#### AkshayKumar

#### Email: akshay.salesforce20@gmail.com PH.NO: 913-424-0705

#### SUMMARY:

* Results-oriented and versatile salesforce Admin/Developer with 7+ years of experience in designing and developing production software, consistently meeting deadlines, managing critical requirements guided by processes and technical documentation.
* Experience working on CRM (Customer Relationship Management) tools like Salesforce, writing workflows using process builder, creating custom apps, objects, and fields.
* Experience in designing Visualforce pages and writing controllers and triggers usingApex.
* Experience creating business logic components such as Stored Procedures, Triggers, functions,Views, Schemas, Constraints and Security Models usingSQL.
* Experience in all phases of software development life cycle (SDLC) including collecting requirements from client, development, implementation, documentation, testing, application lifecycle management, builds and configuration using Agile Methodologies.
* Experience working in SCRUM and agile environments
* Worked on Field Service Lighting integration with E-project, SAP, service now, vartech and siebel. FSL is an application where in a field service technicians, dispatchers
* FSL admins and project managers can use to track the service appointment fulfillment, timesheet entries and work orders depending upon the county of the particular service territorie
* Hands on experience of the Linux OS
* Involved in writing SOSL and SOQL queries, locking statements, transactional control and exception statements to invoke Apex triggers.
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, SOAP, and IBM web sphere
* Used Sandbox for testing, Force.com IDE for creating, modifying and deploying applications
* Involved in updating existing records with the Data Loader, Mass transfer records between users – Using Record owner as Queue, Back up data with a weekly export -With Reports and Data Export, Mass deletion of records.
* Worked on various Custom Objects, Tabs, validation rules on the objects, tabs, Entity- Relationship data model, Components and Customlinks.
* Profound knowledge of Salesforce.com governor limits with an ability to optimize code to follow those limits.
* Good Experience in Sales Cloud, Service Cloud, Community Cloud and Pardot (Marketing Cloud).
* Hands on experience with Git and GitHub
* Deployed applications from Sandbox to Production using Eclipse and Changesets
* Created Custom tabs, and Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules and Page layouts
* Experience in all phases of Software Development Life Cycle (SDLC) from requirement gathering to analysis, design, development, implementation and enhancement of projects in Salesforce.com CRM and Java.
* Developed numerous Apex Triggers, Classes, Visualforce pages, SOAP and REST Web services, Http callouts based on 3rd party WSDL/API, Batch and Scheduled jobs.
* Experience in Bulk Data Migration from Traditional Applications to Salesforce using Apex Data Loader Utility. Also, experience in Lightning Component and Lightning AppBuilder.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical, presentation and interpersonal skills.

**TECHNICAL SKILLS:**

* **Lightning Experience Development** – Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers.
* **Salesforce.com Development** – Apex Language, Apex Trigger, Apex Class Apex REST and SOAP Web Services, SOQL, SOSL, Visualforce (Page, Component Controllers), HTML.
* **Salesforce.com** – Reports Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets),Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Sharing Settings, Communication Templates.
* **Languages** - Apex, Ajax, C, Java, JSP, XML, HTML, JavaScript, CSS
* **Tools/Utilities** - Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com DataLoader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production).
* **Databases** - Force.com DB, Microsoft SQL Server 2000/2005/ 2008
* **Software** - Eclipse/Visual Studio IDE, MS Office, Adobe Photoshop Dreamweaver
* **Operating Systems** -Windows 7/8/10, MAC OS X, Chrome book, Android, Linux

**PROFESSIONAL EXPERIENCE:**

**Comcast , PA. Dec 2018 to Till Date**

**Salesforce Developer**

**Resposibilities:**

* Created various Reports 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 needs of the organization.
* Performed the roles of Salesforce Developer and Administrator in the organization.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user roles, role hierarchies, profiles and sharing settings.
* Evaluated complete readiness report provided by Salesforce and redid the work in **Lightning Sandbox** and made sure everything is working.
* **Lightning Experience** - Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* Created multiple **Lightning** Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the **Lightning** component look and feel better.
* Built customized Lightning components replacing the existing ones using JavaScript on the client side and Apex on the server side.
* Involved in the development of Apex Classes and Visualforce pages.
* Written Apex Custom and Extension controller classes and Apex Triggers for various functional needs in the application.
* Experience in integration of Salesforce with ETL.
* Customized application business logic using declarative programming like Formula fields, Validation rules, Workflow rules, Approval process, Record Type, Picklist, Dependent Pick lists, List views.
* Performed the detailed analysis of functional and technical requirements; designed and deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects.
* Used Data Loader, Command Line Interface, ETL tools for loaded data into salesforce.
* Created custom Dashboards for manager's home page and gave accessibility todashboards for authorized people.
* Field Service Lightning mobile app how it works and aids on - site job management to a mobile workforce.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the Field Service Lightning managed package and Field Service Lightning mobile app.
* Understanding on how to create service resources and service crews that represent your field service technicians in Field Service Lightening app and add details about their skills, service territories, and availability.
* Worked with Salesforce Sales Cloud to implement the project using Leads, Accounts, Contacts, Contracts, Opportunities, Products, Pricebooks, Quotes and Campaign
* Implemented AppExchange packages like seismic, chatter compliance etc.
* Written apex unit test classes for code coverage of apex classes and triggers to promotecode to production and implemented salesforce apex annotations like isTest, seeAllData etc.
* Worked with Formula fields for calculation, related object display, integration and datarealization.
* Integrated Web Services for extracting data from external systems to display in the pages of salesforce.com.
* Modified Opportunity and Pipeline by customizing various stages to help prospect better and enabled forecasting.
* Created and used Email templates in HTML and Visualforce.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Worked with Profiles and Administrative permissions to grant/deny users access to platform features.

