**SUMMARY OF QUALIFICATIONS**

* Over 7 years of IT experience in various stages of Software Development. Having extensive knowledge in implementing, customizing and maintaining salesforce solutions.
* Experience in all phases of Software Development Life Cycle (**SDLC**) which involves requirement gathering, requirement analysis, design, development, implementation& enhancement of projects in **SalesForce.com** and Java technologies.
* Experienced in different modules of Salesforce.com: **Sales Cloud**, **App Cloud Application Integration**, **Community Cloud**.
* Expertise with Object Oriented Design (OOD), Analysis (OOA), based on Unified Modeling Language (UML)
* architecture.
* Exposure to different types of software development life cycle methodologies including Agile methodology and have experience in using applications like **JIRA**.
* Strong knowledge in **Salesforce Customization, Data validation, Sales, Marketing, Customer Service and support Administration.**
* Worked on Force.com Web Services (SOAP, REST) to implement web services in the application for accessing data from different systems.
* Skilled in **ETL** techniques like Data cleaning, manipulation, transformation of huge datasets and report generation using SAS and **Tableau**.
* Knowledge of Object model of Contract Management and **CPQ applications**.
* Worked on Marketing Cloud by creating Campaigns standard objects.
* Worked on Salesforce.com Community implementation and customization.
* Implement the change management process suitable across all initiatives.
* Proficient in creating/modifying/troubleshooting APEX code, S-controls and Visualforce pages.
* Sound understanding of **SOQL** and **SOSL** for Querying and Searching Data for **Force.com** platform.
* Experience building **Visualforce Pages**, **Visualforce Custom Controllers/ Components**, **Reports**, **Analytic Snapshots**, **Dashboards**, **Tabs**, **Tags** and **Components**.
* Hands on experience in creating and implementation of Role Hierarchies for system security design.
* Worked on Apttus CPQ (Configure Price Quote) tool, shopping cart.
* Knowledge of Object model of Contract Management and CPQ applications.
* Hands on experience implementing Security/Sharing rules, Configured permission sets, Field level Security, Record level Security, Profiles, Roles and resource monitoring at different hierarchical level of Organization
* Experience in bulk **Data mitigation** from **Excel**, **MS Outlook** and Legacy systems to **Salesforce.com** using **Apex Data Loader**, **Import Wizard**.
* Good Knowledge on Salesforce packages and **Lightning experience**.
* Involved in using Lightening, Process Builder and Workflows. Worked on customization of visual force to have Lightening Experience for desktop and mobile applications.
* Worked on Salesforce.com based development enhancements and implemented **lightning applications** from the scratch.
* Strong Experience in Salesforce **Lightning components** design & designing compact layouts using Apex triggers, Page layouts, Visual force pages, workflows for Mobile platform.
* Experience in building reusable UI components and pages with **Lightning component** framework.
* Worked on Salesforce **Lightning** Components for building customized components replacing the existing ones.
* Expertise in design and development of multi-tiered web based applications using Java technologies like **HTML,** **DHTML**, **CSS**, **JavaScript**, **JQUERY** and **J2EE.**
* Hands on experience in writing batch classes, Schedule Apex, dynamic apex, single e-mail methods, mass e-mail methods, test classes, wrapper classes.
* Experienced in **Sandbox Management** (Like Refreshing Sandbox, Creating New Sandbox, Migrating code from one sandbox to the other).
* Experience in working with **Agile/Scrum environment, Iterative,** Waterfall **software development methodologies.**
* Good understanding of SAAS, PAAS and IAAS cloud computing services.

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Salesforce Technologies:** | Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Web Service, Visualforce Pages, Visualforce Component and Controllers, AJAX, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management Automation, Sandbox Refreshments, Deployments (Change sets). |
| **Tools:** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform, ANT Migration tool. |
| **Languages** : | Apex, Java, J2EE, SOQL, SOSL. |
| **Database:** | MS Access, Microsoft SQL Server, SQL, Oracle. |
| **Operating System:** | Linux, Windows. |
| **Web Technologies:** | HTML, XHTML, CSS, XML, JavaScript, PHP, JQuery. |
| **IDE and Editors:** | Eclipse, My Eclipse and Force.com Eclipse IDE, Visual Studio. |

**CERTIFICATION**

* **Salesforce.com Certified Developer PLATFORM DEVELOPER 1.**
* Salesforce.com Certified Administrator.

