A close up of a sign

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Professional Summary

Skilled Salesforce Developer with over 7 years of experience in **Software Development**, **Programmingsolutions**and **Optimizing** technical functions through innovative solutions. Extensive experience in **Object-Oriented Programming**, **Salesforce Administration**&**Development** and **automating key processes**. Continually exceeds expectations by building valuable partnerships and works well with people at all levels of the organization, including stakeholders, customers and team members.

Core Competencies

* Extensive hands-on experience withdeveloping, customizingand configuring, Salesforce CRM applications using Apex Classes, Apex Triggers,Visualforce Pages&Components, Standard & Custom Controllers, Controller Extensions, Test Classes, SOQL& SOSL Queriesand Apex Web Services through Developer Console&Visual Studio Code.
* Expertise in performing Salesforce Administrative Tasks: Organization Setup, User Management, Lead/Contact/Opportunity Management; creating or customizing objects/fields/tabs, Users, Profiles, Permission Sets, Roles, Groups, User Queues, Quick texts, Quick Actions, Page Layouts, Reports & Dashboardsand achieving Process Automation through Workflows, Lightning Flows, Approvalsand Process Builder.
* Experience working withData Management tools likeData Loader, Workbench, Jitterbit; Release Management tools like Copado, Flosum, AutoRABIT and Migration/Deploymenttools likeClickDeploy, Salesforce CLI, SalesforceDX, ANT Migration Tool and Git.
* Integrated external ERP Systems like SAP and Oracle with Salesforce using Salesforce Connectby mappingdata tables to External Objectsfor enhanced customer service and higher data accuracy; also experienced in integrating external systems using Cloud Adapters and ETL Tools like Jitterbit and Mulesoft.
* Good understanding of Lightning Component Library and SLDS classes (Lightning Design System); integrated custom-built LightningWeb Components and replaced existing Aura Components on the Salesforce platform using Lightning Component Framework, modern web stack (modern JavaScript, HTML, CSS) and native web browser engine.
* Implemented two-way Integrations using REST&SOAPbased web service APIsto allow external Java based applications invoke Apex classes &methods.
* Proficient in setting up Salesforce org as IDP (Identity Provider), configuring SAML for Single Sign-On, implementing Federated authentication, Two-Factor Authentication and Delegated Authentication SSO.
* Controlledand managed different versions of the project and set up code repositoriesusing tools likeCopado, Flosum,AutoRABIT,Git and SalesforceDX.
* Well versed with setting up and fully implementing Sales, Service and Community Clouds including deploying Sales Cloud functionalities like Lightning Dialer,Salesforce Inbox, Sales Cloud Einstein; Service Cloud functionalities like Telephony Integration, Omni-Channel Routing, Case & Knowledge Management, Chat, Messaging, Service Analytics, Field Service Lightning; Community Cloud Functionalities likeTemplates, Business Integration,Self-Service Portals, Partner Communities.
* Designed Test classesto meet code coverage requirements then deployed components/code from Sandbox to Staging and Production environments using Change sets, MavensMate, Visual Studio Code and Salesforce CLI.
* Hands on experience with executingBatch and Scheduled Apex to run large jobs asynchronously; typically used to process 1000+ records at once while staying within governor limits.
* Adhered to Apex coding best practices like bulkifying code & helper methods, implementing null checks, using collections and streamlining multiple triggers on the same sObject.
* Successfully achieved project goals using SDLC Methodologies like Waterfall and Agile; took active initiative in backlog grooming meetings, daily stand-ups, retrospective meetings and helped other developers, testers and programmers with troubleshooting and recovery.

