### **Summary**

* Around 8 years of working experience as a developer in which Around 6 years of working as a Salesforce developer & administrator.
* Hands on experience in SFDC development using Apex classes and Triggers, Components, Visualforce, Integration, JavaScript, Ajax, CSS Styles, Reports, SOQL, SOSL, Process Builder and Flows.
* Proficiency in performing SFDC Administrative tasks like creating Profiles, consigning Roles, validation rules, Users, Page Layouts, Record Types, Email Services, Workflows, Approvals, Custom Reports, Dashboards.
* Thorough knowledge in the security and sharing model which is used to finely control the user’s access to different data.
* Experienced in lightning experience which included the lightning component Framework and also involved in building lightning components, Lightning App Builder.
* Framework Experience using Force.com technologies, including Apex, Visual Force and Lightning Components.
* Experience in Lighting web components and LWC libraries.
* Developed Proof of concepts using Lighting web components.
* Integrated Lighting components with Lightning web components.
* Experienced in Case Management, Entitlement management and Email to Case.
* Hands on Experience on Salesforce.com Knowledge Management.
* Implemented Live Agent to handle Customer support issues over the Chat.
* Experience Advanced Apex code, classes, triggers, services, visual force pages.
* Experience working with Wave Analytics.
* Experience in agile development methodology.
* 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.
* Knowledge on Live Chat enabling and CTI
* Experience in code deployments between environments and other Siebel Admin related tasks.
* Good experience with SQL, HTML, XML, CSS and JavaScript.
* Excellent Interpersonal, Communicational, Organizational and Project Management skills.
* Excellent team player, self-motivated, quick learner and with good trouble-shooting capabilities.
* Functional knowledge across varied Salesforce verticals: Healthcare, Energy, Transportation, Banking and Telecom.
* Experience in Software Development Life Cycle (SDLC) with various methodologies like Waterfall and Agile(Scrum)
* Experienced to independently complete the development work without any oversight.
* Experienced in encryption of data using Cipher cloud and other technologies.
* Experienced with SSO Setup and SAML 2.0 to integrate internal and third party applications.
* Expertise in data modelling, data migration and both API and user interface development principles

**PROFESSIONAL CERTIFICATIONS:**

* ***Salesforce.com Certified Platform Developer (DEV 401)***
* ***Saelsforce.com Certified Administrator (ADM 201)***
* ***Salesforce Certified Sales Cloud Consultant (WI21)***
* ***Salesforce Certified Service Cloud Consultant (WI21)***

**EDUCATION DETAILS:**

* **MS in Computer Science, Silicon Valley University.**
* **BS in Computer Science, KITE College.**

**TECHNICAL SKILLSET:**

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| --- | --- |
| SFDC | Apex Triggers, Classes, Lightning, Aura framework, Test Classes, Visual force, S-Controls, Lightning Components, Sandbox development & testing, Point click Customization, SOQL, Data Loader. Validation rule, Workflows, Sales cloud, Campaigns and Journey Builder, Sales Cloud, Service Cloud, Apptus. |
| Languages  | Apex, Java, J2EE, PL-SQL |
| Custom Integration | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls,, Veeva, Docusign, AppExchange Package & Custom Application and Sandbox data loading, Jenkins, bit bucket |
| Tools | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in, Jira, ETL tools like Data Migrator (IBI), SQL Server Integration Services (SSIS),AWS |
| Databases | Oracle 9i, Oracle 10g, SQL Server, MySQL |
| Web Applications | HTML, Java Script, XML, XSL, JSP |
| Operating Systems | Windows 2000/XP-Pro/Vista/7, UNIX/ LINUX |

### **Additional Hands on Skills:**

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* Salesforce Social Analytical and Engagement tool – Radian6
* [Email marketing](https://en.wikipedia.org/wiki/Email_marketing) and [marketing automation](https://en.wikipedia.org/wiki/Marketing_automation) software (B2C)- Silver Pop
* App Exchange Product – DeDupblocker

# **Professional Experience**

**Client: CNA Insurance, Chicago Dec 2016 – Till Date**

**Role: Sr Salesforce Developer**

**Environment:** Apex Classes, CPQ, Rest API, Triggers, Visualforce, Visualforce Components, Controls Workflow & Approvals, Process Builder, Lighting AppBuilder, Dashboards, Lighting Components., SLDS, Aura Framework, Salesforce DX

**Responsibilities:**

* Implemented Lighting Web components and converted existing visual force pages to Lightning web components.
* Created Light weight components using LWC Web Standards.
* Integrated Lighting web components with Lightning Component framework.
* Developed User interface screens and Common Component model with LWC frame work.
* Created lightning components and embedded them to visual force pages.
* Created lighting custom tabs with lighting components.
* Developed Marketing notifications process using Batch apex and Schedule process.
* Implemented Quote smart approval process based geographical regions and approvers.
* Implemented the Various functionalities and use cases with Lighting Process Builder.
* Implemented the Apex Queue able jobs to process the data in asynchronous.
* Developed the User input pages with Salesforce Visual flows.
* Implemented Custom Visualforce pages using XSLT to print the data in Quote Documents.
* Configured Quoting templates to generate document from Quotes and Quote lines.
* Implemented Rest Api callouts from Salesforce to get data from Oracle ERP Systems.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Worked with Apex Triggers for automation process. Connecting the Zuora connector for salesforce CPQ by using the global methods.
* Using the Zuora CPQ programmatically mainly for creating and submitting the Salesforce CPQ contracts to Zuora by automating manual steps during the quoting process.
* Implementing the Zuora WSDL by schema set up by including all the correct fields, such as tax fields and custom fields. Synchronizing the Zuora CPQ by adding additional custom fields and configuring from salesforce to Zuora.
* Created REST APIs using Apex REST, which helps to find the Duplicate Leads, Opportunity or Service Contract exist in Salesforce.

