**Salesforce Developer N.PratapRaju**

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**Professional Summary**

* Around 7**+ years** of IT experience including **4+ years** of experience in **Salesforce.com, CRM Sales Cloud and Service Cloud** using **Visual force** and **Apex as Developer** and **Administrator and** 1+ years of experience on java full stack.
* Experience in capturing **client requirement, Designing, Development, Configuration, Implementation** and **Salesforce applications.**
* Involved in various stages of **Software Development Life Cycle (SDLC).**
* Proficiency in administrative tasks like creating **Profiles, Roles, Users, Workflows** & **Approvals, Reports** & **Dashboards, Developed Formula fields, Validation rules, Email generation.**
* Extensive work experience in **creating the custom objects, custom fields, Page layouts, custom Tabs, custom reports, report folders, report extractions** to various formats Snapshots, Dashboards.
* Experienced in Salesforce **Integration** for Data Integration/Synchronization/Replication from Sales force to external systems like Oracle and SQL server.
* Extensive experience in using **Apex Language**, **APEX classes, Triggers, Visual Force pages, Controllers, writing Workflows, Force.com API, REST API.**
* Experience in **Data Migration** using Import Wizard, Workbench and other **integration tools** like Apex Data Loader, Data Loader.io, Excel Connector, SFDC Data Export, Mass Delete.
* Hands on experience in SFDC development using Aura Components, Integration**, JavaScript, CSS Styles, Reports, SOQL, SOSL**, Process Builder and Flows.
* Thorough knowledge in the security and sharing model which is used to finely control the user's access to different data.
* Extensive experience in data migration and integration using Data Loader and management in bulk.
* Expertise in working on Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization.
* Experience implementing **OWDs, Role Hierarchies** and **Sharing Rules** for system security design.
* Worked on various **AppExchange** products like **DocuSign, Dupe Blocker, Pardot, EchoSign, Conga Composer** and **Apttus** according to the needs of the organization.
* Expert in **developing User Interface (UI)** applications and professional **web applications** using JavaScript, JSP, XUL, HTML /DHTML, XHTML, jQuery, CSS, and Ajax.
* Experience in doing **deployments** using Force.com IDE, Eclipse, Change sets, Ant migration, SVG migrations.

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| *Technical Skills* |

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| Salesforce Technologies | Salesforce.com platform, Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components and Controllers), Apex Data Loader, Workflows & Approvals, S-Controls, Apex Web Services, Apex Explorer, AJAX, Dashboards, Reports, Analytic Snapshots, Custom Objects, Eclipse with Force.com Plug-in. |
| Salesforce Tools & Integration Tools | Force.com Explorer, Force.com Data Loader, CTI(Call Center Integration), IVK Integration, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) |
| IDE | IBM RAD, Eclipse 3.5, WebSphere Integration Developer.Force.com IDE. |
| Web Technologies | HTML 5, Perl, XML, JavaScript, JSP |
| Databases | MS SQL Server 2008/2005, MS Access, Oracle 11g. |
| Operating Systems | MS-Windows XP/ME/98/95/2000/NT 4.0, Mac OS-9/10, MS Windows, UNIX |
| Packages | MS Office, MS Outlook, MS Access. |
| Data Management and Tools | Toad, Eclipse, SQL Enterprise Manager, SQL Query Analyzer, ER-Win, MS Visio, Power Designer, Putty and Edit Plus. |

