**GEETHU RAVINDRAN** **NAIR**

 

*(Salesforces Developer)*

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**PROFESSIONAL SUMMARY:**

Having around 9 Years of IT experience with 5 years of strong experience in lightning locker services, classic to lightning migration and deployment of application using Force.com, Apex, Visual force and Cloud Computing based Sales force CRM, customization and development and 3 years in Java/J2EE.

* Good working experience in various capacities such as Salesforce developer, Salesforce Administrator, Force.com developer and business analyst and involved in various phases of entire project from requirement gathering, architecture development, implementation, training the end users.
* Rich experience in Administration and Development of Salesforce.com CRM using Force.com, Visual force, and APEX.
* Experience in security and sharing model, SSO, Salesforce Configuration, desktop/mobile integrations.
* Expertise in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
* Extensive experience using Salesforce.com Administration, Creating Roles, profiles, Page layouts.
* Experience in developing Visual force pages and Custom Objects using Apex Programming on Force.com Platform.
* Added Lightning Component to Lighting Pages and Record Pages. Have worked on Apex classes,   
  Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Expertise in developing Apex classes, Controller and Triggers on Force.com platform to customize application.
* Hands on experience in developing Salesforce Lightning Web Components (LWC).
* Developed Lightning Components using Aura Framework and Lightning Web Components(LWC).
* Experience in creating modern Enterprise Lightning Apps.
* Experience in integrating SFDC with Legacy applications (SAP, ACT) using Web Services API.
* Extensive experience in customizing the User Interface of Salesforce CRM using Apex Programming, Custom Controllers, Visual force, CSS and Omni script, JavaScript.
* Experience in customizing Data model of Salesforce.com CRM using Workflows, Triggers, Validation Rules, and Approval Processes.
* Extensive experience in customization, configuration, Eclipse IDE, Apex, Visualforce pages.
* Experienced working on CPQ application like ZUORA and customized logic around them.
* Configured the Mule process for fetching the data from topic and makes web service calls to the middle tier Mule ESB for processing. Worked on MULE API manager and RAML (RESTful API modeling Language).
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer.
* Key player in migrations and deployment of code from one environment to other using Force.com IDE deployment wizard.
* Experience in creating and customizing websites using CMS WordPress, Joomla, and Drupal and integrating them with Salesforce CRM for generating web-to-leads and web-to-cases.
* Created CPQ process using Apptus CPQ and CLM AppExchange tool in Quote.
* Understand Commerce Cloud technologies and troubleshooting practices to ensure successful resolution of Commerce Cloud product issues.
* Full SDLC designing and implementing Salesforce or other CRM platforms (Siebel, Oracle, Microsoft), and/or CPQ, Apttus, Steel brick technologies.
* Experience with APPTUS CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Worked in all phases of Software Development Life Cycle (SDLC) of Salesforce.com implementations.
* Delivering service everywhere through Field service lightning, Omni Routing, Social Customer Service.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components & Controllers, S-Controls, Apex Web Services, Apex Data Loader, Force.com Apex Explorer, Commerce Cloud, AJAX, Lightning, Reports, Custom Objects, Force.com Eclipse IDE Plug-in, Approvals. |
| **Force.com Configuration** | SFDC Standard Object Configuration: Campaigns, Leads, Accounts, Contacts, Opportunities, Price Books, Products, Assets, Contracts, Commerce Cloud, Cases, Solutions, Ideas, Cases, Solutions, Ideas, Queues, Quotes and Custom Object development, Field creation, Page Layout creation/editing, Related list customization, Record Types. |
| **Programming Languages** | Java, C#, Apex, SQL Server 2005. |
| **Scripting Languages** | HTML, XML, Java script, CSS, jQuery, Omni-script Shell, Ruby, Python |
| **Web Services** | SOAP/REST API |
| **Databases** | MYSQL, Oracle9i, Oracle 10g, Microsoft Access, SQL Server 2005/2008 |
| **Packages** | MS Word, MS PowerPoint, Eclipse IDE |
| **ETL/Integration Tools** | Apex Data Loader, Jitterbit, MuleSoft, Cast Iron, Force.com workbench. |

**EDUCATION:**

* Bachelor of Science in Nursing from Rajiv Gandhi University of Health Science, India.

**CERTIFICATIONS:**

* Salesforce Certified Administrator.
* Salesforce Certified Platform Developer 1.

