

# R SATHISH

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- ♣ Over All 5+ years of IT experience in which 3 Years of experience in Salesforce Developer/ administrator.
- ♣ Experience in installing Salesforce AppExchange Apps, configured and maintained user security permissions in compliance with organizational needs.
- ♣ Experience in creating many Work Flows, Validation rules, Approval Processes, Triggers, Sharing Rules and also the most complex Apex classes to meet the client's requirement and functionality.
- ♣ Experience working with Force.com IDE, data migration and updates through the tool App Exchange Data Loader in Salesforce.com.
- ♣ Proficient in Creating Custom Page layouts based on record types design and implementation.
- ♣ Experience in designing junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- ♣ Collaborated with the Product Owners and Scrum Master on identifying the Product Backlog, Sprint Backlog, and in mapping stories to releases.
- ♣ Strong analytical and product management skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- ♣ Experience in Salesforce.com CRM Platform (Sales Cloud, Service Cloud, Marketing Cloud), Communities, Sites and Force.com platform.
- ♣ Expertise in designing & developing dynamic web content using Ajax, JSF, JSP, HTML, XML, JavaScript & other web development tools/technologies.
- ♣ Experienced in Declarative and Programmatic development of Salesforce.com Cloud.
- ♣ Experienced in development of Salesforce Objects, Apps, Apex Classes, Apex triggers, Visual Force, Integration using REST - SOAP based Web Services, Force.com API, SOQL, SOSL, Validation Rule, Data load, Workflows and Approval Processes.
- ♣ Comprehensive knowledge of Software Development Process using Agile and Waterfall methodologies, having thorough understanding of various phases like Requirements, Analysis, Design, Development and Testing.
- ♣ Worked closely with Business Users in improving their business processes using SFDC.
- ♣ Successfully implemented Sales Cloud, Service Cloud, Analytics Cloud, Financial Services Cloud, Community Cloud, Commerce Cloud and Pardot in sync with Marketing Cloud while implementing digital marketing strategies
- ♣ Experience on development in creating Objects, Triggers, Apex Classes, Visual Force pages, Standard Controllers, Custom Controllers and Controller Extensions
- ♣ Worked on various Salesforce Administrations tasks like Reports, Dashboards, page layouts, Workflow rules, Field Update, Email Templates, Roles, Profiles, Formula fields
- ♣ Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, sharing rules and Approval Processes for automated alerts, field updates, and Email generation as per requirements
- ♣ Specialized in the creation and maintenance of test plans, test cases, and test scripts
- ♣ Extensive understanding of Software Development Life Cycle (SDLC) including Waterfall, Agile Scrum and Rational Unified Process (RUP). Collaborated with the Product Owners and Scrum Master on identifying the Product Backlog, Sprint Backlog, and in mapping stories to releases.
- ♣ Analysing, reporting, tracking and documenting of test results for both manual and automated testing.
- ♣ Expertise in test formulation of functional, integration, unit, system, regression and UAT testing.
- ♣ Detail-oriented energetic team player, motivated with multi-tasking capabilities, problem solver
- ♣ Strong communication and interpersonal skills with ability to work well in a dynamic team environment
- ♣ Experience working across various SFDC full life cycle implementations covering Service Cloud, Sales Cloud, Custom Cloud, Marketing Cloud, Knowledge Management, Sales / Service Cloud Custom Application Development and configuring cloud applications.

- ♣ Developed enterprise Einstein analytics Wave analytics) strategy, with focus on business engagement, data governance, data architecture and advanced visualization / analytics capabilities
- ♣ Developed Lightning apps using lightning Web Components (LWC) and made them compatible with salesforce
- ♣ In-depth understanding of CRM business processes like Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management and merging management.
- ♣ Extensive knowledge of SOAP API Integration and design necessary data flow integration.
- ♣ Strong working experience with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards.
- ♣ Extensive experience in developing APEX classes, Triggers, Visual force pages, Controllers, writing Workflows, Integration and Force.com API.

## EDUCATION

- ♣ MBA from Krishna University

## CERTIFICATION

- ♣ Certificate : Salesforce Certified Platform Developer 1
- ♣ Certificate : Salesforce Certified Associate

## TECHNICAL SKILLS:

**Salesforce Technologies:** Salesforce CRM, Apex Classes & Apex Triggers, S-Controls, Visualforce Pages / Components, Lightning, SOQL, SOSL, HTML, XML Case Management Automation, Apex Web Services, AJAX, JavaScript and CSS. Workflow& Approvals, Custom Objects, Dashboard.

