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| **Dipendra Gupta**  **(928) 316-6311**  **guptadipendra599@gmail.com** |  |

**PROFESSIONAL SUMMARY**

* Over 8+ years of IT experience in application design, customization, development, support which includes SalesForce.com CRM platform as Developer and Administrator.
* Expert Level understanding of Salesforce.com CRM, Software Development Life Cycle (SDLC) and its technologies.
* Experience in setup, Configuration, Customization and Support of Salesforce.com CRM and related applications.
* Experience in Apex Classes, Controllers and Triggers considering governor limits and various other components as per the client and application requirements.
* Experience in implementation using Apex Language, Classes, Controllers, extensions and Triggers, Web Services, and Visualforce pages.
* Experience in Salesforce Customization of Sales Cloud, Service Cloud - custom objects, Validation rules, Sales, Marketing and Support Administration.
* Extensive experience over creating Workflows, Approval Processes, Validation Rules sharing & security rules for automated lead routing, lead escalation and Email Alerts.
* Extensive ETL (Extract, Transform, Load) Programming and SQL experience
* Experience in installing, evaluating the AppExchange application under the Salesforce.com platform.
* Experience in designing and developing Force.com based Apps / Products using Apex, Visualforce Pages, Force.com IDE, Data Loader, Apex Explorer environments.
* Experience in developing Salesforce Lightening Apps, Components, Controllers and Events.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience.
* Experience in realizing the Business Requirements to design on salesforce.com platform by designing the required entities like custom objects.
* Extensive work experience using Force.com Web services API for implementing web services in the application for access to data from different users.
* Experience in developing SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.
* Knowledge on Salesforce Lightning components to build custom applications.
* Excellent Hands-on Experience in creating Custom Objects, Custom fields, Role based Page layouts, Custom Tabs, Custom Reports, Report folders and also worked on the designing of various other components of Visualforce Pages, Snapshots, Dashboards as per the client and application requirements.
* Experience in creating the relationships/ junction objects like Master-Child, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows and Workflow rules, triggers, Email alerts and business logic.
* Strong Hands-on experience in integrations using Web Services via SOAP API.
* Expert level skills in interacting with Business users and Product Owners to analyze and understand the Business Process requirements.
* Good at other administrative tasks such as setting up audit trail, field history tracking, creating email templates and list views.
* Ability to work under pressure and deliver stiff targets with time management, excellent analytical and problem-solving skills.
* Self-motivated Team player with excellent interpersonal and communicational skills.
* Experienced in sales cloud by adding object, Fields, Tabs, Reports, and Dashboards and migrate data into Salesforce.
* Experience with working on AppExchange platform.
* Experience with Managing the complex data Experience in Integrating App Exchange Applications with Salesforce, Informatica On Demand, Mass E-Mail Management, Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments, Working with different aspects of Web Services (XML, WSDL, SOAP, REST) & web integration with SDFC.
* Extensive experience in lead case management (Web-to-Lead, Email-to-Case).

**TECHNICAL SKILL**

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| LIGHTNING EXPERIENCE DEVELOPMENT | Salesforce Lightning Components and Aura Framework |
| SALESFORCE.COM | Salesforce CRM, Salesforce Admin, Service Cloud Console, Apex language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Lightning. |
| ADMINISTRATION | Reports & Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Apex Data Loader, Import Wizards, Packages, Custom Apps, Communication Templates. |
| LANGUAGES | Apex, XML and HTML |
| SALESFORCE TOOLS | Force.com Data Loader, Force.com Platform (Sandbox, and Production). |
| OTHER TOOLS | SaaS and PaaS, Data Migrator |
| OPERATING SYSTEMS | Windows 7/8/10, MAC OS X |
| SALESFORCE TOOLS AND INTEGRATION TOOL | Apex Data Loader |
| DATABASE TOOLS | Query Analyzer, SQL Server Profiler, DTS, Business intelligence Studio |
| METHODOLOGIES | MS SQL Server |

