**PROFESSIONAL SUMMARY:**

About 8 years of experience as an IT professional, strong at Object Oriented Analysis, Designing and Programming skills and 5 years as a Salesforce.com CRM and Force.com platform as Development and Administration, Implementation, Support and Configuration of Salesforce CRM based on Apex Language and Force.com Platform.

* Expertise in Salesforce **Lightning Components** and **Lightning Pages** and **Lightning Design** Systems.
* Assisted in **Migrating** to the Lightning Experience.
* Actively participated in multiple phases of **SDLC**- Feasibility, Implementation, Production and Development, Delivery of projects in **SFDC**.
* Experienced in implementing Cloud based solutions using Salesforce platform both as an administrator and developer.
* Designed and developed various Custom Objects, Custom Apps, Custom Fields, Validations, Role Based page layouts, Custom Tabs, Custom Reports as per the requirements.
* Developed **Reports** and **Dashboards** using components and different report types.
* Involved in **Data Mapping** and **Migration** of data from legacy systems to Salesforce.com.
* Proficient in dealing with the functionalities related to the Service Cloud and Sales Cloud.
* Experience with Salesforce customization, Security Access, Creating Profiles, Roles, Sharing rules, Users, Page layouts and email services.
* Good experience in setting up relationships in view of business use cases using Salesforce relationships **Master-Detail, Lookup** and **Many-to-Many** (Junction Object) between objects.
* Expertise in querying Salesforce database using **SOQL & SOSL queries** with Force.com explorer.
* Experienced in SFDC development using Apex Classes, Batch Class, Schedule Class, Triggers, Test Methods, Visualforce Pages, Visualforce Components & Controllers **Force.com IDE, SOQL, WSDL, REST** and **SOAP.**
* Created various SFDC **Administrative roles**.
* Integrated Salesforce.com applications with external systems using **Web Services** and **Apex Web Services** classes and XSL. Used REST full web services.
* Experience on working with Force.com **Service Cloud, Sales Cloud,** and **Marketing Cloud**.
* Experienced in working on **Eclipse IDE** with Force.com plug-in, command line interface.
* Handful experience in **Sandbox Management** (Like Refreshing Sandbox, Creating New Sandbox, Migrating code from one sandbox to the other).
* Expertise in advanced **Apex programming** concepts including common Design patterns, Governor limit management techniques, Bulk patterns, efficient and reliable trigger handling, and asynchronous operations.
* Experienced in creating and execute **Unit** and **Integration tests**.
* Expertise in **Release management**, including preparation and deployment of Salesforce Packages as well as maintaining version control.
* Great exposure to key areas of **Enterprise architecture**, including Integration technologies, single sign on, and master data management**.**
* Good understanding of key Salesforce architectural concepts (e.g. **API and governor limits, security models and techniques**) and how they influence design.
* Solid technical and functional knowledge of Salesforce Platform, APEX, Visualforce, Declarative tools, Interfaces.
* Experience in designing Sales Cloud, Marketing Cloud, Service Cloud and Partner Communities.

**CERTIFICATIONS**:

* **Salesforce.com Certified Force.com Administrator (ADM 201)**
* **Salesforce.com Certified Force.com Developer (DEV 401)**

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce.com** | Apex, Visual force, SOQL, SOSL, Apex Triggers, Apex Controllers, Salesforce.com, Workflows and Approvals, AppExchange, Apttus CLM, Email Templates, DocuSign, Wave Analytics, Formulas, Validation Rules, Eclipse, Apex Data Loader, SVN, Jenkins, Force.com IDE, Oracle Big Machines CPQ |
| **Web Technologies** | JavaScript, PHP, Angular JS, XML, HTML, XHTML, XSL, CSS, AJAX, ASP |
| **Databases** | Oracle 11g/10g, SQL Server 2008/05/2000, MYSQL, DB2 |
| **Operating Systems** | Windows Family, MS-DOS, UNIX, SOLARIS |
| **Programming Languages** | C, C++, Java, Apex |