Technical Skills

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| **SFDC Technologies** | Sales Cloud, Service Cloud, Community Cloud, Education Cloud, Einstein Analytics, Einstein Discovery, Salesforce Lightning Inspector, MuleSoft Anypoint Platform,Salesforce Connect, Field Service Lightning, EDA, Lightning Component Framework, Aura Component Model, Heroku, Heroku Connect, Salesforce Mobile, SalesforceDX |
| **Lightning Platform APIs** | REST API, SOAP API, Metadata API, Bulk API, Streaming API, Tooling API |
| **Programming Languages** | Apex, C, C#, Java, R |
| **Scripting Languages** | JavaScript, PowerShell, Python, Unix Shell scripts- csh, bash |
| **Salesforce Tools** | Developer Console, Visual Studio Code, Salesforce CLI, Force.com ANT Migration Tool, Workbench, Data Loader, Jitterbit, Data Import Wizard, Change Sets, ClickDeploy, Jenkins Plugin- Migration Assistant, MavensMate |
| **Operating systems** | Windows 8&10, Linux, MacOS |
| **Microsoft Office Tools** | Word, Excel, Visio, Access, Outlook |
| **Data Visualization Tools** | Tableau, PowerBI, QlikSense |
| **Web Technologies** | PHP, HTML, CSS, XML, jQuery, Visualforce & Lightning Design System |
| **Database Technologies** | PL/SQL, MS SQL Server, MySQL, SQL, TSQL, SQL Profiler |
| **3rd Party Software** | Demand Tools, Job Builder, BriteVerify, DupeBlocker |
| **Version Control & Management** | GitHub, Jenkins, Bitbucket, Flosum, Copado, AutoRABIT, Gearset, SalesforceDX |

Certifications

* **Salesforce Certified AdministratorCredential ID** -- 20494038
* **Salesforce Certified Platform Developer I Credential ID** – 20921717
* **Salesforce Certified Platform Developer II Credential ID** -- 22829942

Work Experience

Salesforce Developer Oct 2020 – May 2022

Harvard Medical School, Boston, MA

* Refactored and optimized code in several Apex Classes, Apex Triggers, Standard & Custom Controllers, Controller Extensions, Visualforce Components&Pages, Test Classes and Asynchronous methodsadhering to Apex coding best practices.
* Part of Performance Optimization Initiative that included tasks like refactoring TDTM Triggers & Apex Classes, converting workflows and process builders into asynchronous flows, updatedclass signature&execution context of several Apex Classes from Queueable to Batchable, used DLRS (Declarative Roll-Up Summaries) to assist in scheduled and asynchronous processing of Finance Data on Course Connection/Contact records.
* Implemented Zapier Solution to funnel data from Lead Gen forms hosted on Facebook, LinkedIn and pulled Registrant Data on Zoom webinars to Salesforce using custom built Zap; this Imported Data was first stored on a Custom Object and then processed into Contacts and Course Connections.
* Assisted in solving several production issues concerning W2C forms placed on Drupal Website using Inspect/Console feature on Chrome and tested REST API endpoints in Salesforce using POSTMAN Application & Workbench.
* Developed a duplicate detectionsolution to detect duplicate Salesforce records upon creation (on Course Offering object) using LWCs (Lightning Web Components), modal box, custom notifications and included firing emails to the user to keep data clean and consistent across the different connected systems – CMS(Content Management) and LMS (Learning Management) systems like Wordpress, Drupal, Canvas and Noodle.
* Worked on several data management tasks to mass update finance data, enrollee data on contact/course connection/course offering records to adhere to internal Data Quality Standards and for effective/accurate reporting; used DataLoader,Workbench and 3rd party tools like Demand Tool’s - Mass Effect and Single Table De-Dupe solutions.
* Provided end users with cross object/table data using SOQL queries to aid in report tallying and helped vet report numbers across different legacy systems like Oracle DB and Postgres.
* Assisted in building and deploying an SF Community for Faculty to interact with course connections; the faculty portal allows faculty to log in, post learners’ grades, alert learners about assignments&tasks, mark attendance data on student record (course connection record) and ultimately track learner progress; Connected Faculty Community to Canvas APIs and Zoom APIs using Tibco Scribe Software and other pre-built custom connectors to transfer grade book data from Canvas and attendance data from Zoom onto leaner records in Salesforce.
* Helped in designing and implementing a Customer Preference Center hosted on a SF community where the learner (or customer) can log in and alter their mailing preferences, merge duplicate records and verify their email addresses; Used a custom community template to build this Learner Community which hosted a set of LWCs used transfer data from the Community page to the user record in Salesforce matching on learner’s email.
* Part of Interview process to hire Interns for open positions on the team; trained interns on weekly data management/data backup/data upload tasks with live trainings and assembled comprehensive documentations for the same.
* Involved in re-designing and deploying new re-captcha logic to bolster security of W2C forms living on the website; encrypted Salesforce IDs and API Names of SObjects& records exposed on W2C forms using Hashing mechanism.
* Used Git for Data Backup and as a code repository; UsedGearset & Changesetsfor version control, release management and source tracking; Built and managed code using Visual Studio Code.
* Assisted in deploying a flow to link Financial Force and Event Management Systems like Cvent with Salesforce; this flow was used to automate the process of creation & posting of Sales Invoices, Cash Entries and Cash Matching processes using batch jobs and backend before update flows; worked closely with users of Finance Team to draw out user stories and test the flow.
* Adhered to SCRUM methodology under Agile with tracking individual/team progress using JIRA Software; familiar with SCRUM ceremonies like daily standup meeting, team retrospective, sprint planning and backlog grooming sessions.

