# **Naresh Kumar**

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**203-666-5343**

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| PROFESSIONAL SUMMARY |

* Over 7 years of professional experience in Software Development with strong technical skills including 5 years of extensive experience in Salesforce.com and Force.com platform both as a developer and an administrator and 2 years of experience in Lightning /Java J2EE Application Development.
* Experienced using **Salesforce Lightning UI.** Created **Lightning Apps** combining **Lightning, Design System, Lightning App Builder**and**Lightning Component features.**
* Upgraded some Apps from **Salesforce Classic**to**Lightning Experience** to develop rich user interface and better interaction of pages.
* professional responsible for delivering Salesforce consulting and cloud computing strategies across Sales and Service areas. Salesforce CRM platform and worked on different environment of SFDC such as Sales and Service Clouds.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF, Remoting, Asynchronous Framework & options. Worked on Lightning Process builder flows, Connect API, Chatter, and quick Action**.**
* Expertise in SFDC Development using**Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows.**
* Worked on **Salesforce1 Platform** to build Mobile App by enabling Lightning Components to make Lightning Application mobile. A Quick Learner to new concepts like **Salesforce**
* In-depth understanding of CRM business processes that include Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management and merging management, Product Catalog, Solution Database, Task Management, Approval Cycle, SLM etc. Sales force.com skill-set highlight.
* **Lightning**and**Salesforce mobile application**, Applications and implemented them in the project.
* Experienced in Business Process Modeling, Business Process Improvement, requirement gathering, elicitation, evaluation, analysis, Salesforce configuration, customization, and Project Coordination across the project lifecycle.
* Analyzed Sales, Marketing, Customer Service and Customer Support business processes used by salesforce.com customers and recommended ways to improve their processes using salesforce.com.
* Strong knowledge about **Sales cloud, Service cloud, Market** configuration and customization and good understanding with Client/Server architecture, Object-Oriented design techniques and web application.
* Extensive experience in salesforce.com Setup, Configuration, Customization, Administration, Data Migration, and Integration tools like Apex Data Loader etc.
* Experience in moving code from lower **sandboxes**to production environments and addressing issues related to functionality, **integration,** and deployment.
* Experience in using Force.com Web services API for implementing web services in the application for access to data from different users using REST and SOAP.
* Good command over designing & developing dynamic web content using HTML, XML, JavaScript & other web development tools/technologies.
* Proficiency in Object Oriented Languages like C++, Java, J2EE, JSP and other Java technologies.
* Extensive Experience of **Agile**Methodology and **Scrum**Methodology of software engineering processes.

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| * TECHNICAL SKILLS |

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| * Salesforce.com | * Salesforce Lightning Design System and Lightning Components, Salesforce CRM, Reports & Dashboards, SOQL, SOSL, Apex Scheduler, Apex Trigger, Apex Class & Apex Web Services, standard and Custom Objects, Visualforce (pages, components, and Controllers), Workflow and Approvals, Salesforce1 Mobile. Apex Language, HTML, Java Script, XML. |
| * Custom Integration | * Field updates reports, Custom objects, Custom settings, Custom labels, Tabs, Account management, Contact management, Email services, Security controls, App Exchange, Package & Custom Application and Sandbox Data loading. |
| * Force.com Tools | * Force.com IDE, Force.com API tools (Data Loader), Force.com Explorer, Force.com Migration Tool, Sales force Workbench, Force.com, Apttus and Excel Connector. |
| * Web Technologies | * HTML, CSS, WSDL, XML, Java Script, J Query, AngularJS, DOM, SOAP, REST, AJAX and API. |
| * DBMS | * Force.com Explorer, MySQL, SQL Server 2008/2012. |
| * Data Migration and tools | * Data Analysis, Data Migration, Salesforce.com Data Loader, Salesforce.com import wizard |

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| PROFESSIONAL EXPERIENCE |

**State street, Boston, MA**

**Salesforce Developer and Administrator**

**November 2019 – Till Date.**

**Responsibilities:**

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Good experience in development and maintenance of Sales & Service clouds.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Gathered many pain points and ideal solutions from the requirements meetings and built out a PoC using various custom objects, profiles, record types, and fields in the Service Cloud.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Facilitated **JAD sessions** with business SMEs and analyzed the Functional Requirements and documented **Use Cases, Process Maps, Wireframes Prototypes**, and **NFRs.**
* Maintenance of installed **Managed Packages** in **Lightning** using Apex. Experienced in using **Data Migration** tool called **Data Loader.**
* Worked on Lightning Process builder flows, Connect API, Chatter, and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Designed, developed, and deployed Apex Classes, Controller Classes, Batch Apex and Apex Triggers for various functional needs in the application using the Eclipse IDE.
* Implemented Outlook integration with salesforce including installing, sending mail, linking, sharing.
* Worked on setting up customer and partner Communities for establishing secure and maintaining good communication Between Customers, Partners and Company.
* Worked on Service cloud to provide support to the client and Sales Cloud to manage and maintain the organization’s sales territories using Enterprise Territory management.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Provided a Proof of Concept (PoC) that was presented to the client to create a potentially new Salesforce related opportunity for Confidential while providing a better solution to the client’s need.
* Managed and led a team of analysts to design, build, and configure a working PoC to present to the client to demo the lead management capabilities in Salesforce
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Followed Scrum Agile methodology for the iterative development of the application and participated in weekly Sprints, daily stand-up meetings and customer reporting backlogs.
* **Environment:** Visual Force, HTML, Apex API, Rest API, SOAP, SOQL, SOSL, Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, JAVA Script, SFDC, WSDL, Sales Cloud, Service Cloud, Community Cloud, Continuous Integration, Case Test Automation, Eclipse, Apex Explorer.