**EDUCATION QUALIFICATION:**

Bachelor of Technology, India

**PROFESSIONAL EXPERIENCE:**

**Rockwell Automation, WI April 2016 - Till Date**

**Sr. Salesforce Developer /Admin**

*When you invest in Rockwell Automation, you join in our mission to improve the standard of living for everyone by making the world more productive and sustainable. You also invest in the future of manufacturing. We are committed to enabling the next generation of smart manufacturing. With the right strategy, talented people, and our substantial financial strength, we are dedicated to deliver sustained shareowner value*

**Responsibilities**:

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Developed Visualforce Pages, created Reports, Dashboards and Apex Classes.
* Provided technical walk-throughs to various stake holders (QA Team, UAT Team, etc.)
* Built custom user interfaces using **Lightning components**.
* Developed, Tested and Deployed Custom fields/objects, Forms, Workflows, Interfaces, Records, and user roles to meet business requirements.
* Worked on translating several Visual Force pages to **lightning framework**.
* Developed Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers for various functional needs in the application.
* Performed Asynchronous Callouts using the **Future Annotation** and executed the future methods from a Trigger.
* Worked efficiently with standard Salesforce.com objects like **Accounts, Contacts, Leads, Cases** and **Opportunities.**
* Strong knowledge of Force.com platform technologies including Apex, Triggers, Visualforce, Workflows and Approvals, Integrations with end-to-end product development experience.
* Worked on various SFDC implementations covering Sales Cloud, Service and Cloud applications.
* Implemented change control from development **sandboxes** to production and across the development lifecycle.
* Experience in creating **Lightning Components** and used Salesforce Lightning Design System (**SLDS**) to convert existing Visualforce pages to **lightning components.**
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Provided detail estimates of the level of effort associated to implement capabilities based on business requirements and solution design.
* Worked with **SOQL & SOSL** queries with Governor Limitations to **store** and **download** the data from Salesforce.com platform database.
* Involved working in the integrations components by consuming **Restful APIs**.
* Involved in creating a user interface in Lightning using **Aura components**, for a user to enter details and submit in to Salesforce.
* Deployments’ using the **change sets** from one sandbox to other, refreshing the sandbox. Have done many data migration tasks using **Data loader** .
* Hands on experience in **Sales Cloud** and **Service Cloud** functionalities.
* Developed Lightning components and used **Lightning App builder** to use those components in Lightning pages.
* Used Salesforce **Chatter** to provide real time notifications of changes in accounts, leads and opportunities to help sales and service teams to be more efficient.
* Customized the entire salesforce.com applications to incorporate the business requirements, which involved creating **Web Forms** and processing the data in **SFDC** with the extensive usage of Web services **API**.
* Created various workflow rules, profiles and permission sets based on the organizational hierarchy requirements.
* Created **Apex methods** for the lightning controller and helper methods to perform **DML** operations on the case records.
* Key role in gradual transition of company's application from Salesforce **Classic** to **Lightning** Experience.

**Environment:** Saleforce.com platform, Sales Cloud, Service Cloud, Informatica, Deployments, Apttus, Lightning components, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Data Loader, SF Explorer and Eclipse IDE Plug-in, AppExchange apps, SOAP and RESTAPI.

**Capital BlueCross, PA Jan 2015 to March 2016**

**Salesforce Developer/Administrator**

*Health care benefit programs issued or administered by Capital BlueCross and/or its subsidiaries, Capital Advantage Insurance Company®, Capital Advantage Assurance Company® and Keystone Health Plan® Central. Independent licensees of the BlueCross BlueShield Association serving 21 counties in Central Pennsylvania and the Lehigh Valley. Communications issued by Capital BlueCross in its capacity as administrator of programs and provider relations for all companies.*

**Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the applications to match the functional needs of the organization.
* Experience in acting as a liaison between offshore team and the Business performing meeting facilitation, work plan creation, task management.
* Developed **Apex triggers** with **bulk** safe for both standard and custom objects.
* Worked on security models, developed **apex based sharing rules** in order to meet security requirements.
* Developed various **batch apex** classes to merge duplicate accounts/contacts. Streamlined the integration and merge process in Salesforce. Ensured the integrity of data by building custom code to merge data.
* Developed dynamic salesforce.com visual force pages using Java script, Ajax toolkit and JQuery.
* Involved in troubleshooting and resolved issues related to integration. Developed **Apex classes** with **REST** calls to connect to **web services**.
* Developed **custom Visual force pages** and apex controller classes for various functional needs in the organization.
* Written test classes for unit testing.
* Experience in migrating data from various systems into force CRM usingSOQL and SOSL queries in Apex.
* Enhanced several **SOQL queries** to decrease the execution time and avoid **governor limits**.
* Worked **on email to case services**, implemented custom development to meet user requirements.
* Developed and deployed **workflows** and **approval processes** for custom objects as per the business requirements.
* Created **page layouts**, **search layouts** to organize fields, custom links, related lists, and other components on record pages.
* Involved in requirement gathering for setting up **Salesforce service cloud**.
* Implemented **Salesforce customer portal** to provide online support channel for customers.
* Built various agent-specific and management-specific **reports** and **dashboards** to track and provide key leading and lagging indicators for same day resolution and average queue times of cases.
* Developed **case escalation rules** to ensure cases were resolved in a timely manner.
* Used **change sets** to deploy metadata from sandbox to production environment.

**Environment:**Salesforce.com, Customer Portal, Sales Cloud, Service Cloud, Informatica, Apex Language, Visual Force (Pages, Component & Controllers), Triggers, SOQL, SOSL, Workflow Approvals, CSS Style sheets, Custom Objects, HTML, WSDL, Security Controls, Page Layouts, Sandbox data loading, Apex Data Loader Eclipse IDE Plug-in, Reports, Dashboards, Sandbox, Windows XP.

**WPS Health Insurance, Madison, WI March 2014 to Nov 2014**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Created **Apex triggers** and classes to accommodate bulk process of data/records according to the business needs.
* Created various custom buttons with JavaScript logic to perform **one-click** operations.
* Deployed the metadata and other changes using change sets and **ANT** migration tool.
* Involved in coding for modules for all the Sub-Application of the CRM application, which involves extending existing **SFDC** standard components using **Apex**, **Visualforce** and other utilities.
* Imported excel based customer information records in to Accounts, Contacts and Cases using Data Loader, Import Wizard and Excel connector.
* Involved in identifying, planning and implementing new Salesforce.com features and functions, new screens, workflow, force.com objects, reports, apex code to meet business requirements.
* Used **field level security** along with page layout to manage the visibility and accessibility of fields for different profiles.
* Worked with **SF chatter**, which helps the users to communicate with the organization easily and quickly.
* Used **SOQL** and **SOSL** for data manipulation needs of the application using platform database objects.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and custom links.
* Created Triggers on three different frames **Case Comments, Attachments, Email messages**.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visualforce, Force.com IDE**.
* Worked on several new data integrations and customizations are done to **B2B** Salesforce.com.
* Worked on Salesforce.com customizations using Apex (**classes, triggers and web services**) and Visualforce.
* Tracked **user responses** to keep count and direct issues to support team.
* Worked on various standard Objects like Accounts, Case, and Contact.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Configured **Profile-based** IP address restrictions, **Organization-wide** IP address restrictions and Profile-based login hour restrictions.
* Developed and configured various Reports and Report Folders for different user profiles based on the organization initiatives.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Worked with both technical and functional aspects of Salesfoce.com and have deep understanding of its underlying principles of **SAAS** and **Cloud Computing**.
* Designed System Configuration Enhancements (Dashboards, Reporting, Sharing Rules, Role Hierarchy, etc.)

**Environment:** Windows XP, Force.com Platform, Sales force Enterprise Edition, Salesforce.com Custom/Standard Objects, Custom Tabs, Veeva CRM, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, Salesforce.com sandbox data load, Email Services, Security Controls, Sandbox data loading, HTML, Java Script, CSS, WSDL, SOAP, AJAX, MVC Design Patterns.

