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**PROFESSIONAL SUMMARY**

* Over 8 **years** of IT experience in various stages of Software Development which includes **5+ years** of experience in application design, customization, development, support which experience in **Salesforce CRM platform** as Developer and Administrator.
* Experience in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, development, deployment and maintenance of web-based object-oriented enterprise applications**.**
* Strong knowledge in **sales, service and marketing** clouds.
* Hands on Experience in implementation and customization of Salesforce.com using **Apex (Classes, Controllers & Triggers), Apex Scheduler**, **Batch Apex**, **Apex Web Service, Visualforce Pages, Custom Tabs, Custom Objects, Analytic Snapshots and Dashboards.**
* Experience in working with **Eclipse IDE** with **Force.com** Plug-in environment for writing Business logic in **Apex Programming Language.**
* Extensively worked on **Salesforce.com** customization using the **Classes**, **Standard Controllers**, **Custom Controllers**, **Controller Extensions**, and **Web Services API**.
* Explicitly worked on **custom objects**, **custom fields**, **Pick-lists**, **page layouts**, **Workflow Alerts and Actions, Approval Process**, **Validation Rules.**
* Maintained and supported various Functional areas like **Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes and Activities**.
* Experience in Salesforce.com administration including **creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Tasks and Actions.**
* Worked on Sales force **Community cloud** like how to engage with employees, customers, and partners.
* Skilled building application on Sales forces **community cloud**.
* Planned **community** rollout framework as four steps - cyclic process (Establish, Manage, Engage and measure).
* Configured and maintained user security permissions in compliance with organization
* Good Experience in **data migration** and **integration using Data Loader**, Import Wizard
* Hands on experience in developing and configuring **Reports, Custom Reports**, **report folders, report extractions, Dashboards** for different user profiles based on the requirements.
* Worked on integrating external websites with Salesforce CRM for generating **web-to-leads** and **web-to-cases**.
* Good understanding of ETL tools such as **informatic and Apex Data Loader etc.** Strong exposure to **Security and sharing rules** implementation at **object, field, and record level** for different users at different levels of organization and also **Single Sign-On (SSO)** setup.
* Extensively worked on web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, J-query, Tool tip & Auto Complete widget, SOAP, REST, BULK and METADATA API.**
* Conduct **Release Management** tasks required to promote tested functionality from sandbox into a production environment.

**TECHNICAL SKILLS:**

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| **Salesforce technologies** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, CPQ. |
| **Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform. |
| SDLC | Rational Unified Process (RUP), UML, use cases and use case diagrams, class/ state diagrams, Entity Relationship Diagrams, Agile methodology / Scrum, Waterfall methodology, V model |
| **Languages** | C, C++, Java, Apex |
| **Web Technologies** | HTML, XML, CSS, JavaScript, JSP, WSDL. |
| **Operating Systems** | Windows 2000, XP and Vista, Mac, UNIX and LINUX. |
| **Documentation Tools** | MS Office, MS Visio Pro |
| **Database** | Oracle, SQL Database. |
| **IDE** | Visual Studio. |

**EDUCATION**

Master’s in Information Technology (Loyola University, Chicago, IL) 2009-2011

**CERTIFICATIONS**

* **Sales force Certified Platform Developer I**
* **Sales force Certified Administrator**

**PROFESSIONAL EXPERIENCE**

**Client: Clarivate Analytics (Philadelphia, PA) Jan 2018 – Present**

**Sr. Salesforce Lightning Developer**

Design & develop custom lightning solution for quote management. Performed integration with third party systems for pricing details and product recommendations. Also worked as developer to assign tasks to the offshore team and help them technically to execute it as & when needed.

**Responsibilities**

* Involved in SFDC application setup and customization to match the functional needs of the Company
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & **Profile creation**, **user group creation,** **updating company profile**, Network access setup.
* Used Sales Cloud in preparing and getting approval of design, functional and technical specifications from business users.
* Worked on Sales force **Community cloud** like how to engage with employees, customers, and partners.
* Skilled building application on Sales forces **community cloud**.
* Retrieved some data and its functionality from **Third-Party API’s** and displayed within the lightning component using lightning Platform events.
* Created multiple **Lightning Components, added CSS**and Design Parameters that makes the Lightning component look and feel better.
* **APEX Controller** to make a call for external requests to retrieve data **from various API’s** and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code **in JavaScript** Controllers by adding reusable functions in Helper Component.
* Updated the **APEX Controller** and Helper functions regularly making the Component Context Aware as per business requirement.
* Experience working on Dynamic forms to display fields on record pages on **picklist** filters.
* **Application**there by**deployed** Applications from Sandbox to Production.
* Developed various **Custom objects**, **Tabs, Entity-Relationship data model, validation rules,** Components
* Experienced using **Force.com IDE** for creating, modifying, testing, and deploying **Force.com Applications.**
* Used **SOQL and SOSL** statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called **Data Loader**.
* Visual force Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Used field level security along with page layouts in Lightning to manage access to certain fields.

**Environment**: Apex, Visualforce, Triggers, Workflows, SOQL, SOSL, Data Loader, App Builder, Case Management, Email Alerts, Force.com IDE, Developer Console, Java Script, HTML, Lightning, Aura frame work, Lightning WEB components

**Client: American Express (Phoenix, AZ) Feb 2015- Nov 2017**

**Salesforce Developer & Admin**

American express design and deliver IT- enabled business solutions which focus on providing strategic differentiation and operational superiority business technology, application services, system integration, product engineering and custom software development.

