 **Naveen.N**

**Certified SFDC Dev/Admin**

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**Professional Summary:**

Over 7 **years** of aggregate IT involvement in programming advancement as **Salesforce Developer**, **Salesforce Lightning Developer& Salesforce Administrator** crosswise over different enterprises and a specialist in end client training.

* Over **6**  years of IT experience in Software industry.
* Over **5** years of SFDC Developement
* Experience with Salesforce Sales Cloud and Salesforce Service Cloud, Community Cloud and Marketing Cloud
* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com

Platform and Force.com Sites.

* Proficient with SFDC in configuration and customization of SFDC Objects Workflows and approvals, Validation rules.
* Strong Implementation and Integration experience using **Custom objects, Triggers, workflows/ workflow rules, approvals, Visual Force Pages, and Apex classes**.
* Good knowledge on Apex Development in creating Triggers, Apex Classes, Standard Controller, Custom Controller and Controller Extensions.
* Developed Visual force Pages using VF Attributes and JavaScript Force.com Platform.
* Experience in developing and maintaining customs reports & dashboard.
* Sound knowledge on Salesforce Setup Manu, Configuration, Custom Application Development, Administrator, Data Migration and Deployment of applications to Force.com platform
* Worked with Data Loader to insert, update, upsert and delete records.
* Experience in wide range of languages and technologies such HTML5, CSS3, JavaScript, XML, and MVC Framework.
* Extensive experience in BAU support process such as Change Request, Service Request (SR), Continuous Service Improvement (CSI), SVC process and change management.
* Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills.

**Education:**

* Master of Science in Computer Information Systems and Information Technology in New England College
* Bachelor of Computer Science from JNTU Hyderabad.

**Project#1**

**Lexitas /Morgan-Franklin May 2020 to Present**

**Salesforce Developer**

* Working directly with Business team and provided estimations for the user stories that we created before development has started.
* Independently perform development, testing, implementation and documentation relates to the SalesForce.com development.
* Developing, maintaining, create, and improve validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas.
* Working with management, create and manage complex workflow rules, data validation, and triggers
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting.
* Good knowledge on community cloud.
* Used Community cloud to build relationship with end users to provide better services and assist them through online.
* Desining various Email Templates.
* Developing various VF pages for customizing UI for end users according to the application
* Working under Agile SDLC using Scrum Methodology
* Used salesforce gearset for deployment from various sandboxes in to productions and created test classes and check the code coverage in the salesforce orgs.
* Developing Apex classes and Triggers and linked them to manage the workflows.
* Designing, developing and deploying the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Involving in data mapping and migration of data from legacy systems to salesforce.com Objects and fields.
* Working with Conga Composer to generate Word, Excel and PowerPoint documents for various purposes like client documentation for product guidelines to presentation and data representation in front of future clients.
* Providing recommendations on how to improve our Salesforce operational platform
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Working Closely with Team Lead or Project Manager to develop solution in accordance to the system design
* Working with team members to identify project tasks, estimated work effort and timelines; escalate any changes to project scope
* Desinging Turn In system for the court reporters and make it available in community cloud portal
* Desinging various Visual force pages and linking them to the community cloud portal
* Involved in creating AWS S3 Buckets and also managing policies for AWS S3 objects.

**Project#2**

**Republic Services, Arizona**

**Sr.Salesforce Developer Nov 2019 to April 2020**

**Responsibilities**

* Developed Apex Classes, Controllers and Apex Triggers for various functional needs on Force.com
* 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.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Implemented standard procedures to prepare and deploy campaigns through Salesforce Marketing Cloud (SFMC).
* Developed Apex Classes as REST Web Services for external applications accessing Salesforce.com data from external systems to display in the pages of Salesforce.
* Worked with Workbench rest Explorer to test the data integration with the external systems.
* Created Visual force and HTML Email templates to be sent to the customers depending on the action they perform after they log into the portal.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Developed database schemas and configuring data structures.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Experience in integrating with external systems using SOAP API, Rest API.
* Worked on developing the various implementation, validation and back out scripts on SQL server. Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.