**Environment**: Service Cloud, Sales Cloud, SOQL & SOSL, Visualforce, APEX Classes, APEX Triggers, Workflows, Reports and Dashboards, CSS, HTML, JavaScript, jQuery, Data Loader, Git,Gearset, OwnBackup, DemandTools, SalesforceCLI, Tibco Scribe, Zapier, Web services API, Validation Rules & Formulas, Email services, Security& Sharing Controls, Salesforce Connect, Jenkins, JIRA and Lightning Inspector.

Salesforce Developer May 2019–Oct 2020

AccelerED, College Park, MD

* Involved in implementing and managing Service Cloud functionalities like Omni-Channel Routing, Knowledge & Case Management, Web Chat and automating repetitive tasks with Macrosto boost Service Agents’ productivity.
* Worked on building processes and automation rules using Salesforce Lightning Process Builder, Workflowsand Lightning Flowsusing a no-code approach to automate key business processes.
* Expediting and fully automating scheduling appointments through the development of a Lightning component& Visualforce Page to utilize Calendly's functionality and integrate it into Salesforce, saving 20+ hours weekly.
* Used source-tracked Scratch orgswith Local Development Serverfor faster testing and debugging then employed Package Development Model to push new code developments from scratch org to the Dev Hub Org.
* Designed and enhanced functionality of several Lightning Web Components by optimizing code in the component bundle consisting of Markup, JavaScript, Metadata (XML) and CSS files.
* Developed Lightning Web Components using reactive methods, lifecycle methods, private, public& get properties,handler methods,promise objects,ECMA 6 &7 Scripts, template directivesand SLDS Classes.
* Set up communication between parent and child components using Custom Events, Public properties and the PubSub Module.
* Involved in designing multiple Lightning Web components to replace Aura Components by evaluating the Aura components’ attributes, interfaces, structures, patterns and data flows.
* Moved JavaScript code from the Aura components’client-side controller, helper and rendererfiles to a single JavaScript File of the Lightning Web Component; also shared code between LWC and Aura components using ES6 module.
* Re-factoredand Bulkified Apex triggers to improve performance while practicingtrigger best practiceslike running one trigger per object, Helper Classes to handle trigger logic.
* Implementedhelper methods, streamlined collection variables, queries andtriggers on the same object to within platform governor limits.
* Extensively used package deployment model withdevelopment/testing tools like Visual Studio Code,Developer Console, ANT MigrationTool and Local Development Server; used tools like Git, Salesforce CLI, SalesforceDX for release management, setting up code repositories and version control management.
* Executed Regression testing, Unit testing andUser Acceptance testing (UAT) process using UAT scriptsfor validating the functionality and reliability ofLightning components based on real-world scenarios.
* Designed Apex Batch jobs to import bulkdata (i.e. org data and metadata structures) for back-up & disaster management purposes;scheduled them to run on a weekly basis by implementing the Batchable and Schedulable interfaces.
* Utilized Data Management tools like Data Loader, Jitterbit for bulk import/export of data from SQL database connectionand CSV files to Sandbox orgs for testing functionality of certain lightning components.
* Migrated test data between test orgs for testing the functionality & validity of custom-built lightning components using Data Loader, ANT Migration tool and Salesforce Connect.
* Involved in a project using Salesforce Connect to integrate Salesforce org with Informatica,Workday, NetSuiteusing pre-built Salesforce Connectors available on AppExchangeand Custom Adapters.
* Used REST, SOAP andexternal WSDL files to expose Apex methods toexternal Inventory Management System based on Java; utilized Postman API Development tool to test custom built APIs and their responses.
* Involved in an initiative to integrate SalesforceDX into Jenkins Framework to automate testing of Salesforce applications against Scratch Orgs.
* Extensively usedAgile Methodology for software developmentand managed these developments usingJIRA.