American express implemented **Sales Force** application for the purpose of functional application specifications

and systems design.

**Responsibilities:**

* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Worked with field & page layout customization for the standard objects like Account, contact, Leads.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Implemented new customer support solution using **Salesforce.com Service Cloud**. Maintained and improved existing Salesforce implementation.
* Have worked on moving data from external legacy system into Salesforce application using Apex Data loader & CSV files.
* Involved in querying Salesforce tables using **SOQL & SOSL** queries using Force.com Explorer.
* List views available on a page are implemented using hardcoded SOQL statements. They cannot be modified by an end-user and do not correspond to the standard List Views available within saleforce.com User Interface.
* Created user accounts and managed the profiles.
* Worked on **role hierarchy** & **sharing rules** to configure visibility
* Worked **on workflow rules & approval processes**.
* Customized the Messages & Alerts on the Home page.
* Developed **APEX triggers, classes**, Visual Force pages.
* Created new Reports & Dashboards.
* Building Complex Apps and Components in Salesforce -Lighting.
* Migration from Salesforce Classic to Salesforce Lighting.
* Implementing visibility rules established within Salesforce.com. The context user should only be able to view the campaigns which are visible to him via standard Salesforce UI.
* Implement customer provided style sheets and images
* Implement Java Script
* Developing Triggers with bulk-safe and have a minimum of 75% code coverage
* Involved in client interaction for discussing the work flow and customization of page layouts.
* Involved in business process reviews.

**Environment:** Saleforce.com platform, Salesforce Lighting, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows.

**Client: TravelClick Nov 2013- Nov 2014**

**Role: Salesforce Consultant**

Travel Click is a leading security provider to deliver the tools and solutions. Create a new Sales Goal Management, Calculation, and Reporting suite housed within Salesforce. A new process will be added in Salesforce to pull in the monthly consumption information for each active service. In the first phase of the project, these steps will be done manually to populate the monthly data on the Transactional Data records

**Responsibilities:**

* Worked with force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Provided development, **implementation**, and updating focusing on **Sales cloud** and **Service cloud**.
* Developed various **Custom Objects, Tabs, Entity-Relationship data model, validation rules** on the objects and tabs, Components and Visual Force Pages and Custom Approval Processes.
* Created **Custom fields, pick lists, dependent pick lists, Custom Settings** and validation formulas to the custom objects.
* Added Budget object to the Campaign resulting into ability of managers to effectively allocate budgets and review based on budget reporting.
* Added, configured workflow rules, time triggered workflows, email templates resulting into effective web to lead communication with customers and partner hotels.
* Created page layouts, search layouts **to organize fields, custom links, related lists**, and other components on a record detail and edit pages.
* Created profiles and implemented Object and field level security to hide critical information.
* Implemented **Apex Classes & Triggers** and linked them to manage the workflows Implemented in the system.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Worked **on Zuora 3rd party controls sending invoices to Cast-iron Integration**.
* Worked on Apex Data Loader to migrate data such as accounts, campaigns from legacy system ACT.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements.
* Maintained processes of **CSV** import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
* Provided support ongoing salesforce.com maintenance and administration services including custom objects, workflow, campaign management and triggers.
* Effectively created the pick lists, dependent pick lists and junction objects to establish the connectivity among objects.

**Environment**: Force.com, Apex, Data Loader, Import Wizard, jQuery, JavaScript, ZUORA, Castron integration, Informatics, Eclipse IDE, Controllers, Visual Force Pages, XML, Triggers, Security Controls.

**Client: Zimmer Inc, (Warsaw, Indiana) Aug 2012- SEP 2013**

**Role: Salesforce Consultant.**

**‘Order Management System’** is a web portal based primary distributor management tool for Bio-Rad Labs employees that also allow the distributors to interact with Bio-Rad Labs. It is a CRM application built on Salesforce.com CRM solution and provides a single place to manage and view everything about the clients like its Account detail, contact information, pending orders, cases in pipeline.

**Responsibilities:**

* Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on profiles
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com (SFDC)**
* Implemented web-based **case management automation – Web to Case** (on **Case Object**) to track and solve customer’s issues
* Designed various Webpages in **Visual Force** for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry
* Designed, and developed **Apex Classes**, **Controller Classes, extensions** and **Apex Triggers** for various functional needs in the application
* Worked on various **salesforce**.**com** standard objects like **Accounts**, **Contacts**, **Cases**, Opportunities, Products, Opportunity Line Items, **Leads**, **Campaigns**, **Reports** and **Dashboards**
* Designed, and deployed the **Custom objects**, **Custom tabs**, **Entity-Relationship data model**, **validation rules**, Workflow Rules, Auto-Response Rules, **Page layouts, Components**, **Visual Force Pages** to suit to the needs of the application
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects
* Involved in **data mapping** and **migration** of data from legacy systems to **SalesForce.com** Objects and fields
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups
* Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com 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
* Created **workflow rules** and defined **related tasks, time triggered tasks, email alerts, filed updates** to implement business logic
* Created **templates, approval processes, approval page layouts** and defined **approval actions** on them to automate the processes.

**Environment:** Force.com Platform, Salesforce Enterprise Edition, Salesforce.com Custom/Standard Objects, Custom Tabs, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com Sandbox, Email Services, Security Controls, Sandbox data loading, HTML, Java Script, CSS, WSDL, SOAP.