**Force.com Tools:** Apex Data Loader, Force.com Eclipse IDE plug-in, Force.com migration tool, Force.com Explorer, Force.com Excel connector, Workbench & ETL Tools, Force.com Platform (Sandbox, and Production) QTP

**Languages:** Java, CSS, JavaScript, HTML, Apex.

**Database:** Force.com, SQL server 2008

**Configuration Skills:** Workflow time-dependent actions, field updates, email alerts, task Creation and Custom Object development; Field creation, Page Layout Creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, SFDC

**Data Migration Skills & Tools:** Data Analysis, Data Cleansing, Data Normalization, Data Migration, Salesforce.com Data Loader

**Business Modeling Tools:** UML CASE Tools, MS Visio, MS- Project

**Design/Development methodologies:** RUP, Kanban, Jira, Agile-Scrum, Waterfall

**Other:** MS Word, MS Excel, MS PowerPoint, MS-Project, MS Outlook

## PROFESSIONAL EXPERIENCE

- ♣ Working as Salesforce Developer in Tech Mahindra from Mar 2018 to Till Date

## PROJECT DETAILS

### Compeer Financial, Lakeville, MN

#### Salesforce Developer

#### Roles & Responsibilities:

- ♣ Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
- ♣ Configured the business login hours, Profile based login IP address restrictions and Organization wide login IP address restrictions.
- ♣ Salesforce health cloud to connect EHR, facilities and procedures, environmental information, credit and claim information of patients, Migrated the shop site of Funimation from Magento to Salesforce Commerce Cloud SFRA platfor
- ♣ Migration of code to deployment after the successful testing on the sandbox Communicated regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality, Worked on Custom Labels and Custom Settings. Setting up different languages.
- ♣ Worked closely with Business Users, Product Owners, Project Managers, Technical teams, Solution Architects, Quality Assurance, Deployment, Maintenance team, DevOps team and Scrum teams through all phases of SDLC
- ♣ Worked closely with Product Owners and Project Managers to create user stories, Acceptance criteria for various requirements and maintain Agile Principles, Worked on different types of email templates.

- ♣ Worked closely with Business Users, Product Owners, Project Managers, Technical teams, Solution Architects, Quality Assurance, Deployment, Maintenance team, DevOps team and Scrum teams through all phases of SDLC
- ♣ Worked closely with Product Owners and Project Managers to create user stories, Acceptance criteria for various requirements and maintain Agile Principles.
- ♣ Servant leader, facilitated all Scrum Ceremonies like Sprint Planning, Daily Scrum, Sprint Review/Demo, Sprint Retrospective and other artifacts Information radiators like Burn down Charts Dashboards in Jira and Creating Team Confluence pages
- ♣ Assist with the deployment of Salesforce community portal by replacing old partner portal.
- ♣ Serve as technical expert for implementing a new customer community portal using Napili template.
- ♣ Streamline case creation by customer using Flows, Visual Force pages, metadata and controllers to route cases to the correct department originating from the newly created community portal.
- ♣ Experience working with Standard Sales Analytics application and Service Analytics Application in Einstein Analytics (Wave Analytics), also in Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
- ♣ Experience in working across various SFDC implementations covering Sales Cloud, Service Cloud.
- ♣ Involved in authoring Business Requirement Documents (BRD) into System Requirement Specifications (SRS) and identifying interface and business process specifications.
- ♣ Configured SSO (Single-Sign-On) in Marketing Cloud and Identity Access Management tool with internal teams.
- ♣ Developed Data Model in Marketing Cloud for the Data Extensions using Synchronized Data Extensions, Shared Data
- ♣ Created SFDC Approval Processes, Queues, Public groups and E-mail Templates.
- ♣ Used AWS command line client and management console to interact with AWS resources and APIs.
- ♣ Implemented Data Loader to load data from Marketing Cloud to Service Cloud.
- ♣ In-depth understanding of CRM business processes like Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management and merging management
- ♣ Developed workflows, Process Builder Process, Lightning Components, assignment rules, escalation rules, case teams, support settings, Audit Trail, Securities, Sharing Setting, custom settings and other inbuilt functionality.
- ♣ Extensively worked on End-to-End real time web Service integration
- ♣ Performed the role Salesforce Developer and Admin in the organization.
- ♣ Experience working with Lightning web components (LWC) framework and Aura framework.
- ♣ Organized and facilitated Agile and Scrum meetings, which included Sprint Planning, Daily Scrums, Sprint Check-In, Sprint Review & Retrospective, in 2-weeks sprint.
- ♣ Extensive experience in customizing the User Interface of Salesforce CRM using Apex Programming, Custom Controllers, Visual Force, CSS and JavaScript. Implemented Apex classes & Triggers as per the needs of the application.
- ♣ Created Users, roles, profiles, public groups and implemented role hierarchies and sharing rules to provide shared access among different users, Experienced in Salesforce service cloud, community cloud and lightning platform
- ♣ Expertise to create test scenarios from requirements and execute, Implement end to end Salesforce Sales Cloud
- ♣ Developed Apex triggers for avoiding duplication of leads from various resources.
- ♣ Worked on Agile and Scrum methodology for Salesforce custom app implementation.
- ♣ Worked as enhancement team member and performing the roles of Salesforce.com Developer and Administrator in the organization, Worked with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of Salesforce.com (SFDC).
- ♣ Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
- ♣ Worked with Salesforce Marketing Cloud to gather customers from social media.
- ♣ Set up Marketing Campaigns, Campaign Hierarchies, and Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules, Maintained user security permissions as per the organizational needs.
- ♣ Developed Triggers, Apex classes and visual force pages as per the needs of the application
- ♣ Creating custom objects, custom fields, tabs, Record types and list views. Created mini page layouts, search layouts and page layouts to organize custom fields, custom links and other components on detail and edit pages of the record.
- ♣ Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.