**PRUDENTIAL, ROSELAND, NJ.**

**Salesforce Admin/Developer/Lightning.**

**MARCH 2018 – November 2019.**

**Responsibilities:**

* Performed the roles of Salesforce.com Administrator/Developer in the organization.
* Created Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Customized Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules .
* Gathered and prioritized the requirements by building a Prioritized Requirements matrix.
* Worked as enhancement team member and performing the roles of Salesforce.com Developer and Administrator in the organization. Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud and Call Center.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Provided a Proof of Concept (PoC), which successfully led to a sale of the project, to assist in their lead management process
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Experience on Salesforce CRM platform and worked on different environment of SFDC such as Sales and Service Clouds.
* Produced **Wireframes and Prototypes** for the **Dashboard and Reports** of the To-Be system and built **Use Cases**and **Functional and Non-Functional specs** to substantiate them.
* Good experience in Web service - synchronous and asynchronous, Web service factory.
* Designed Functional Design Document for the integration module with test cases.
* 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.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Designed the solutions for business and technical requirements by customizing various standard objects of SalesForce.com (SFDC).
* Used the Unit test processes that verify the Apex code works properly during development.
* Prepared the Test plan, Test script, and Test cases of the application.
* Used field level security along with page layouts to manage access to certain fields.
* Implemented Data Migration between different environments like sandbox and production environment.
* Designed the application to be created module wise using the schema builder.
* Designed, and developed Apex Classes, Controller Classes, extensions, and Apex Triggers for various functional needs in the application.
* 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.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* **Environment:** Saleforce.com platform, Apex Language, Visual Force Pages, Visual Force Components & Controllers, App Exchange, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Dashboards, Custom Objects & Tabs, SOAP API, Email Services, Sandbox, Force.com Eclipse IDE Plugin Windows 7.

**SBASE INC.**

**Salesforce Developer and Administrator.**

**Jan 2017– Nov 2017**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and using other Platform based technologies like Visual Force, Force.com API, and Web Services
* Analyzed and implemented the Security model (Object level, Field level and Record level) using Profiles, Roles and Sharing Model (Organizational-wide defaults & Sharing rules) settings
* Customized tab worked with various standard objects like Accounts, Contacts, Leads and Opportunities.
* Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed workflow rules for various tasks and Email alerts as per the requirement.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Implemented Case Management Automation to track and solve Customer’s Issues. Created Web-to-lead form to enter lead information.
* Involved in developing Visual Force Pages and Apex coding with extensive use of Browser Technologies -JavaScript, jQuery, HTML & CSS.
* Developed Apex classes for various functional needs in the application
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Environment: Saleforce.com platform, Objects, Apex Classes, Apex Language, Apex Trigger, Visual force (Pages & Components), Triggers, sObjects, Workflows, Email Services, Security Services, Sandbox Data Loading, SQL, HTML, JavaScript, SFDC Sand box, Sales force.com Data Loader.

**MNCL Softech Pvt Ltd, India**

**June 2013 – Nov 2015**

**Role: Salesforce Developer/Administrator.**

**Responsibilities:**

* Worked on various standard Objects like Leads, Accounts, Contact, Opportunities, Products, and contracts that helps the company to maintain their information and make sales of the product.
* Created many of Roles and Profiles for the organization, which helps them in maintaining the Security for different individuals who are working in the organization.
* Designed Technical design document for the integration between Oracle DB to Salesforce.com.
* Designed Functional Design Document for the integration module with test cases.
* Developed Validation Rules for the Custom Objects and Approvals for some fields.
* Implemented field level Security, Profile, and audit trail setup.
* Customized several Formula fields, Workflow Rules, Validation Rules, Triggers, Apex classes.
* Created several Validation Rules, Custom buttons, and links on custom and standard objects.
* Created the many of the Reports and Dashboards, which helps the sales team in marketing their product.
* Created Visual Force pages and Components used repeatedly in Visual Force pages to reduce the case of overabundance whenever needed.
* Implemented Service Cloud including Service Console, Customer Portal & Communities, Case Feed, and Knowledge Base & Entitlements.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Developed and configured various Reports and Report Folders for different user profiles.
* Construction of UIs using angular.js, Bootstraps and JavaScript.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Worked with Salesforce premier support to short out technical challenges and governor limits.
* Worked on Standard objects like Product, Quotations and Order.
* Created various Roles, Profiles, and Page Layouts and Configured the permissions based on the hierarchy requirements of the organization. Responsible for setting up Filed Level Security.
* Scheduled Apex Batch jobs for processing large records. Developed various Custom Objects, Tabs, Master-Detail, Lookup relationships, Formula fields, validation rules. Designed and deployed Validation rules, Approval Processes, Custom tabs, and Auto-Response for automating business logic.

**CERTIFICATION**

* Salesforce.com Certified Platform Developer-1
* Salesforce.com Certified Force.com Administrator (ADM 201)
* RANGER in Trailhead.