**Environment**:Service Cloud, Sales Cloud, SOQL & SOSL, Visualforce, APEX Classes, APEX Triggers, Workflows, Reports and Dashboards, CSS, HTML, JavaScript, jQuery, Data Loader, Git,SalesforceCLI, ANT Migration Tool, Web services API, Validation Rules & Formulas, Email services, Security& Sharing Controls, Salesforce Connect, Jenkins, JIRA and Lightning Inspector.

Salesforce Lightning Developer Sept 2018- May 2019

Methode Electronics, Southfield, MI

* Part of Application Development team responsible for implementing, developing, customizing, testing, deploying and integratingSalesforce applications into Service and Sales Clouds.
* Designed various Apex Triggers, Apex Classes, Controllers and Extensions for business use-cases; worked on customizingPage Layouts, setting up User Queues,Record types, Email Services and automated business processes usingApprovals, Workflow rules, Flowsand Process Builder.
* Utilized Aura Frameworkto addAura attributes and Aura handlers for events to customize look and feel of lightning applications; created Lightning Aura Components using the Lightning Component Bundle consisting ofmarkup and JavaScript files.
* Used Salesforce CLI to build Lightning Aura components and synchronize code between Salesforce orgs and the version control System; added aura components to the Salesforce Mobile App&Visualforce pages, used Aura components with Flows and communicated between components using events fired by JavaScript controller actions.
* Involved in deploying Field Service Lightning in the Service Cloud to better track customer service calls to the call center, better manage Dispatchers, Field Technicians, Leadership teams and Customers using the FSL managed package, configuring dispatcher console and FSL objects like Work Orders, Service Appointments, Service Resources and Territories.
* Implemented Salesforce CTI for routing incoming calls to service agents, recording calls for quality assurance purposes and for assisting service agents with screen popswith information about the caller, their account, open cases or call history.
* Implemented Open CTI (JavaScript API) and Call Center feature to connect existing phone system with Salesforce making it possible for Service Agents to make outgoing calls directly from Salesforce boosting Agent productivity and saving time.
* Assisted in deploying and managing the customer self-service community portal to help build deeper relationships with customers; Community cloud facilitates building branded online customer communities and providing channels for support & feedback.
* Regularly ran batch apex jobs using the Apex Scheduler, Batchable&Schedulable interface to process a large number of reminder emails to customers.
* Implemented SOQL and SOSL queries in Apex classes andtriggers to retrieve optimized data from sObjects; created test classes to satisfy code coverage requirement then migrated lightning components from Sandbox tovarious other SDLC environments like QA, UAT and Production.
* Employed several asynchronous methodslike Batch Apex, Queueable Apex, Scheduled Apex and @future methods for higher user efficiency, scalability and to work with increased platform governor limits.
* Involved in an Integration project to migrate data from Siebel CRM to Salesforce using MulesoftCloudHub and dataloader.io; involved in a client project involving Mulesoft Anypoint Connector to integrate MS SQL Server Database with Salesforce.
* Created several Reports & Dashboards using tabular, summary, joined and matrix formats to monitor Opportunity stages and track health of the organization by reporting on KPIs and other business metrics.
* UsedGitand Flosumfor setting up code repository, version controlling and release management; collaborated with the team through Outlook,Slack and GoToMeeting.
* Used Scrum framework and Sprint Cycles to breakdown the project into different phases andeffectively accomplished project goals systematically; tracked changes and validated functionality of developments using management software- Confluence.

**Environment**:Service Cloud, Sales Cloud, Apex, Visualforce, AuraComponent Framework, Standard and Custom Controllers, Workflows, Process Builder, Web Services, SOAP API, REST API, WSDL,FSL, Reports& Dashboards, Data Loader, HTML, CSS, JavaScript, VisualForce (Pages, Component & Controllers), Workbench, Postman, Custom Tabs,Community Cloud, Salesforce CTI, Open CTI, Community Cloud, Confluenceand Flosum.