**Client: McKesson Corporation, AZ Nov 2015 – Dec 2016**

**Role: Sr Salesforce Developer/Administrator**

**Environment:** Salesforce.com platform, jQuery, Apex Classes, Rest API, SOAP API, Controllers, Triggers, Visualforce, Visualforce Components, Controls Workflow & Approvals, Process Builder, Lighting AppBuilder, Dashboards, Lighting Components., SLDS, Aura Framework, Salesforce DX

**Responsibilities:**

* Involved in requirement gathering from users.
* Implemented Lighting Web components and converted existing visual force pages to Lightning web components.
* Created Light weight components using LWC Web Standards.
* Integrated Lighting web components with Lightning Component framework.
* Developed User interface screens and Common Component model with LWC frame work.
* Created lightning components and embedded them to visual force pages.
* Created lighting custom tabs with lighting components.
* Implemented the Various functionalities and use cases with Lighting Process Builder.
* Implemented the Apex Queue able jobs to process the data in asynchronous.
* Developed the User input pages with Salesforce Visual flows.
* Developed Visualforce Pages and Visualforce Components to include extra functionality and Written Apex Classes to provide functionality to the visual pages.
* Written Batch Process to update the latest conversion rates to all the active Products.
* Implemented Rest Api callouts from Salesforce to get data from Oracle ERP Systems.
* Implemented the Knowledge management to manage Knowledge data
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Created REST APIs using Apex REST, which helps to find the Duplicate Leads, Opportunity or Service Contract exist in Salesforce.

**Client: DHS, Washington D C, VA May 2015 – Sep 2015**

**Role: Salesforce Developer/ Administrator**

**Environment:** Salesforce.com platform, Data Loader, JQuery, Apex Classes, Rest API, SOAP API, Controllers, Triggers, Visualforce, Visualforce Components, Workflow & Approvals, Process Builder, Lighting AppBuilder, Custom Reports, Dashboards, Lighting Components., SLDS, Aura Framework.

**Responsibilities:**

* Involved in requirement gathering from users.
* Created lightning components and embedded them to visual force pages.
* Created lighting custom tabs with lighting components.
* Implemented the Various functionalities and use cases with Lighting Process Builder.
* Implemented the Apex Queue able jobs to process the data in asynchronous.
* Developed the User input pages with Salesforce Visual flows.
* Design Requirement documents and functional document for the development team.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user fields for different profiles interface and better interaction of pages.
* Developed Visualforce Pages and Visualforce Components to include extra functionality and Written Apex Classes to provide functionality to the visual pages.
* Written triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Created REST APIs using Apex REST, which helps to find the Duplicate Leads, Opportunity or Service Contract exist in Salesforce.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects and it to read, extract, and load data from comma separated values files.

**Client: Virtusa, Chennai, India Jun 2014 – Dec 2014**

**Role: Salesforce Developer**

**Environment:** Saleforce.com platform, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sales Cloud, Service Cloud, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in.

**Responsibilities:**

* Analyzed the business requirements and mapped to Salesforce.
* Involved in data migration from Excel to Salesforce using Apex Data Loader.
* Created user Roles and Profiles, security controls and sharing settings.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
* Developed Apex Classes, Visual force pages and Apex Triggers to develop the custom functionality as per the requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Worked on various AppExchange products according to the needs of the organization.
* Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Integrated Salesforce with Microsoft Outlook to synchronize contacts, events and tasks.
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* Configured and Integrated Salesforce with Oracle database.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked on Apex classes, controllers, controller extensions.
* Customized page layouts for Accounts, Contacts, Campaigns, Leads, Opportunity depending upon user roles and groups.
* Wrote SOQL, SOSL considering the governor limits.
* Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.

**Client: Doer’s Guild, Hyd, India Jun 2012 – May 2014**

**Role: UI Developer**

**Environment:** HTML4.0/5, CSS3, JavaScript, JQuery, AJAX, JSON, JSTL, XML, XHTML, Eclipse, Adobe Dreamweaver, JIRA, Angular JS, Bootstrap, GIT, JAVA, Clear Quest, Soap UI, Adobe Photoshop and MS Office.

**Responsibilities:**

* Involved in developing the UI pages using HTML, CSS, JAVASCRIPT, JSON, JQUERY, and AJAX.
* Developed front end along with pages for user interactions; for the entire website using HTML5, CSS3, and JavaScript.
* Defined new validations through Angular.js for the form field validation implemented through HTML5.
* Applied JQUERY core library functions for the logical implementation of all the applications at the client side.
* Brief experience on implementing the Angular.js in creating animations based on CSS classes.
* Used JQUERY and AJAX for service calls on pages to interact with the server for information.
* Utilized various JavaScript and JQUERY libraries, AJAX for form validation and other interactive features.
* Used AJAX, JSON to send request to the server to check the functionality of the website.
* Testing the website on multiple browsers with their old as well as latest release.
* Developed page layouts, navigation and presented designs and concepts to the clients and the management to review.
* Structured the JavaScript code using Angular.js.
* Created SQL queries to perform insert, update or delete operation on MySQL database.
* Developed application for different browsers and fixed bugs for browser compatibility.
* Interacted and worked with cross-functional teams
* Created and optimized graphic prototype websites and applications interfaces using HTML and CSS.
* Involved in writing application level code to interact with APIs, Web Services using AJAX, JSON and XML.
* Implemented and designed user interface for web based customer application.
* Developed components to fetch the data from the back end using AJAX and JQUERY.
* Used SVN for Version Control.
* Analyze the response of JSON to update DOM.