**PROFESIONAL EXPERIENCE:**

**Salesforce, Indianapolis, IN. Oct 2021 – Till Date**

**Salesforce CPQ Developer**

**Responsibilities:**

* Worked with user group for Requirement gathering throughout Planning and Implementation.
* Worked on various sales force objects like Accounts, Opportunities, Products and Reports.
* Created profiles and implemented Object level, Field level and Record level security.’
* Provided development, implementation, and updating focusing on Sales cloud and Service cloud.
* Worked on Salesforce.com Standard Objects such as Accounts, Contacts, Opportunities, Campaigns, Cases, solutions.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field
* Built customized Lightning web components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Web Components in Lightning.
* Involved on creating lightning Pages inside Lightning Community Builder.
* I configured product and pricing setup using CPQ/Product consoles, which include price ramps, Price Matrix, Price Rulesets, price list items, tiered pricing, and asset pricing.
* Involved in CPQ (Configure, Price& Quote) design, mapped to the Salesforce custom objects, and involved in Apttus Advanced Workflow Approvals.
* Experience in Apttus CPQ, LDAP and Integration with Share point.
* Familiar with Apttus admin settings, Apttus custom settings and DocuSign settings.
* Experience in CPQ Merge Service, Configuration and Pricing APIs (Apttus customization).
* Experience in configure price quote (CPQ) app such as Apttus.
* Created integration with Apttus CPQ and CLM applications and automating processes on Salesforce platform.
* Involved in data clean-up and mapping in data migration project.
* Created Community, Enabled Community Users, Profiles and Access.
* Experience working across various SFDC implementations that are covering Sales cloud, and Apttus CPQ.
* Worked extensively in force.com sites with Customer community.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Salesforce.com, Force.com, Data Loader, Commerce Cloud ,Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Sandbox.

**Client: Guideline, Texas Aug 2020 to Sep 2021**

**Role: Salesforce Lighting Developer**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC.
* Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud.
* Experienced in setting up Environment by enabling Domain, Decompose App in Components and build Lightning App.
* Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Involved in Workflow Management Template creation and Task Search page generation.
* Created Lightning Components using Aura framework and used Salesforce Lightning Design System (SLDS) to convert existing Visual Force Pages to Lightning.
* Developed Lightning Web Components(LWC) to display the Events on Calendar using Full calendar JS.
* Worked on advanced JavaScript and HTML elements for developing the LWC components.
* Extensively worked on the lightning web components (LWC).
* Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Created dynamic VF Search pages using subject’s parameters and Components for Service Console.
* Worked on Process builder, flow driven development. Leveraged Milestones, Entitlement processes, Web-Case, Email-Case, PRM, Portals, Live Agent, Salesforce for Outlook, Lightning for Gmail, Salesforce DX.
* Worked on Service Console Lightning application which contains multiple number of Lightning web components (LWC).
* Developed multiple Lightning web components (LWC) regarding service case console pages.
* Designed and worked with Approval process functionalities which gets approved through multiple steps.
* Created lightning pages and lightning components.
* Ability to understand existing Lightning code and independently come up with solutions to fix code bugs.
* Developed Lightning Components and used Lightning App Builder to use those components in Lightning Pages and Record Pages.
* Worked on salesforce 1 Mobile app by using lightning app builder.
* Created home page, record page, app page in lightning Page.
* Created various Visualforce pages with Custom controllers and standard Controllers.
* Designed visual force pages in different formats like in pdf, customized to download page as excel/PDF, designed with CSS for Interface.
* Worked on designing and developing Lightning Community Builder and developed Lightning Components using Aura framework.
* Implemented Field Service Lightning (FSL) in Service Cloud and customize Field Service.
* Worked on the Field Service Lightning (FSL) mobile app how it works and aids on - site job management to a mobile workforce.
* Generated various of Workflow, Triggers, Validation Rules, VF Components, VF pages, Controller class etc.,
* Designed and generated triggers, if pages to capture County Partner and Lending Partner on a Service Contract.
* Managed users, hierarchical roles, profiles, security controls and territory management.
* Implement Salesforce.com Communities and on-board users utilizing standard profiles and objects.
* Involved in setting up customer portal for better service process and solution management.

**Environment:** Salesforce.com platform, lightning services FSL, Commerce Cloud, Apex Language, DocuSign, Components and Controller Sales Cloud, Service Cloud, Email Services, HTML, Reports, Dashboards and Informatica.