Salesforce Developer Mar 2017- Sept 2018

Belkin Inc, Playa Vista, CA

* Developed Apex Triggers, Apex Classes and Visualforce pageswith various customizations requested by business users; managedclient-side validations and rendering of sections/components based on user options.
* Involved in setting up Salesforce as the IDP (Identity Provider) to configure Single Sign-On (SSO) using SAML (Security Assertion Markup Language)to let users access network resources with one login; provided restricted access to client applications to access specific org data using the OAuth protocol and token-exchange authentication techniques.
* Integrated Salesforce with Outlook to sync contacts, events and tasks between desktop-based version of Outlook and Salesforce.
* Migrated certain applications from Classic to Lightning Experience to develop rich, consistent user interface and better interactions between pages.
* Worked closely with QA teams to design Test Scripts, Test Cases/Scenarios to validate functionality of new developments using HP ALM Tool (Application Life Cycle Management).
* Integrated Salesforce org with external SQL Server Databases using inbound Web Services as well as creating custom WSDL Files and Apex Callouts by generating stubs from the external WSDL File; also exposed Apex methods&classes as REST resources which are accessed by HTTP requests/responses.
* Controlled different environments of the Salesforce org by creating sandboxes like Developer, Developer Pro, Partialcopy and Full editions; extensively usedANT Migration tooland Salesforce CLI to deploy metadatachanges from Sandbox to Production Environment.

**Environment**:Force.com platform, Sales Cloud,Apex Classes, Triggers, Visualforce pages, Controllers, Data loader, Workflows, Approvals, Custom Objects, Tabs, Page Layouts, CSS, HTML, Java Script, Reports&Dashboards, Web-to-Lead, OAuth, SSO, Outlook, Email-to-Case,Case Management and Salesforce Chatter.

Salesforce Administrator Nov 2016 - Feb 2017

Persistent Systems, Hyderabad, India

* Involved in several Salesforce business processes like Lead management, Case management, Campaign management, Forecasting, Pipeline management, Order management and Opportunity Management.
* Controlledaccess of the users into Salesforce org through Security and Sharing Control features like Sharing Settings, Login Access Policies, Network Access, Permission sets; reviewed user profiles, role hierarchies and organization wide default settings.
* Reviewed Security Settings for Roles, Profiles and managed other Sharingsettingsusing Permission Sets, Sharing rules and Role hierarchies.
* Created Workflow rules, Approval processes on various objects to automate actionslike Email Alerts, Field Updates, Creating tasks, outbound messaging and time-dependent actions.
* DevelopedCustom Formula Fields, Field Dependencies, Workflow Rules, and usedProcess Builderto set up automated alerts, fieldupdates and email generation based onfunctional requirement.
* Regularly monitored various components like Login History, Data Storage limits, Governor Limits and Debug Logs.
* Maintained clean and accurate data by merging duplicate records and developing custom validation rules and formulae.

**Environment**:Saleforce.com Out-of-the-Box Functionality, Profiles, Workflows, Approvals, Data Migration, Standard& Custom Objects, Custom tabs, Roll-up Summary, Visualforce, Email Templates, Data Loader, Reports&Dashboards, Change Sets, Sharing Rules and Permission Sets.

Database Administrator Feb 2015 - Nov 2016

Cyient Limited, Hyderabad, India

* Installed SQL Server 2005 for new servers and updated legacy servers while maintaining data standards.
* Monitored and solved performance issues by optimizing queries and indexes; later documented changes in Excel spreadsheets to aid in maintenance operations.
* Executed comprehensive follow-up tasks to retrieve, update and validate data while ensuring high accuracy rate through data verification and regular quality checks.
* Involved in migration of project data from legacy systems to the new database facilitating in efficient and faster creation of documentation and project proposals.
* Developed and managed PL/SQL stored procedures and triggers for several web-based applications; worked closely with the Project Manager, Programmers andTestersto assist in Data Modeling, generating ETL reports and Weekly Data Uploads.
* Verified proper functioning of in-house developed applications with Functional testing, Regression testing, System testing, Integration testing, GUI testing and User Acceptance testing.

**Environment**:SQL Server 2000/05/08, T-SQL, PL/SQL, MS Excel, Advanced Windows 2000 Server, Query Analyzer.