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**Professional Summary:**

* Around **6 years** of experience in the field of Information Technology with **4+ years** of experience in **Salesforce.com CRM Platform** and **Apex Technologies.**
* Experience in **Development**, **Administration, Configuration, Implementation** and Support of Salesforce CRM based on **Apex language** and leveraging Force.com Platform.
* Acquainted and well versed with CRM processes like **Sales, Marketing, Customer Service** and **Customer Support**, Business Processes and recommended solutions to improve their processes using SFDC.
* Strong Experience in developing client specific solutions using **Apex classes**, **Triggers**, **Controllers &** **Controller Extensions**, **Components**, **Test Methods**.
* Experience working with Salesforce.com **Sandbox and Production** Environments.
* Excellent skills in creating/troubleshooting/modifying Apex code and Visual force pages.
* Skilled in customizing Salesforce standard objects like **Accounts, Leads, Opportunities, Cases and Campaigns** along with good expertise in **Data Validation, Sales, Marketing, Customer Service and Support Administration**.
* Strong Implementation and Integration experience using **Custom objects, Triggers, workflows/ workflow rules, Approval Process, SControls, Visual Force Pages, and Apex classes**.
* Experience in Integrating App Exchange Applications with **Salesforce, Mass E-Mail Management**, Application management using **Force.com Plug-in** and **Eclipse IDE** in **Sandbox** and Production Environments.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and Force.com platform and **Force.com Sites**.
* 3+years of hands on experience in **salesforce lightning** while working across projects at Verizon & WRIB Copernicus Group
  + Created Lightning Apps Combing Lightning Design System, Lightning App Builder and Lightning Component Features.
  + Developed App Builder and Mobile App using Lightning.
  + Enabled Aura framework by adding Aura Attributes and Aura Handlers for Events to focus on Logic and interactions in Lightning Applications.
  + Upgraded Some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction pages.
  + Worked on Lightning process builder flows, Connect API, Chatter and Quick Action.
* Experience in **building reusable UI components and pages with Lightning component** framework.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.
* Experienced in syncing the tasks, events and contacts from Salesforce to Outlook, vice-versa
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
* Developed **Apex classes** using other platform based technologies like **Visualforce, Force.com IDE**.
* Experience in use of **Standard and Custom controllers** of **Visualforce** in development of custom salesforce pages as required by business requirements.
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to the governor limits.
* Proficient in dealing with functionalities related to **Sales Cloud & Service Cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud**.
* Participated in all stages of **Software Development Life Cyclec (SDFC)** i.e, System Analysis, Design, Development and Testing Expertise with object Oriented Design (**OOD**), Analysis (**OOA**), based on Unified Modelling Language(**UML**) architecture.
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards and graphics**) and **Report Folders**.
* Experienced in integration of Salesforce.com with external applications by using **Web Services API, Metadata API, SOAP, and REST API**.
* Experience in using **Data Loader** for **insert, update** and **bulk import** or **export** of data from Salesforce.com Objects.
* Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
* Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.
* A team player with strong work ethic, a positive attitude and ability to make the best use of individual resources. Committed to excellence, and a prudent developer with strong problem-solving, analytical skills and communication skills.

**Education/Certification:**

* Master’s in Business Administration – INDIA.
* Bachelors in Computers Application – INDIA.

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| **Salesforce Technologies** | SalesForce.com, Force.com, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, S-Control, Apex Web Services, Partner WSDL & Enterprise WSDL, Work Flow and Approvals, Dashboard, Analytic Snapshots. |
| **Salesforce Tools** | Force.com IDE (Eclipse), AJAX Tool Kit, Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform (Sandbox and Production). |
| **Tools** | Data Loader, Salesforce-to-Salesforce, Apex- Explorer |
| **Languages** | Apex, HTML, XML, CSS, AJAX. |
| **Database** | SQL Server 2012, Oracle, MySQL. |
| **Web** | HTML, XML, CSS, JSP, JavaScript, SOAP. |
| **Tools** | MS Office, Adobe Photoshop, MS Excel, Silverlight, Eclipse IDE. |

**Certifications:**

* Salesforce.com Certified Platform Developer 1.
* **ADM 201** Certified Force.com Administrator.

**Professional Experience:**

**Client: Verizon, Irving, TX Feb 2018 to Till date**

**Role: Salesforce.com Developer/Admin**

**Responsibilities**

* Implemented the requirements for users and customers on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Developed an Approval Process with complex logic which tracks the lifecycle of Lead to Opportunity Conversion.
* Data migration from external systems to sales force using Data Loader.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Created different Workflow rules and Approvals for various campaign processes.
* Involved in Data mapping specifications with Standard Salesforce objects to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed and sent to an external entity.
* Extensively used Salesforce Lightning Design Systems (SLDS) components in the Lightning Application.
* Experience in building apps on S1 using Lightning components.
* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components, Visual force Pages to suit to the needs of the application.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Implemented Sales cloud using Salesforce standard Salesforce objects Leads, Accounts, Contacts, Opportunities, Products, Quotes, Work Orders for sales cloud implementation.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of SalesForce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API, and Web Services.
* Used Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Migration Tool, Web Services API.
* Developed and configured various Reports for different user profiles based on the need in the organization.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Participated in the training sessions provided by the Salesforce team and support end users
* Knowledge on creating Visualforce Dashboards, sharing rules.
* Used change sets for deployment.

**Environment**: Saleforce.com platform, Role Hierarchies, Sharing Rules, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval process.

**Client: WRIB Copernicus Group, Princeton, NJ Mar 2016 – Jan 2018**

**Role: Salesforce Developer/Admin**

**Responsibilities**:

* Involved in SFDC application setup and customization to match the functional needs of the Company
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch
* Developed salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Interacted with various business user groups for gathering the requirements and provided solutioning for user stories.
* Designed, developed and deployed Apex Classes, Controller Classes, Batch classes and Apex Triggers for various functional needs in application using Force.com IDE.
* Wrote SOQL, Relationship and SOSL queries for data manipulation needs of the application using platform database objects.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**Environment**: Force.com, Apex, Data Loader, Import Wizard, Eclipse IDE, Triggers, Custom objects, Layout, SOQL (Salesforce Object Query Language).

**Client**: **Franklin Templeton, Hyderabad, India**  **April 2010 – Nov 2011**

**Role**: **QA Manual Tester**

**Responsibilities:**

* Assists and cooperates with co-workers, supervisor and management
* Partner with Development Manager in collaborating between engineers and QA
* Performs all duties in accordance with established Company goals
* Performs technical analysis to identify the scope and schedule for upcoming projects and individual work items
* Participating in all aspects of product testing, including test plan development, execution and delivery of well-tested solutions with short time to release
* Independently analyzes issues, recommends software changes and writes detailed bug reports. Creates and maintains ownership of test cases and test results throughout SDLC
* Provides the highest level of customer service to customers, whether these are current or prospective clients of the Company, vendors, staff, business partners or visitors