**S&P Global, Centennial, CO**  
**Salesforce Developer**  
**Roles & Responsibilities:**

- ♣ Performed the roles of Salesforce.com BA and Administrator in the organization.

- ♣ Used SOQL&SOSL for data manipulation needs of the application using platform database objects.
- ♣ Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people.
- ♣ Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatics on Demand, developed new apps with the Lightning App Builder and Lightning Components for sales reps to help them sell faster and smarter (Sales Cloud).
- ♣ Made new feature enhancements on Service cloud console view and developed some Visual force components.
- ♣ Defining/designing SOAP web services to interact with CSP, CTP and Work Bench.
- ♣ Used the sandbox for testing and migrated the code to the deployment instance after testing.
- ♣ Managing subscriber data, import and segmentation using a combination of Salesforce Confidential tools and database queries, working with Marketing managers and converting their strategy into implementations using Confidential.
- ♣ Interacted with various business user groups to gather the document requirements.
- ♣ Created and developed Wave Apps, Datasets, Lenses and Dashboards in Einstein Analytics.
- ♣ Worked as an agile transformation coach/consultant where Scrum, Kanban techniques were applied along with some SAFe principles, Salesforce Commerce Cloud experience with knowledge in Business Manager
- ♣ implemented Community Cloud lightning components in working ability for conversion of visual force pages into lightning.
- ♣ Worked closely with sales team and business analysts to perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
- ♣ Created Web to Lead for partner on boarding and deal registration forms.
- ♣ Worked on salesforce CRM changes required to support the designed architectural data model and business processes in Marketing Cloud.
- ♣ lightning Web Components (LWC) and added Design Parameters from Lightning Design System (LDS) and customized Lightning Components were built using Java script on client side and APEX on server side.
- ♣ Created Profiles and Roles based on Organizational role hierarchy, implemented Record-Level and Field-level security and configured their sharing settings.
- ♣ Developed Custom Controllers and used controller extensions to show data in the visual force pages.
- ♣ Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
- ♣ Developed Lightning pages for Salesforce1 mobile app
- ♣ Developed new apps with the Lightning App Builder and Lightning Components for sales reps to help them sell faster and smarter (Sales Cloud).
- ♣ Extensive experience in developing APEX classes, Triggers, Visual force pages, Controllers, writing Workflows, Integration and Force.com API, Setup Marketing Cloud Connector and Sales Cloud Setup of API user and Marketing Cloud API user and performed all the steps of Connecting Marketing Cloud Connector.
- ♣ Developed Lightning app for agent with enhanced Lightning templates.
- ♣ Developed and guided on testing in marketing cloud as well as business continuity and disaster recovery as well as project continuity as features are implemented such SSO to avoid minimal disruption to development work.
- ♣ Developed Queues for the specific leads based on the lead assignment rules.
- ♣ Created approval process for the partner and deal registration users.
- ♣ Set up Marketing Campaigns, Campaigns hierarchies, Lead Queries, Assignment Rules, Web-to-Lead and Auto Response Rules, Service Cloud enhancements - Portal entitlement wizard changes (discovery & design).
- ♣ Implemented the logic to find the existing matches for the account, contact and opportunity.
- ♣ Wrote various queries in generating reports using combination of custom objects and standard objects.
- ♣ Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, Entity-Relationship data model, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- ♣ Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic, Performed administration tasks as needed, managing custom fields, and integration and data clean-up.
- ♣ Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
- ♣ Migrated Accounts, Leads, Contacts, Opportunities and sales data from external systems into Quest Salesforce.com instance. 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.
- ♣ Worked on moving data from external legacy system into Salesforce application using Informatics cloud, Apex Data loader& CSV files, Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
- ♣ Used the sandbox for testing and migrated the code to the deployment instance after testing.