**PROFESSIONAL EXPERIENCE**

**Client: Merck &Co, Kenilworth, NJ Dec 2019 till Date**

**Role: Sr. Salesforce Developer**

**Roles & Responsibilities:**

* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Developed Apex Classes and Apex Triggers for various functional needs in the application.
* Worked on various AppExchange products according to the needs of the organization.
* Worked real-time troubleshooting on various Salesforce.com standard objects like Case Management, Accounts, Contacts, Content, Reports and Workspaces.
* Designed, and developed the Custom objects, validation rules, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Created multiple Lightning Components, added CSS Design Parameters that makes the Lightning component look & feel better.
* Created modern Enterprise Lightning Apps combining Lightning Design System and Lightning Component features. Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Created Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Performed large and small-scale Data Migration using Migration Tool and Data Loader.
* Developed Custom Validations to override the Salesforce default validation rules.
* Complete bulk imports of data using Apex Data loader.
* Developed workflow rules for various tasks and Email alerts as per the requirement.
* Developed Visualforce Pages to customize the view and functionality of the page that were required by the Organization.
* Created custom links, formulas, Layouts, workflow and approval processes. Set both object-level and record level security.
* Used Cast Iron integration tool for synchronizing master list of customers such as leads, accounts, opportunities and forecasts. It is used for data configuration.
* Provided support ongoing Salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow, campaign management, Triggers.
* Communicating regularly with the SFDC designated super users to support them in their role and provide information and training on new features and functionality.

**Environment:** Salesforce.com, Salesforce Lightning, Apex Classes, Controllers, Triggers, Visualforce Pages, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Data Migration, Dash Boards, Data Loader, Cast Iron, Custom Objects, Tabs, Accounts, Fields, Leads Emails

**Client: AbbVie Inc, Chicago, IL Jan 2018 to Nov 2019**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Implemented automated survey delivery for Marketing, Customer Support, and Professional Services utilizing Click tools and Cvent survey systems.
* Managed and participated in all phases of the project, including Project Plans, Documentation, and Configuration:
* Designed custom visual force pages for Customer Support, Sales, and Professional Services department.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created and used Email templates in HTML and Visual Force.
* Involved in Assignments Rules, Escalation rules, and Auto-Response Rules Configuration and Customization in Case Management.
* Scheduling Apex jobs for processing large records.
* Created Profiles and Roles based on Organizational role hierarchy, implemented Record-Level and Field-level security and configured their sharing settings.
* Created various custom Reports and Dashboards as per the customer requirements.
* Provided support for Salesforce maintenance by reviewing trace logs, developing action plans and other administration services including periodic data cleansing, workflows and approvals.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Designed 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 leading to effective Web-to-Lead communication with customers and partner portals.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
* Designed System Configuration Enhancements (Dashboards, Reporting, Sharing Rules, Role Hierarchy, etc.).

**Environment:** Agile, Salesforce Unlimited Edition, Service Cloud, Sales Cloud, Apex, Visual Force (Pages, Component & Controllers), jQuery, JSON, XML, HTML5, CSS3, JS, Bootstrap, Angular JS, Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Eclipse/Force.com IDE, SQL Server.

**Client: Network Health, Medford, MA Mar 2016 to Dec 2017**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Performed the role of Salesforce.com Developer and Administrator in the organization.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Custom Objects.
* Developed Apex Classes, Controller Classes & Apex Triggers for various functional needs in the application.  
  Stored procedures and triggers are created for high performance.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse and also Apex Classes, Apex Language Apex Triggers.
* Created and used Email templates in HTML, Custom (without using Letterhead), Text and Visual force.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Involved in Business requirement meetings like gathering information for IT team and also analyzing the information provided by Business users.
* Interfaced with Business user to update the business requirement document as well as testing document.
* Upgraded some apps from Salesforce classic to lightening experience to develop rich user interface and better interaction of pages.
* Formatted and migrated the user data into Lightning Experience. Tested the Lightning components for small set of test users.
* Customized Lightning components were built using Java script on client side and Apex on server side.
* Replaced all standard buttons and actions with Quick Actions or Lightning Components.
* Retrieved customer data from third party APIs & migrated the data to be displayed on Salesforce Lightning Components.
* Developed Technical Design Document after analyzing the different scenarios.
* Created page layouts, organized fields and other components on a record detail and edit pages.
* Developed Apex Classes, Apex Triggers and Validation rules.
* Used Dashboards and reports to show the performance of the offices and also time taken to assign Leads.
* Implemented new enhancements including creation of custom objects, workflows, email alerts and templates.
* Developed and maintain visual force, Force.com pages and integration to other third-party solutions.
* Maintained multiple user roles, security, profiles, workflow rules, etc.
* Demonstrated ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally.

