

**Bhuvana G 805-659-8019**

**bhuvana.salesforce1216@gmail.com**

**Certification (Platform developer-1)- 18992945**

**PROFESSIONAL SUMMARY:**

* Over **6+ years** of experience in IT industry with working experience with Salesforce.com as **Administrator and Developer, Salesforce.com CRM Platform**, building **Application Programming Interfaces (APIs)** on force.com platform **Visualforce** on various applications.
* Experienced with **salesforce Sales cloud, service cloud, financial service cloud, community cloud, marketing cloud, Commerce Cloud.**
* Worked **with agile methodology** as a process of our **project management**.
* Attended **daily standup meetings** to discuss the work done on the previous day and the anticipated work for that current day and the impediments blocking the work.
* Have been a part of **sprint planning** that occurs for every 2 weeks. we estimate the number of **story points** to be assigned to each story.
* We also have the **sprint retrospective** meeting to discuss the 3 major points.

**1.what went well 2. What can be done better (or) what did not go well. 3.what can we tried differently.**

* We also have **sprint review meetings** with client but only team lead& the manager attends it.
* Experienced with **JIRA as a too**l for **project management**.
* Studied **project management** **in my master’s** degree on how a project is managed from **stage to a stage**
* Experience in **administration**, configuration, Implementation, and Support of Salesforce CRM, and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform
* Experienced in doing **deployment using Ant migrations, Eclipse, Force.com. data migration** from ACT, Excel, MS outlook and Legacy Systems using various data migration tools
* Extensive experience in designing of **custom objects, custom fields, role-based page layouts, Workflows, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions** to various formats, Snapshots, Dashboards, and Email generation according to application requirements.
* Experience working with **Standard Sales Analytics application and Service, Analytics application in Einstein Analytics (Wave Analytics).**
* Extensive experience to **build reports and dashboards** in **wave analytics.**
* Worked with **JSON, GitHub API** services, **JSON data format.**
* Have knowledge in implementing various advanced fields like **Pick lists, Custom Formula Fields,**
* Experienced in integration of Salesforce.com with external applications by using **Web Services API, Metadata API, and SOAP.**
* **Experience to integrate business processes** across disparate systems. Experience with Salesforce.com developer
* Experience in **development, administration, configuration, Implementation, and Support** of sales force CRM, and Salesforce applications based on Apex Language and leveraging Force.com Platform world is first commercial Software as a Service **(SAAS) application** running in Cloud Computing Environment.
* Have knowledge in version control systems like **GIT** and used Source code management client tools like **GitBash**, **GitHub**
* Experience in designing **Data Model** for new Salesforce Implementations. Experience in eliciting and writing business requirements and creating designs to meet those requirements, Back-end Salesforce development experience focused on data structures/data cleansing.
* Worked with 3rd party integrations with ERP services ,DocuSign ,php ETC.
* Worked with **market configuration and customization** by installing packages.
* Hands-on design and development using **Force.com Platform, Database Management Systems.**
* Experience working on **Eclipse IDE with Force.com Plug-in** for writing business logic in Apex
* Experienced in working closely with Business & Support Units and have expertise in using **Object Oriented software development (OOD)** methodologies like Rapid Application Development.
* Experience in **SQL Server 2005** or higher. Strong knowledge on CPQ data.
* Experience on different work environments included, **Test, UAT and Production.**
* Experience with **Lead Management, Contact Management.**
* Experienced **with Demandware, enterprise grade app services.**
* understanding of the architecture of the major functional platform(s) **and Service Oriented Architecture**
* Back-end Salesforce development experience focused on **data structures/data cleansing**.
* I studied **Project Management** in my Masters. And a brief idea of how a project is taken up and executed was explained. **Feasibility study, Project planning, Project execution and Project termination were briefly explained and demonstrated.**
* **Different project management methodologies** were discussed. **Agile and waterfall** are the major methodologies that I have learnt and worked on.
* **Agile methodology** has a product owner, a scrum master and scrum team. **The product owner** gets the product backlog set and user stories are drawn from the product backlog to a sprint backlog and from the sprint backlog user stories broke down into tasks are assigned to each scrum team member. User stories are moved from **development to testing/QA** **to pre-production to production** (Usually called as a CI/CD pipeline).
* **Waterfall methodology**, often referred to as SDLC (Software Development Life Cycle) is **a project management** methodology theme with a very simple approach that values solid planning, doing it once and doing it right, rather than the Agile approach of incremental and iterative delivery. It is simple to understand because you simply make a good plan and execute on it.
* **The project manager** tends to be large and in charge, and work is planned extensively up front and then executed, in strict sequence, adhering to requirements, to deliver the project in a single, and usually exceptionally long cycle.
* **Requirements ar**e defined in full at the beginning, at the top of the Waterfall, before any work starts. Work then cascades, like water down a Waterfall through phases of the project. In **a Waterfall model**, each phase must be completed before the next phase can begin and there is no overlapping in the phases. Typically, in a Waterfall approach, the outcome of one phase acts as the input for the next phase sequentially. For example, **the testing starts** after the development of the project is done. And then send to **production.**