**Project#3**

**Duke Energy, Charlotte. Jan 2019 to Oct 2019**

**Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Worked with Business in the transition from Classic to lightning environment.
* Used **Community Builder** to easily customize the **communities**.
* Implemented Salesforce **Lightning Components** for small set of users for customizing **reports and dashboards.**
* Worked with business leaders and the current development team to document and develop enhancements to our current Salesforce.com org.
* Followed **Agile**, **Scrum** methodology that included iterative application development, weekly **Sprints** and stand up meetings.
* Developed Custom Lightning Components, Lightning Apps and Lightning Pages using Lightning App Builder, Lightning framework.
* Maintaining test coverage for all the **classes** and **triggers** and supporting deployment activities.
* Managed Enterprise **Level Org, Full Sandbox** and **several Partial Copy Sandboxes**.
* Created **journeys** and implemented **marketing campaigns** using marketing cloud tools like **Journey Builder, Email Studio and Automation Studio**.
* Trained vendors to use **Content builder** to build and maintain marketing content.
* Experience in building **reusable UI components** and pages with **Lightning component** framework.
* Developed **Visualforce pages** with rich user experience using **visual force components**, **HTML5** and **CSS3** and used **JavaScript** and **jQuery** validations and hiding content/sections.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (**CPQ**).
* Design and Development of Web Services and Integration using Sales force **SOAP/REST API.**
* Worked on **Salesforce Lightning Components** for building customized components replacing the existing ones.
* Triggered **interface events** by user interactions, which includes **Lightning Component framework** and involved in building Lightning Components using the **aura framework**.
* Expertise in aura framework, Lightning Components and **Salesforce Lightning Design System** (SLDS).
* Created Impressive designs with custom styling to bring dynamic versions of the components when setting up in **Lightning App builder**.

**Project#4**

**Equinix, Sunnyvale, CA Sept 2016 to Dec 2018**

**Sales force Developer**

**Responsibilities:**

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* Working on the Journey builder, Contact Builder (Audience Management) and Email Studio module in the Exact target(**Sales force Marketing Cloud**) setting up and working from the scratch as this is newly implemented in the latest Project to support the business products.
* Responsible for connecting the Sales and Service clouds with marketing cloud connect.
* Created journeys and also implemented marketing campaigns using marketing cloud tools like **Journey Builder**, **Email Studio** and **Automation Studio**.
* Worked on service cloud module such as **web-to-case, Escalation rules, and Assignment rules**.
* Integration of Sales cloud with external information systems using **SOAP API web services**.
* Used **Apttus CPQ**, a lightning ready quoting tool to manage configuration, pricing, quoting, discounts, incentives, & proposals.
* Worked extensively on managing **Products, Price Lists, Categories, Price rules, Constraint rules and defining Product Visibility for Apttus CPQ package**.
* Involved into Apttus Product Configuration and Pricing Configuration with some advanced functionality of sales force.
* Used **Force.com Eclipse IDE** for developing **Apex Pages, Controller Classes and Triggers** for deploying the projects components into different **Sandbox Environments**.
* Created multiple **visual force pages** for various requirement needs.
* Used the sandbox for **testing and migrated the code** to the deployment instance after testing.

**Project#5**

**Cardinal Commerce, Cleveland, OH Sep 2014 to July 2015**

**SalesforceDeveloper**

 **Responsibilities:**

* Configuring Products (Standalone & Bundle) with complex price rules, Categories, Price Matrix, PL, PLI, Attributes.
* Followed agile methodology for implementing the Application.
* Created and **maintained fields, views, custom objects and other salesforce.com objects and functions.**
* Worked on advanced fields like **Picklists, dependent picklists, validation rules for custom objects.**
* Maintain security models in sales tools, including roles, profiles, and sharing rules.
* Defined **lookup and master-detail relationships on the objects and created junction objects** to establish connectivity among objects.
* Administered Salesforce setup functions for new users, roles, profiles, enforced security controls, permission settings and **implemented sharing rules, Role hierarchies, Record level permissions** to provide data access among different users.
* Customized **Page layouts** for **Opportunity, Contacts and Accounts** depending upon user Roles, and Groups.
* Created **Email Templates** and **Mail Merging Templates** and was involved in doing the mail merge for different standard and custom objects.
* Working knowledge in generating **Reports, dashboards**, customizing the reports and analyzing the reports in Salesforce.
* Used Community Builder to easily customize the **communities**.
* Developed **Apex Classes and Apex Triggers** for various functional needs in the application.
* Implemented **Salesforce Lightning Components for small set of users for customizing reports and dashboards**.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Integrate of Application with Salesforce.com with using **SOAP** and **REST web services API.**

**Project#6**

**NSG India, Hyderabad, India Aug 2012 to Aug 2014**

**SalesforceDeveloper/Admin**

 **Responsibilities:**

* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Worked with standard Salesforce objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Add methods that can be called from Visualforce pages to Controller Extensions.

**Environment:** Salesforce.com platform, service cloud, Apex, Lightning, Process builder, Workflows & Approvals, Reports, Custom objects, Custom Tabs. Apex Language, Visual Force, SOQL, SOSL, Data Loader, Web Services API, HTML, Java