**EXPERIENCE**

**Port Authority of New York, New York Oct’18 – Present**

**Salesforce Developer**

**Project Description:**

This Project is to provide ServiceMax/Service Cloud CRM platform that delivers 300+ feature user stories per release for various internal services business. ServiceMax is a comprehensive collection of custom modules developed on the force.com Platform to manage Field and Depot service activities of manufacturing organizations. It enables tracking of installed base, service contracts, warranty, corrective and preventive maintenance, basic and advanced dispatch management, onward & return logistics and parts inventory. These rich features support a wide range of business functions including Support Centres, Field Service, Depot Repair, Operations, Service Administration, Service Partners and Logistics. With this solution, Salesforce.com customers can truly get a 360° view of their customers

**Responsibilities:**

* Worked on developing various lightning components, events and lightning applications.
* Developed Lightning component framework include an out-of-the-box set of components, event-driven architecture, and a framework optimized for performance.
* Created a user interface in lightning using **AURA components.**
* Integrated Salesforce Application with **Service** using Rest webservice API.
* Developed Lightning Apps, Components with Aura, Controllers, Events and Styling components using **Lightning design system (SLDS**)Developed **various Custom Objects**, **Tabs**, **Components** and **Visual Force Pages** and **Controllers**.
* Developed Lightning UI using **AJAX, JavaScript, jQuery** and **HTML**.
* Designed and deployed Custom tabs, Validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Used **flosum** for deploying components from sandbox to other sandbox and production instances.
* Used workbench and data loader tools for data loading activities. Also used workbench as a tool to test REST web services, SOQL statements and push topic notifications.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Added **custom fields** and **validations** to new and existing **objects** and **added custom** functionality using **custom controllers** and **custom extensions**.
* Worked on implementing Record based sharing using **Organization Wide Defaults**, **Sharing Rules** and **Manual Sharing.**
* Managed security settings of the users
* Created and Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Performed mass data imports/exports using the API or various import tools.
* Designed and developed **User Interfaces** for **Salesforce** users as per requirements.
* Data migration projects using **Data Loader tool**.
* Created the **workflows, Apex Classes, Apex Triggers** for automated the Reports.
* Involved in various activities of the project like information gathering, analyzing the information, documenting the functional and nonfunctional requirements.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Implementation of Data Loader for loading the data.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Provided daily user support in managing users, creating and maintaining custom objects and fields, handling bulk data migration, maintenance of **page layouts**, and installation and support of **AppExchange** applications.
* Provided the security and visibility of data through roles and profiles and gave premier support to the different Salesforce users upon request.
* Provided the security and visibility of data through roles and profiles and gave premier support to the different Salesforce users upon request.
* Worked on implementing Record based sharing using **Organization Wide Defaults**, **Sharing Rules** and **Manual Sharing.**
* Worked on middleware program in Java for data migration from legacy system to Salesforce.

**Environment**: Lightning Component, Lightning web Component, Rest Webservices, Apex, Visualforce, Data Loader, Custom Objects, Custom Tabs, Email Services, Security Controls, Demand Tools.