**Sonata Software Ltd, Mumbai, India Dec 2012 to Feb 2013**

**Salesforce Admin**

**Responsibilities:**

* Involved in gathering requirements, Analysis, Design, Development and testing of the entire Application.
* Involved in all phases of SDLC (Software Development Life Cycle).
* Created **UML** diagrams like class diagrams and activity diagrams using the **Rational Rose**.
* Participated in the design and development of application using **JSP, HTML, CSS** and **JavaScript**.
* Used **Eclipse** as IDE tool to develop the application and **JIRA** for bug and issue tracking.
* Designed and developed the presentation layer using **AJAX** for RUI (Rich User Interface).
* **JSON** is used in conjunction with JavaScript for making HTTP requests.
* **JQuery** is used for validation.
* Developed the presentation tier of the application using **Struts** framework and **MVC** design pattern.
* Configured the **Hibernate ORM framework** as persistence layer for the backend by using hibernate.confg.xml
* Designed and developed **DAO**’s for accessing the POJO’s and updating the DB tables using the POJO’s, Java Collections, and Synchronization etc.
* Used **Hibernate object relation mappings** (ORM) for the database operations on MySQL.
* Developed and modified the **stored procedures**, the **DAO** (Data Access Objects) and **VO** (value Object) classes for separating the Data Access logic and business logic. Extensively participated in application integration. Spring is used to integrate Struts and Hibernate.
* Implemented interceptors for **Spring** and **Hibernate**.
* Transactions were implemented using declarative transactions in Spring with transaction managers capable of supporting Hibernate.
* Configuration issues in the various frameworks used were identified and resolved to extract an acceptable level of performance in terms of efficiency, response and robustness.
* Consumed **Web Services** as a gateway for the payment through the third-party.
* Developed Web Services using **SOA, SOAP, WSDL, UDDI** and **JAX-WS, JAX-RPC** programming models.
* Used **Ant** as build tool for building and deploying it into Web logic Server. Ant scripts are used for automating build process.
* Developed and execute unit tests and test suites for product components using **JUnit** Testing Used.

**Environment:** Core Java, J2EE1.6.x, JDK, JSP, Struts 2.x, Tiles, JMS, Spring 3.x, Hibernate 3.0, MySQL, Eclipse, WebSphere Application Server, JBOSS, JSON, AJAX, JQuery, Web Services(SOAP,WSDL), Ant, JavaScript, CSS, Log4J, Junit, HTML, PL/SQL, CVS and Oracle.

**Natco Pharma Ltd, Hyderabad Sep 2010 to Nov 2012**

**Role: Java/ UI Developer**

**Responsibilities:**

* Developed application code using Core Java and J2EE (**Servlets, JSPs**) in Eclipse tool.
* Developed GUI related changes using **JSP, HTML** and client validations using Java script.
* Developed application based on **SDLC** (software development lifecycle).
* Created several complex stored procedures and triggers using **SQL Server 2005**to retrieve data.
* Involved in all the phases of SDLC including Requirements collection, Design and Analysis of the customer specifications, Development and Customization of the application.
* Developed front-end controller in Servlets to handle the database access (**MVC pattern**)**.**
* Developed **JSP pages** and client-side validation by java script tags.
* Developed Session and Entity Beans to implement business functionality.
* Used Eclipse as an **IDE** and **Apache Tomcat** as an Application Server.
* Interacting with client for requirement gathering, analysis and modularization of the requirement.
* Used Apache web server for deployment.
* Performed Integration Testing by adding all modules together for the web-based application.

**Environment:** Java 1.5 SDK, java Script, JSP 2.0, AJAX, XML, JSTL, JNDI, EJB 2.0, UML, Web sphere, Struts, CSS, Eclipse, Hibernate.

**Dwaith Infotech, Aug’ 2009 – July’ 2010**

**Role: Product Trainee(Java)**

Worked on an internal Job portal, which allows the employees of the company to search refer candidates for new job and interact with an existing application. It is a web based application developed using struts MVC and hibernate frameworks

Responsibilities:

* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.
* Involved in designing the system based on UML concepts which include data flow diagrams, class diagrams, sequence diagrams, state diagrams using Rational Rose Enterprise Edition.
* Designed and developed web pages using JSP, HTML and used JavaScript for client side validation.
* Involved in design and development of the application in n-tier fashion based on MVC architecture standards and utilized Struts frame work.