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

**Client: Apache, Houston, TX Aug 2015 to Feb 2016  
Role: Salesforce Consultant**

**Responsibilities:**

* Worked closely with business partners to realize the full capabilities of Salesforce.com CRM.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Developed Apex Classes and Apex Triggers for implementing the business logic.
* Worked with Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, and Apex Triggers.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Used SFDC Chatter profiles for different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Implemented Salesforce Service cloud and Opportunity Management (Case management, Product & price book, High volume customer portal) for business support and technical support for its channel customers.
* Made new feature enhancements on Service cloud console view and developed some Visualforce components
* Used Salesforce Automation (SFA) for Sales Lead Management, Opportunity Management, Account and Contact Management.
* Involved in Data Migration from legacy system to Salesforce objects using Apex Date Loader.
* 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.
* Started evaluation of Salesforce.com ETL and integration solutions including Informatica and Cast Iron.
* Supported the Data Migration activities for migration the data from various business sources with the support of Salesforce.com.
* Worked with Web services, Metadata API and Customer Portal sites.
* Analyzed all the customizations and developments and tried to suggest possible ways for the new enhancements that we get from the Sales people.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between different sandbox environments.
* Used Force.com IDE for creating, modifying, testing, and deploying VF Pages, Apex Classes and Triggers.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.

**Environment:** Salesforce.com, Informatica, Cast Iron, Sandbox, Force.com IDE, SOAP UI, Windows.

**Client: JP Morgan Chase, New York, NY Jun 2013 to Jun 2015**

**Role: Salesforce Developer**

**Responsibilities:**

* Served as the point of contact for all Salesforce related issues updates enhancements and questions for the organization.
* Develop Visual Force pages, Visual Force Custom Controller Components, Advanced Search functionality, Custom Objects, Tabs, Tags and Components.
* Written numerous SOQL and SOSL queries using with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed Apex Triggers, Apex Classes and Test Methods using Sync/Async methods.
* Customized dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas.
* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
* Written numerous SOQL and SOSL queries using Force.com explorer.
* Involved in the entire SDLC using agile methodologies.
* High End Process and Application Customization using Apex & Visualforce.
* Involved in authorizing Test strategy and Test plan.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.
* Created pick lists, dependent pick lists, lookups fields, junction objects, master detail relationships, validation and formula fields.
* Migrated data from Legacy Systems to Salesforce CRM using data loader.
* Designed solution and configured Salesforce.com Case, Solution, PRM & Customer portal Modules.
* Mainly worked with CASE Management in SFDC.
* Developed Visualforce page using the extension controller according to the clients’ requirement.
* Developed the web front end layer using JSP, JavaScript for the registration application where different users, employees, contractors, and clients can login to their maintenance pages and manage their accounts.

**Environment:** Salesforce.com platform, Apex Language, REST API, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Custom Objects, JavaScript, Dojo, JSP, Ajax, Sandbox data loading, Eclipse IDE Plug-in.

**Client: Univera Health Care, Buffalo, NY Aug 2012 to May 2013**

**Role: Salesforce Developer**

Responsibilities:

* Developed custom Visual force pages to automate Approval processes that used Email Approvals and Parallel Approval steps.
* Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements
* Worked Developed APEX Classes, Visualforce pages and APEX Triggers to develop the custom functionality as per the requirements.
* Created Visualforce pages which identified a region to be updated to enforce partial page and display the status of AJAX requests to display different on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Administered, configured, and maintained Salesforce.com application user profiles, roles, assigning permission, generating security tokens, upgrade installation.
* Worked on SFDC, CRM, SFA and Billing Modules (Sales Process Automation, Lead and Marketing Automation, Mass Marketing Automation, Customer Care, Accounts Receivables, Credit Limit process, Collections, Rating, Billing, Discounts, Catalogues, Invoicing, Reporting).
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Migration of data from Microsoft Excel to Salesforce using Import Wizard.

**Environment:** Saleforce.com platform, Apex Language, Classes, Triggers, Visualforce (Pages & components), Custom Component, Custom Controllers, Workflow & Approvals, Data Loader, Custom Objects, Custom Tabs, Sandbox.

**EDUCATION**B.R.A. Bihar University, Business Administration. 2012.