discuss the sprint backlogs, prioritizing the product backlogs considering the facts from the product manager.
- Participated in daily Scrum calls with the customer and update them with the project updates.
- Involved in creating gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to salesforce.com implementation.

- Performed Data Analysis and migrated data from SQL Server database to sales force, Accounts Merging, maintaining Public Groups.

Environment: MS Access, UML, MS Visio 2008, Microsoft Office 2008, MS Project, Visual Studio 2008 professional, MS Expression 2008, Visual Source Safe, Salesforce.com, Apex Classes, VisualForce Pages, Data Loader, Workflow Alerts, Approvals, Validation Rules, Sharing rules, Reports, Standard & Custom Objects, Tabs, Email Templates, Roles, Profiles, HTML, Force.com IDE.

Salesforce Admin / Business Analyst (Intern)

Cushman and Wakefield - New York, NY

August 2012 - January 2014

Responsibilities:

- Worked on Salesforce Administration and Customization, Sales, Marketing, Customer Service and Support Development team.
- Worked with various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Campaigns, cases, Solutions etc.
- Strongly practiced Scrum methodology in my project involved in Scrum meetings to review and discuss the sprint backlogs, prioritizing the product backlogs considering the facts from the product manager.
- Participated in daily Scrum calls with the customer and update them with the project updates.
- Involved in creating gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to salesforce.com implementation.
- Performed Data Analysis and migrated data from SQL Server database to sales force, Accounts Merging, maintaining Public Groups.
- Made significant changes to existing role hierarchy. Added users to roles, groups and assigned various sharing rules to them.
- Designed and developed sophisticated reports and dashboards in Wave Analytics.
- Designed and implemented Salesforce Wave solutions including datasets, lenses, dashboards, and the action framework
- Made significant changes to existing role hierarchy. Added users to roles, groups and assigned various sharing rules to them.
- Create a weekly project status report to track the project progress and observe bottlenecks for review of top management.
- Communicate with Vendor Managers to establish communication channels for different Vendor Applications.
- Identify and communicate with Vendor Application points of contact to retrieve crucial support information meetings.

Environment: Salesforce.com Platform, Lightning UI, Salesforce APIs, Wave Analytics, Reports, Dashboards, Email, Triggers, Chatter, Sharing Rules, Validation Rules, SOQL, SOSL, Documentation, Data Loader, App Exchange, Reports, AppExchange, Data Tools

EDUCATION:

Bachelor of Science

2015

Texas A&M University, Texas