**CVS Caremark, Southborough, MA Mar 2019 to Jul 2020**

**Salesforce Developer**

**Responsibilities:**

* Experience in using Data loader and scheduling timely data backup operations using Apex scheduler.
* Implemented Salesforce Lightning web components (LWC) for small set of users within teh organization, developed Lightning components and server-side controllers to meet teh business requirements.
* Hands on Experience building Lightning Web Components (LWC) for Confidential Procurement to track requests from various departments.
* Developed several Triggers, Apex Classes and Visual Force Pages as a part of an application development.
* Heavy usage with project management tool JIRA and SCRUM applications to service internal inquiries and manage large projects.
* Handled various support issues and defects on day-to-day basis and updated JIRA and HPQC accordingly.
* Handled Regression testing for various scenarios and logged the bugs in JIRA.
* Written Batch Apex to handle progressed opportunities.
* Implemented field level security along with the page layouts to control access to certain fields.
* Maintained version control using GITHUB along with auto rabbit to manage all the deployment.
* Audited, uncovered, and resolved data integrity issues with legacy systems.
* Involved in developing tests for custom apex code.
* Extracted the data from Salesforce.com application into the external databases (Oracle 10g) for generating large data reports using the Informatica on demand.
* Created various RAML resources to implement REST Based APIs as a part of project implementation.
* Involved in the Data Transformation and Data Cleansing activities while transferring the data to the external system using Informatica on demand.

**Environment:** Apex, Force.com, Triggers, API integration, Commerce Cloud, Workflow & Approvals, Salesforce.com Platform, Web Services, HTML, CSS3, SQL, PL/SQL, JavaScript, jQuery, Oracle, SOAP UI, SOAP, API, Chatter, Sandbox data loading, Git.

**Redbox/Outer wall, Oakbrook Terrace, IL Sep 2017 to Feb 2019**

**Salesforce Administrator**

**Responsibilities:**

* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created Visualforce pages with fields, buttons and using various components to invoke methods.
* Using controllers and embedded JavaScript and HTML as needed.
* Implemented web-based case management automation - Web to Case (on Case Object) to track and solve customer's issues.
* Designed various Web Pages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Involved in data mapping and data Integration from JD Edwards ERP to Salesforce.com.
* Installed Pervasive Data Integrator from the AppExchange for two-way integration with a JD Edwards ERP system.
* Designed, and developed Apex Classes, Controller Classes, and extensions for various functional needs in the application.
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Knowledge of Apttus development.
* Provide thought leadership and consultation throughout the life cycle of a Salesforce Community Cloud implementation.
* Configure in Salesforce.com CRM to facilitate Apttus implementation.
* Testing the CPQ integration with ERP Deployed Envox's Phone Link, a computer telephony integration solution

**Environment:** Saleforce.com platform, Apex, Commerce Cloud ,Visualforce, Service Cloud, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services.

**CVS Caremark, Southborough, MA Oct 2015 to Aug 2017**

**Java Developer**

**Responsibilities:**

* Developed the Front End using HTML, JavaScript and CSS.
* Wrote server-side programs by using Servlets and JSP
* Strong technical knowledge in Core Java, J2EE and JEE development. Extensive experience design and coding in J2EE (Servlets, JSP) Environment with Eclipse IDE.
* Involved in developing UI components using AngularJS, HTML, CSS framework
* Developed the middle tier using EJBs, Java Servlets. Developed session, entity beans and message driven beans.
* Worked on the Spring MVC Restful Web services, exposing services and consuming the third party.
* Wrote Ant Scripts to automate the build and deploy process
* Developed the application with spring MVC, JSF, web flow framework and struts
* Developed the User Interface Screens for presentation using JSP, Angular 2, HTML and Java Script.
* Work Exclusively with Core layer of Framework to Implement View Controller in MVC Architecture.
* Creating SOAP Web Services using WSDL to connect with external clients.
* Created and implemented PL/SQL stored procedures, triggers
* Developed test cases for TDD in Karma and Jasmine

**Environment:** JSP, JEE, EJBs, MVC, Commerce Cloud, JSF, struts, AngularJS, Java Scripting, XML, GIT, JDBC, PL/SQL, TDD, WSDL, SOAP.

**Open Box Solutions, Hyderabad, India Mar 2009 to Dec 2010**

**JavaJ2EE Developer**

**Responsibilities:**

* As server developer I was actively involved in architecting various Business Layer and Data
* Management components of this multi-tiered web-based system over J2EE architecture, EAI and TIBCO.
* Designed and developed the messaging framework for communication between workflow manager and other Enterprise Applications over XML and MQ-Series using JAXB 1.0.
* Monitored the application performance using tools like Wily Introscope.
* Developed and maintained technical documentation on the new enhancements and design changes.
* Responsible for developing and maintaining all the entity and session beans.
* Involved in writing ANT script for application deployment.
* Developed various Customer and Network capacity flows. Developed various server-side components using J2EE and TIBCO APIs.
* Developed and deployed EJB components (business tier) into the WebSphere Application Server (WAS).

**Environment:** J2EE, EAI, TIBCOML, MQ, JAXB 1.0., ANT script, J2EE, Commerce Cloud, TIBCO APIS.