**AARP, Washington DC Oct’17 – Sep’18**

**Salesforce Developer**

* Analyzing client requirements and creating design documents and Technical documents.
* Implemented in **Agile Scrum**, test frequently development methodology.
* Integrated Salesforce Application with **Cisco Spark messenger** using Rest webservice API.
* Integrated Salesforce Application with **Pega**.
* Configured and customized Salesforce.com using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.
* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Reports, Dashboards, Case, Lead, Opportunities and etc**.
* Developed various **Apex classes**, **Controller classes** and **Apex Triggers** for various functional needs in the application.
* Developed various **Custom Objects**, **Formula fields**, **Master-Detail**, **Lookup relationships**, **Tabs**, **validation rules**.
* Created various **Profiles**, **Roles**, **Page Layouts**, and **configured** the Permissions based on the **Organization hierarchy** requirements.
* Created Workflow rules and defined **related tasks**, **email alerts**, and **field updates**.
* Upgraded some Apps from Salesforce Classic to **Lightning experience** to develop rich user interface and better interaction of pages.
* Created multiple **Lightning Components**, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Developed Lightning Component Framework and built **Lightning** **component** using **aura** framework.
* Replaced all the JavaScript buttons with Quick Actions or Lightning Components in **Lightning**.
* Worked with Salesforce.com premier support to resolve technical issues.
* Wrote **Javascripts** to enhance look and feel of the Salesforce Custom Pages.
* Followed the governor limits while writing the Apex code.
* Created automated **web UI tests** for transition from a historic system to the Salesforce system.
* Developing UI Pages using **JQuery, JavaScript, and CSS.**
* Prompt response to defect tickets and work towards **bug fixes**.
* Provided the training to Business users about the system.
* Developed and implemented **Service console** comprising more than 1000 users.
* Developed various custom tabs and components for Service console to resolve the custom issues/cases at minimum time using several technologies like VisualForce, **Bootstrap**, **jQuery** and **Javascript**.
* Involved in deployment, monthly release and client demo activities. Maintaining roles, profiles, field level securities and sharing rules. Data load into multiple sandboxes using Data Loader.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization through monthly releases.
* Added custom fields and validations to new and existing objects and added custom functionality using custom controllers and custom extensions.
* Designed and developed User Interfaces for Salesforce users as per requirements.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Implementation of Data Loader for loading the data.
* Created Workflows to enable update, delete and export functionality for email templates.
* Created Sharing rules, Assignment Rules and Escalation Rules for Cases.
* Responsible for various system integrations with salesforce to accomplish Sales processes and business needs.
* Designed many Email templates (Pdf/Word), including the merge field’s functionality on an email template.
* Developed various applications using custom settings and custom metadata to make the code generic and which can be later modified by the BSA or admins using the custom setting/metadata type instead of changing the code.
* Assisted Salesforce dev team with designing specific plans for implementing test classes for huge application and architected it to finish the deployment within limited amount of time.
* Migrated large volumes of external data on to Salesforce.com Apex Data Loader as part of data management functions.

**Environment:** Apex Classes, Chatter, Visual Force Pages, Email Services, Java, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, Windows, Apex, HTML, CSS, JavaScript, JQuery, Sandbox, Visual force, Eclipse, Core Java.

**GEHA, Kansas City, MO Jan’17 – Sep’17**

**Salesforce.com Developer**

* Analyzing client requirements and creating design documents and Technical documents.
* Implemented in **Agile Scrum**, test frequently development methodology.
* Interacted with Business users for requirements gathering, analysis and development.
* Developed various **Apex classes**, **Controller classes** and **Apex Triggers** for various functional needs in the application.
* Designed and deployed **Custom tabs**, **validation rules**, **Approval Processes** and **Auto-Response** for automating business logic.
* Developed **Cascading Style Sheets (CSS)** for creating effects in **Visual force pages**.
* Created Workflow rules and defined **related tasks**, **email alerts**, and **field updates**.
* Implemented **Pick lists**, **Dependent Pick lists**, **lookups**, **Master detail relationships**, **validation** and **formula fields** to the **custom objects**.
* Wrote **Javascripts** to enhance look and feel of the Salesforce Custom Pages.
* Created **email templates** and inbound emails using **Visual Force** for clients and customers.
* Developed and deployed a **custom Salesforce** object to mirror all Rally user stories to allow for developers to track their work in **Salesforce** and to ease **QA** process.
* Upgraded from Salesforce Classic to Salesforce Lightning.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Created a user interface in **Lightning** using Aura components, CSS for a user to enter case details and submit in to Salesforce.
* Enabled **Aura Framework** and added Aura Attributes/Handlers for Events / Logic & Interactions.
* Used Salesforce Lightning Design Systems (SLDS) components in the Lightning Application.
* Developed Lightning components and **Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Upgraded some Apps from Salesforce Classic to Lightning experience to develop rich user interface and better interaction of pages.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used **Apttus CPQ** to configure, price and quote deals which improved the sales process.
* Created CPQ process using **Apttus CPQ** and CLM AppExchange tool in Quote.
* Performed **Apttus CPQ** related configuration for product setup, approval matrices, approval rules, process
* builders and flows.
* Generated various reports and dashboards in lightning.
* Developed business documents for **Salesforce.com Custom objects**.
* Worked on different portals like **Self Service Portal**, **Partner Portal** and **Customer Portal**.
* **Implemented Salesforce.com web services** client using Sales force web services **API**, **Java**, **XML** and **partner WSDL**.
* Developed several **Custom Reports** & **Dashboards** to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Created and modified custom buttons using JavaScript and JQuery.
* Created automated **web UI tests** for transition from a historic system to the Salesforce system.
* Implemented **Ajax** to create highly optimized, browser-compliant **JavaScript** and **HTML web pages using JQuery**.
* Developing UI Pages using **JQuery, JavaScript, and CSS.**
* Integrating newly developed features with the existing system.
* Prompt response to defect tickets and work towards **bug fixes**.