**Skills:**

|  |  |
| --- | --- |
| PLATFORM&CLOUD | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), Apex Web Services, Analytic Snapshots, Custom Objects, Force.com Eclipse IDE Plug-in, MS Excel- Sales cloud, service cloud, marketing cloud, e-commerce cloud data extensionists |
| Salesforce  Technologies | Visual Force (Pages, Component &amp; Controllers), Triggers, Apex  Classes and Test Classes, Validation Rule, Workflows, Approval process, Dashboards, Custom Report Types, Batch and Scheduled Apex, Lightning components, Custom Settings, Anonymous Apex, Change Sets deployment, Bulk, SOAP, REST API’s,Integration,API Tools like POSTMAN, Lead Management, contact, omni channel, data extractions ,CI/CD ,continuous integration, Einstein wave analytics,copado deployment tool, Pardot , Campaign Management, SFDC administration, steel brick CPQ. |
| SALESFORCE TOOLS | Data Loader, Eclipse, Force.com Excel Connector, Various platforms.  Platform (Sandbox and Production), Force.com Migration Tool, Heroku, CPQ,permission set delegator access tool. |
| OPERATING SYSTEM | Windows NT/2000/XP Pro/Vista, Windows Server 2000/2003/2008 |
| LANGUAGE | JAVA, J2ME, JAVASCRIPT, HTML, C, C++, Microsoft office suite, SQL, Apex, Visual force. |
| ****DATABASE**** | Oracle 10g/9i, MS SQL Server 2005/2000, UDB DB2, MySQL, MS- Access 2007/2000, informatica/ETL, Data Stage,Netezza SQL |
| ****METHODOLOGIES**** | Agile, Scrum, Waterfall, SDLC ,PMI |
| VERSION CONTROL | Jenkins, GIT, GitHub, Git with Stash, USAA Tools/apps. |
| KNOWLEDGE AREAS | Power BI, Tableau, MSSQL Business Requirements Gathering, Design, Development, Testing, Implementation, Production Support. Service Requests and Activities, Opportunities, Quotes and Proposals, Order Management, Campaign Management, Case Management, Contract, Management, Approval, Data Cleansing and De-duplication, Agreements and Entitlements. |

