 **RESUME**

**CHAKRADHAR**

**Phone No: +91- 6304515211**

**Mail.ID: chakradharm5211@gmail.com**

**------------------------------------------------------------------------------------------------------------------------------------------**

**PROFESSIONAL SUMMARY:**

* Having **5+ Years** of IT Experience across software system analysis, development, Administration in Salesforce.com and Data warehousing applications.
* Salesforce certified Administrator/Platform App Builder.
* Experience in Administration, Configuration, and Implementation and Support of Salesforce.com CRM applications.
* Having work experience with Apex Classes, Visual Force Pages, Triggers and Data Loading using Apex Data Loader, Writing Test cases.
* Having 3 years of Experience in customizing and developing applications with Salesforce.com CRM.
* Experience in working with ETL Tools
* Good knowledge on Object-Oriented Programming Concepts, HTML and Apex programming.
* Experience in preparation of Unit test cases and Spec documents about the functionality of an application.
* Hands-on experience with development tools like VS Code with Salesforce DX CLI, and experience in design and development of SOAP/REST API Enterprise Integrations between Salesforce and other legacy applications. Experience in deployment using Change Sets and ANT.
* Implemented Salesforce.com with other internal/external applications using SOAP and REST based web services.
* Implemented in developing REST service in Java with JAX-RS using Jersey. Implemented in integration of Salesforce.com with external applications by setting up Auto authentication between the Client and the Force.com platform and building bi-directional integration using Metadata API and APEX RESTFUL Services.
* Implemented integration between Java/Dot net apps with salesforce for printing invoice records to get the hard copies from any salesforce environment and for other needs.
* Integrated with Smarty Streets using Web Services Callouts for cleansing the Address and displayed the data in the lightning component.
* Integrated the SOAP and REST based Web Services for extracting customer data from SAP to Account object in salesforce.
* Integrated between salesforce and Heroku using Heroku Connect.
* Troubleshooted the integrations using desktop tools SOAP UI and Postman.
* Implemented Salesforce and Navman GPS integration to receive GPS data to track FSE location

during working hours, display FSE routing for current day with current GPS Location on the map and configure geo fences.

* Implemented Salesforce and Oracle Integration, to provide Real Time sync for clients Part Ordering for all client’s users across the globe.
* Excellent function and technical Knowledge of CRM business processes like Campaign Management, Lead Management, Account Management, Case Management, Quote and Forecasting.
* Good experience in developing salesforce Lightning Apps, Lightning Record pages and App Page.
* Hands-on experience in building custom lightning components on the Aura framework and Lightning Web Components using Controllers, Helpers, Design Attributes, Renderer, Handlers and Events to focus on the logic and Interaction in Lightning Applications.
* Migrating visual force pages to Lightning Components by analyzing using Lighting Migration manager.
* Experience with Apex API to execute flow and transaction control statements on the Force.com platform server in conjunction with calls to the Force.com API.
* Adept in sales analysis, marketing &amp; customer support business processes used by Salesforce.com customers and recommendations to customers for improving their processes using Salesforce.com
* Expertise in performing data migration from legacy system to Salesforce using Data Loader, Import Wizard, Workbench, etc.
* Experience with various app exchange applications such as Jitterbit, Conga Composer, and Spring CM/DocuSign.
* Experience in developing web interfaces for clients both through force.com’s Sites and standard web technologies but not limited to HTML, CSS, XML, AJAX, JQuery, JSON and Java Script.
* Strong knowledge database and data manipulation skills using SQL. Worked in SQL Server and

Salesforce database structure.

* Experience in working with Asynchronous Apex like Future, Batch, Schedule and Queueable.
* Familiar with using scrum tools like Atlassian JIRA and Rally.
* Implemented Apttus CPQ, Contact Lifecycle Management (CLM) and Vlocity for various customers.
* Experience with Salesforce CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Experience with full life cycle implementation of business solution, including requirement gathering,prototype designing, coding, database/data mart setup, report development, testing, UAT deployment, production and ongoing product support.
* Very good exposure towards Jenkins and code versioning tools to achieve CI/CD within different

Salesforce Orgs and experience in Bitbucket, GitHub, GitLab and Jenkins for version control and

traceability usage.

* Strong communication, organizational and interpersonal competencies along with detail oriented and problem-solving skills in the technology arena.

**WORK EXPERIENCE:**

* Worked as Success Engineer in Salesforce.com from Feb 2019 to March 2020.
* Worked as a Software Developer with Kairos Corporate Services ltd, Hyderabad since Jan 2015 to Jan 2019

**TECHNICAL SKILLS:**

**CRM Technologies : Salesforce.com CRM**

**IDE : Force.com IDE, Eclipse**

**Data Loading Tools : Apex Data Loader**

**Web Technologies : HTML, Java Script, Lightning**

**Programming Languages : JAVA, Apex**

**CERTIFICATIONS:**

* **Salesforce certified platform App builder.**
* **Salesforce certified Administrator**.

**PROJECT SUMMARY:**

**Work History in Salesforce.com India Pvt Ltd** Feb 2019 to March 2020.

Success Engineer Tier 2 at Salesforce India Pvt limited in Hyderabad.

**Description:**

Experienced success engineer with 1 years of experience in Salesforce platform. Excellent reputation for resolving problems, improving customer satisfaction, and driving overall operational improvements. Consistently saved costs while increasing profits.