- ♣ Worked on Unit testing, for the customizations and developments done during the project.
- ♣ Provided the training to the internal business users to use the application and develop their own custom reports.
- ♣ Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic, Hands on experience on Lightning and Communities, Worked on translating several Visual Force pages to lightning framework. Generated various reports and dashboards in lightning for Sales performance tracking.
- ♣ Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
- ♣ Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic, Used different data tools like Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete etc
- ♣ Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes. Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.

**Byline Bank, Schaumburg, IL**  
**Salesforce Admin / Developer**  
**Roles & Responsibilities:**

- ♣ Creating documentation for deployments and deploying all Salesforce.com changes in Developer Sandbox to test Sandbox to QA sandbox when once sanity check has been done.
- ♣ Worked on integration of two instances using APEX REST API callouts. Configured Connected App to integrate Salesforce.com with two external JAVA applications to capture Accounts, Contacts, and Leads (Web-to-Lead implementation) using REST API.
- ♣ Implemented Service Cloud for customer service, including configuration of email to case, case assignment rules, managed migration and release of Service Cloud. Customizing various standard objects of Salesforce.com (SFDC).
- ♣ Provided architectural guidance on data loads, data retention as well as for integrations with Marketing Cloud as well as Sales Cloud and other environments.
- ♣ 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.
- ♣ Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization, designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
- ♣ Used Community Cloud to build deeper relationship with customers to provide better service and assist them through online also Restructured Community Cloud configuration and improve customer service responsiveness from an average of 2 - days to 2-hours
- ♣ 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.
- ♣ Created users, roles, public groups, sharing rules and record level permissions to manage sharing access among different users, Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- ♣ Developed Custom Objects, Custom Reports and configured analytical snapshots to dump the data on a regular basis for sales performance and lead generation statics. Designed the solutions for business and technical requirements by
- ♣ Implemented the new country and state pick list, Customized Service cloud with service console, Cases, Chatter Answers.
- ♣ Worked on Service Cloud and Sales Cloud simultaneously, Worked on standard objects like Accounts, Contacts, Leads, Campaigns, Reports, Cases (case management) and Opportunities.
- ♣ Set up Marketing Campaigns, Campaigns hierarchies, Lead Queries, Assignment Rules, Web-to-Lead and Auto Response Rules (Marketing Cloud). Created custom objects, custom fields, pick lists, field dependencies and validation rules.
- ♣ Customized Dashboards to track usage for productivity and performance of business centres and their sales teams.
- ♣ Worked on setting up customer and partner Communities for establishing secure and maintaining good communication Between Customers, Partners and Company.
- ♣ Used Data Loader for Insert, Update, and Bulk Import or Export of Data from Salesforce.com S-Objects. Used it to read, extract, and load data from Comma Separated Values (CSV) files.
- ♣ Developed Custom Controllers and used controller extensions to show data in the visual force pages.
- ♣ Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
- ♣ Developed Lightning pages for Salesforce1 mobile app, Developed Lightning app for agent with enhanced Lightning templates. Performed IDE, Change Sets and ANT Script deployments as needed and validated the components before deployment to ensure a smooth process.