**Environment:** Salesforce.com, Assignment rules, Record types, Apex Language, Custom objects and Fields, Visual Force (Pages, Components &Controllers), FSL, SOQL, Sales Cloud, Service Cloud, Marketing Cloud, SOSL, Security Controls, Apex Controller, Visual Pages, Escalation rules, Workflows, Rules, Data loader, Sandbox, Profile settings, WSDL, HTML, CSS, Java Script.

**Charter Communications–St Louis MO Aug 2016 to Oct 2018**

**Salesforce Admin/ Developer**

**Resposibilities:**

* Develop and configure Salesforce.com instances and force.com applications.
* Developed Custom business logic using Apex Classes, Triggers, Components, Visual Force pages and Controller Classes for various functional needs.
* setup Marketing Campaigns, Campaign Hierarchies, Lead Queries, and Assignment rules.
* Modified existing Approval processes and created Approval steps which used email alerts and field updates.
* Automated the process of creating Leads directly from Web and Auto-Response rules.
* Configured the Case Management Process.
* Implementation support services at various SDLC stages like custom development and production support.
* Created triggers and classes to automate the Opportunity and Quote integration process.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Implemented Classes, Interfaces and Keywords.
* Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events.
* Developed REST services to create Salesforce contact records for new online customer registrations.
* Implemented an App Exchange app bill. ON app to the Salesforce CRM to create automatic bills for all the employees working in the organization.
* Created custom Visualforce components and attributes to override the look and feel of standard Visualforce components
* Worked with Dynamic Apex to access S-Objects and field describe information, execute dynamic SOQL, SOSL and DML queries.
* Created Visualforce pages as per the client requirements and customizing partner portal using various components.
* Customized the standard objects as per the business requirements by using Visualforce components.
* Deploying applications from Sandbox to Production using Change Sets.
* Integrated the existing SAP system with force.com platform using Cast Iron.
* Implemented platform security based on the Organization security, Session security and Network-based security (Using IP address).
* Created various analytical Snapshots to schedule various report generations.
* Created Dashboards using customized Dashboard components.
* Participated in JAD sessions involving Business Users and Sponsor groups to analyze and understand the business requirements.

**Environment:** Salesforce.com, Assignment rules, Record types, Sales Cloud, Service Cloud, Apex Language, Custom objects and Fields, Visual Force (Pages, Components & Controllers), SOQL, SOSL, Security Controls, Apex Controller, VisuaPages, Escalation rules, Workflows, Rules, Data loader, Sandbox, Profile settings, WSDL, HTML, CSS, Java Script

**Sabre Holdings – Southlake, Texas May 2014 to April 2015**

**Salesforce Developer**

**Responsibilities:**

* Worked as enhancement developer, performed the roles of Salesforce developer and administrator.
* Worked on various salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed, developed and deployed Apex Classes, Controller & Extension Classes
* Force page development, test classes for unit testing and Apex Triggers for various functional needs in the application.
* Created workflow rules and defined related tasks, time based workflows, email alerts, field updates to implement business logic.
* Used Data Loader for insert, update and bulk import or export of data fromSalesforce.com S-Objects Used it to read, extract, and load data from comma separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed process flows according to the business requirement and developed training material for end users.
* Experience performing data migration from Legacy Systems using Data Loader, JitterBit, Work Bench, DataLoader.io, and Import Wizard.
* Customized tabs for different business users groups and business centers.
* Implemented escalation rules, automatic case generation and their escalation to callcenter representative, and generated email alerts for quick issue resolution.
* Interacted with various business team members to gather and documented therequirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse and IntelliJ IDEA.
* Involved in the deployment of the code / configuration with the help of change sets.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Implemented Single Sign on (SSO), Email relay, login IP ranges and setup the password policies for the organization.
* Used the JIRA ticketing tool to track the bugs, new change requests and update the status of the ticket according to the business workflow.
* Performed data integrity management using SOQL explorer, system log, Excel Connector and Data loader.
* Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
* Designed and deployed Custom tabs, buttons, validation rules, triggers, Approval processes and Auto-Response Rules for automating business logic.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, GitHub, Workbench, Security Controls, Task Factory Force.com IDE, Windows.

Abbott Laboratories, Pewaukee, WI **June 2013 to April 2014**

**Salesforce Developer**

**Resposibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Agile Development Methodology was followed for the implementation
* 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, validation rules.
* Created various Profiles, Roles, Page Layouts and Configured the permissions based on the organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform-based technologies like Visualforce, force.com API, and web services.
* Achieved Business functionality by implementing Sales cloud.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Implementation of Data Loader for loading the data.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Merging of Salesforce instances
* Developed business documents for Salesforce.com Custom objects.
* Worked on different portals like Self Service Portal, Partner Portal and Customer Portal.
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.
* Integrated Salesforce with external Master data using SOAP and REST API
* Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Expert in Salesforce Sales and Service cloud implementation.
* Provided the training to Business users about the system.

**Environment**: Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Service Cloud Console, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, SOAP, REST, Eclipse IDE, WSDL, Windows.