**Environment:** SaleForce.com, Force.com Platform, Apex Classes, Visual Force Pages, Email Services, Java, Lightening, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, Apex, Sales Force, HTML, CSS, JavaScript, J

**BNY Mellon (Bank of New York Mellon), New york, NY Jun16 – Dec’ 16**

**Role: Salesforce Admin/Developer.**

* Gathered business requirement and did gap analysis.
* Performed fields mapping of Salesforce and **Legacy CRM systems**.
* Worked on middleware program in Java for data migration from legacy system to Salesforce.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC).
* Developed **APEX triggers**, **Apex classes** for various functional needs in the application.
* Interacted with Business User Groups for gathering the requirements for Salesforce Implementation and documented the Business and Software Requirements.
* Wrote an Apex Trigger on Contact for cross object field update for reporting purposes.
* Developed web services using Salesforce.com **Web services API** to provide data for third party clients.
* Performed Analysis for **Territory Management** and sharing settings.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Extensively involved in design and configuration of objects, page-layouts, record types, search layouts, list views, validation rules, workflows, Approval Process, custom buttons, custom link, report types, reports, and dashboard.
* Imported accounts and contacts data through **Import Wizard**.
* Imported products and price books using **Data Loader**.
* Worked on supporting tickets in the following areas: **Roles, Profiles, Access Settings, Workflow Rules, Validations**, creation and modification of fields and **page layouts**, upload of data.
* Worked on doing making enhancements to SFDC application required by business users from time to time.
* Created **workflows rules**, **field updates**, **tasks** and **email alerts**.
* **Created custom buttons and links on Account and Relationship Group object for generating auto Reports.**

**Environment:** Apex, Visual force, Force.com IDE, SOQL,SOSL, HTML, CSS, XML, Apex data loader, Oracle 9i, MS office 2003,TOAD 8.0.

**3I InfoTech, India Jan’13 – Mar’16**

**Salesforce Administrator**

* Created and **Customized Custom Objects**, **Visualforce pages**, **custom fields** and adding help text to standard and **custom fields**. **Customize page layouts**, assignment based on profiles/record types.
* Defined **Apex triggers** in **SOQL** to make complex validations possible.
* Developed various **Custom objects**, **Tabs**, **validation rules**, Components.
* Designed and deployed Custom tabs, Validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Added **custom fields** and **validations** to new and existing **objects** and **added custom** functionality using **custom controllers** and **custom extensions**.
* Accomplished custom integration of outbound messages, workflows & approvals, reports, dashboards, Custom Objects and Tabs, Email Services and Security Controls.
* Worked on implementing Record based sharing using **Organization Wide Defaults**, **Sharing Rules** and **Manual Sharing.**
* Managed security settings of the users
* Created and Custom Profiles, Public Groups and Roles to distribute user rights and functionality.
* Used Sales **Wave analytics app** with salesforce to perform other integrations and customizations
* Created Reports and Dashboards with the help of Salesforce **Wave Analytics** to track Opportunity pipeline/Stages for Management visibility.
* Performed process to backup and restore Salesforce data into external database using Salesforce **Wave analytics cloud.**
* Implemented Email-to-Case, Web-to-Case entry and manual case entry for entering customer's cases in Cases Tab.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Designed and developed **User Interfaces** for **Salesforce** users as per requirements.
* Data migration projects using **Data Loader tool**.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files intosalesforce.com, checking for the correctness of the data.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Perform mass update to update the data in SFDC using Demand Excel spreadsheets using Apex Data Loader.
* Created data validation rules and formulas as per business requirement.
* Created the **workflows** for **automated lead routing**, **lead escalation**, **alerts** and **action items**.
* Created Page Layouts for various profiles to make the CSS people comfortable for inputting data into the CRM from customers.
* Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Created the **workflows, Apex Classes, Apex Triggers** for automated the Reports.
* Worked on integrating SFDC with ETL tools like **Informatica** and **Data Loader.**
* Integrated Salesforce Applications with **Informatica** using **REST/SOAP webservice APIs**.
* Used Force.com Ant based migration tool, Change sets for deploying components from sandbox to other sandbox and production instances.
* Created and used Email templates in **HTML** & **Visual force**, and developed **Apex Classes** and **Apex Triggers**.

**Environment**: Saleforce.com platform, Apex, Visualforce , Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Case Management, Demand Tools