**Roles & Responsibilities:**

* Our primary responsibility as a senior success agent in Salesforce is to provide world class support to developers who are working on Salesforce platform.
* Assisted third-party developers to troubleshoot their integration with salesforce.com APIs, Apex, Visualforce and implementation of other salesforce.com developer products. This involved debugging, troubleshooting, and taken responsibility to see that the issue is fully resolved.
* Reviewed knowledge base materials dedicated towards operational efficiency while also empowering and enabling the developer community Resolve customer service issues and skillfully manage complex customer service problems.
* Managed customers' expectations and experience in a way that results in high customer satisfaction.
* Developed and maintained technical expertise in assigned areas of product functionality and utilize that expertise effectively to help customers.
* Assisted with the design and delivery of product and other technical training.
* Reviewed support cases for technical and troubleshooting accuracy.
* Complete assigned project responsibilities.
* Met the monthly goals on KPIs such as CSAT, Productivity
* I was part of Premier Salesforce development support team where our main focus is to address developer’s issues everything apart from standard configuration.

**Project #3**

**Client : Loan Genius, FL**

**Role : Salesforce Administrator/ Developer**

**Duration : May 2018 to Jan 2019**

**Environment : Salesforce.com, Force.com, Apex classes and Triggers, Data loader,**

**Workflows and Approvals, Reports, Custom objects, Custom tabs,**

**Email services, Security controls and Sandbox data loading**

**Description:**

The objective of the project is to store the customer related data and for any issue generated from customer end a case will be generated in Salesforce, replacements, tracking the product, even transaction, escalations can be made through the tool.

**Roles and Responsibilities:**

* Worked on different standard and custom objects
* Designed and deployed validation rules, workflows and approval process
* Created various reports based on the requirement
* Developed various Apex classes, Visual force pages, components, Triggers
* Loading new data from data loader
* Created various fields, Record types, Page Layouts and Workflows
* Worked on various standard objects like Accounts, Contacts, Leads, Reports and Dashboards
* Implemented in field level security, profiles and system audit trail setup
* Create and maintain documentation on processes, training material for users and application Configuration
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards
* Importing clean data into Salesforce using data loader as well with data import wizard
* Worked on Email templates
* Used the sandbox for testing and migrated the code to the deployment instance after testing
* Involved in Data migration using Data loader

**Project #2**

**Client : Data Lane Systems India Pvt Ltd, India**

**Role : Salesforce Administrator/ Developer**

**Duration : April 2016 to March 2018**

**Environment : Salesforce.com platform, Apex, Data Loader, Workflows and Approvals,**

**custom objects, custom tabs, Email services, Security controls, HTML, Reports, Java script, Sandbox**

**Description:**

This is a complete Hospital management booking system and it contains objects like Accounts, Contacts, Patients, doctors, rooms and equipment booking, bill payment etc.

**Roles and Responsibilities:**

* Daily administration and support of salesforce.com user setup, sharing rules, profiles, security, custom objects
* Created various fields, Record types, Page Layouts and Workflow rules, customized views, email templates and Created various reports based on the requirement
* Designed and deployed Custom tabs, validation rules, Approval processes and Auto-response for automating business logics
* Unit test code coverage and deployment
* Created workflow and approval processes, validation rules, Auto response rules, email alerts and templates and field updates
* Performed the roles of salesforce.com developer in the organization with service cloud experience
* Customized page layouts for Accounts, Contacts, Leads depending upon user role and groups
* Used sandbox for testing and migrated the code to the deployment instance after testing
* Designed various HTML email templates for Auto response to customers
* Knowledge transfer of new changes in the modules and features to the users
* Worked on various AppExchange products according to the needs of the organization
* Keeping alongside of new Salesforce functionality and features and providing recommendations for process improvements
* Train new and existing users on how to use database applications

**Project #1**

**Client : Vistar Solutions Pvt Ltd, India**

**Role : Salesforce Administrator/ Developer**

**Duration : Feb 2015 to Mar 2016**

**Environment : Salesforce.com platform, Workflow and Approvals, Reports,**

**Dashboards, Custom objects, Custom tabs and security controls**

**Description:**

This company is a professional digital marketing, website design and Development Company based in India and this project is to provide different products and components, auto instruments. They implemented salesforce.com CRM solutions for increase sales team productivity. SFDC was used for targeted sales and high-level customer service. SFDC stores all customer interactions alongside customer records to ensure that no information is disregarded and no opportunity missed. The salesforce.com provides greater control of resources and to increase sales team productivity.

**Roles and Responsibilities:**

* Administrated and monitored the company’s salesforce CRM application
* Control on the process and support of Salesforce database including but not limit to managing multiple user setup, Roles and profiles, customization page layout, fields and objects
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among the objects
* Expertise in Reporting and customizing the dashboards and scheduling refreshing dashboards
* Identifying the requirements involved in the development of all modules
* Performing data integrity and manipulating tasks like merging duplicate records and setting up proper ownership of existing accounts and contacts in conformity with sales territories
* Keep application users informed about enhancements and system functionalities
* Provide application users with technical support
* Support full life cycle which includes analysis, design, development, delivery and post-delivery
* Working effectively on multiple assignments, projects and activities