**PROFESSIONAL EXPERIENCE:**

**CVS Health (Aetna), Hartford, CT**

**Lead Salesforce Developer July 2019 to Present**

**Responsibilities:**

* Implemented Salesforce Development Cycle **covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications** .
* Involved in the pre and the post migration activities and also in the deployment activities.
* Doing the code review for the co developers and also participated in doing the merge activities using the Auto Rabit and from dev instance to the prod.
* Worked extensively on Salesforce.com standard objects like **Accounts (Person and Business), Contacts, Opportunities, and Cases.**
* Created and updated **users, reports and dashboards** to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts.
* Involved in administering, configuring, maintaining Salesforce.com application user **profiles, roles, Permissions, generating security tokens, validation Rule, upgrade installation** .
* Hands on experience on Sales force **Lightning** for Customizing **Reports and Dashboards** for business use.
* Experienced in using the third-party libraries for showing the UI rendering with the help of the API callout and displaying of data.
* Experienced in both the salesforce to salesforce integration as well as the third-party application integration using the standard and the custom API and posting the data from Salesforce to the other applications.
* Involved in using **Lightning**, process builder and workflows.
* Developed Apex Language, Apex Classes, Apex Triggers and **Lightning** components for various functional needs in the application.
* Implemented minor enhancements on standard objects **like Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards and Reports. Modification of Lead assignment rules, workflows.**
* **Experienced in Service Cloud, Sales cloud**, Chatter & App - exchange applications.
* Efficient in monitoring **Apex asynchronous** processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using apex scheduler.
* Used **SOQL and SOSL Queries within Governor Limits** for data fetching and manipulation needs of the application.
* Experience in integrating external web systems with salesforce using **REST API**.
* Experienced in improving application performance by reducing retrieval times using Org and session cache
* Experienced in deployments **of Apex and VF pages across DEV**, **Test and Production instances**.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, **Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events**.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, **Cases, Leads, Campaigns, Forecasts, Reports and Dashboards**.
* Designed User Interfaces for Salesforce users as per requirements and aallowing users' access to record types and reports in Salesforce.
* Implemented service cloud functionality like case management, field service management and **CTI** integration
* Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
* Experience with production support in addition to development activity to full-fill end users request.
* Responsible for production support to help end users to resolve issues with agreed SLAs.
* Provided training to end users for Salesforce related tasks.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.

**Environment**: **:** Salesforce CRM, Apex Language, Apex Classes, triggers, Visualforce Pages, Workflow & Approvals, Reports, Custom Objects, Lightning UI, Classic UI, Custom Tabs, CTI, IVK INTEGRATIONS, Email Services, Sandbox Data loading, Eclipse IDE Plug-in, HTML, Java Script, jQuery, CSS, XML, Web Services, SOAP, UI, Eclipse, SOQL.

**BMO HARRIS BANK, CT**

**Sr Salesforce Developer Feb 2018 to June 2019**

**Responsibilities:**

* Worked on Salesforce.com Application Setup activities and customized the Job-science to match the functional needs of the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Effectively used the out of box Salesforce functionality to manage Campaigns, Opportunities, Cases and Events.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Written **SOQL** query language necessary for the application in **Apex Language**, **Apex Classes** and **Triggers.**
* Implemented Web-to- Lead and Web-to- Case automation.
* Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created new custom objects, assigned fields, Dependent Pick-lists, Record lists, Custom tabs, Components and Custom Apps.
* Worked extensively on Accounts, Contacts, Leads, Opportunities, Activities and Customized Objects for Layouts, record types and validation rules.
* Specially worked on Case Management with Workflow &amp; Approval Process, User Entitlements and Role hierarchy for Salesforce.com Applications.
* Implemented Field Level Security for sensitive data holder fields.
* Created Summary reports, Matrix reports, Charts and Dashboards to assist the business team.
* Worked on supporting tickets in the following area: Roles, Profiles, Access Settings, Workflow Rules, Validation, creation and modification of fields and page layouts, upload of data.

**Environment**: SalesForce.com CRM Application Platform, Apex Language, Apex classes, Visualforce, S-Controls, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Eclipse, HTML, Java Script, jQuery, Data Loader, SOQL.

**MetLife, Cary, NC**

**Salesforce Developer Nov 2016 to Feb 2018**

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**Oasis Outsourcing, Florida**

**Salesforce Admin/Developer Sep 2015 to Oct 2016**

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**IGATE, Pune, INDIA Dec 2012 to Jan 2015**

**Java Developer**

**Responsibilities**:

* Involved in Analysis, Design, Development, Integration and Testing of application modules.
* Involved in Design of Business Interfaces, setting up the configuration, structuring functional aspects of client/customer documents etc.
* Involved in client connect module, Validations, request handling and assignment modules using Struts Framework and JDBC.
* Created UI pages by JSP, HTML, CSS, Java script, AJAX, JQUERY, JSP and tag libraries for the enriched front end.
* Extensively used JAXB, JDOM for xml parsing used for routing the client data packets
* Performing Unit testing (UAP, UAT’s and HIT) using all possible business test cases provided
* Writing Shell Scripts in UNIX to compare and check the files.

**Environment**: Java, J2EE, XML, Struts 1.2, EJB, JDBC, JavaScript, AJAX, UML, XML (SAX, DOM), XSLT, JAXB, JMS, IBM Message Broker Tool Kit, SQL Tools 1.4, IBM WTX 8.2.