**Professional Experience:**

**Salesforce Developer/Sr. Data Analyst- USAA, Plano, TX 07/2020-Present**

**Responsibilities:**

* Using **Salesforce**, Working on **EPMS Resource application& Combined Estimation projects** to allocating Buckets for Resources, Allocating Budget for Third party employees, USAA Full time Employees,as well as calculating Bill rate using project view Internal tool.
* Designed a **Data Model** for new Salesforce Implementations.Experience to **integrate business processes** across disparate systems. Experience with Salesforce.com developer.
* Experience in **development, administration, configuration, Implementation, and Support** of sales force CRM, and Salesforce applications based on Apex Language and leveraging Force.com Platform world is first commercial Software as a Service **(SAAS) application** running in Cloud Computing Environment.
* Experience in administration, configuration, implementation**, lightning** and support experience with salesforce platform.
* Worked with **Lightning Flows** for **EPMS Bucket Request application** and merged **PNC Planning and forecasting application with EPMS Bucket Request Application** using **Triggers, lightning components** etc
* Expertise in SFDC Development using **Lightning Application, Apex Language**, **Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows**.
* Experienced with **COPADO deployments** to move code from **dev to test** and **Test** **to production**.
* Worked on **resource allocation under projects** and using **customization** created **Resource monthly cost** for the projects for business admins.
* Worked on **Lightning Process builder**flows**, Lightning Web Components, Connect API**, **Chatter** and **quick Action.**
* Created **custom components using lightning for Resource application development. Worked on customization using lightning, apex, triggers etc.**
* **Worked on Salesforce DX** to migrate code from one cloud to other cloud in USAA, **Salesforce DX** provides you with an integrated, end-to-end lifecycle designed for high-performance agile development. experienced with **visual studio code**.
* Experienced with **moving apps** from **one sandbox to other cloud sandboxes**  using **salesforce Visual studio code**
* Worked with **power BI tool &Tableau** for reports. done salesforce **integration** with **Tableau.**
* Worked with **Netezza SQL. Have done integration with third party system (Netezza) to Salesforce.**
* Worked with Lightning components , Leveraged **APEX Controller** to make a call for **external requests** to retrieve data from various API’s and displayed them on to the component.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Worked on **other projects using project management tools like project view** to allocate DEVs to the resources and worked on **Tableau dashboard** to **create EPICs/Objectives/scope statements** for the projects.
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.**
* Built **Lightning Component** Tab for Salesforce 1 Navigation and Custom Applications in **Lightning Experience.**
* Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Implemented the **Web Services** through **WSDL** in the Salesforce.com for outbound messaging.
* Worked on **Integrating ETl (Data stage)**and **Salesforce**systems using **SOAP and REST API's.**
* Worked with **Rally** and **integrated** **Rally** with salesforce to get **objective numbers,EPIC,Scope statement for projects from Rally.**
* Working on Iteration2 to connect applications with Internal apps like TIA,

**Environment**: Lightning UI, Lightning, APEX, Web services, SOSL, SOQL, Informatica, Force.com IDE, Import Wizard, XML, Java Servlets, Visual Force Pages, Workflows, S-controls. Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.

**Salesforce consultant 09/2019-07/2020**

**Amadeus Revenue Integrity, Tucson, AZ**

**Responsibilities:**

* Experience in **Administration**, **Configuration**, **Implementation**, **Lightning**, and support experience with **Salesforce platform**.
* Experience in **Salesforce Customization**, Security Access, Workflow Approvals, Data Validation, data utilities, Analytics, sales, Marketing, Customer Service, and Support Administration.
* Expertise in SFDC Development using **Lightning Application, Apex Language**, **Visual Force Pages, Classes, Controllers, Triggers,** Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
* Worked on Lightning Process builder flows, Lightning Web Components, Connect API, Chatter and quick Action**.**
* **Created custom components using lightning for loan application development. Worked on customization using lightning, apex, triggers etc.**
* Worked with **financial service cloud &service cloud** **for membership payments, refund ticket**s.
* Using **financial service cloud** for membership payments.
* Experience **integrating custom services into SFCC**. Good exposure **to payment, tax, OMS integrations.**
* Knowledge in **Demandware foundational concepts with knowledge of Site Genesis, UX Studio, Content Assets / Slots and Demandware catalog.**
* Integration Methodologies, different API, **Trigger framework**, **Recursive Triggers**, **VF Remoting**, Asynchronous Framework & options.
* Good Experience on **Salesforce Lightning.** Experience in third party integration with ERP (Marketing Cloud, Service Cloud).
* Knowledge on paradot, case management.
* Experience on **DocuSign integration, SharePoint integration** with salesforce.
* Hands on experience in writing queries using **SOQL**and**SOSL** in Apex Classes and Triggers.
* Creating Custom Apps, **Custom fields, Profiles, Applying Sharing Rules**, Handling Page Layouts, **Search Layouts**, and Related List and defining Field Dependencies, custom buttons, **Validation Rules, workflows**, approval processes.
* Knowledge on web development in content management systems etc.
* Experienced with marketing cloud, using **CI/CD** using **Jenkins**, email to case, omni-channel.
* Ensured data integrity through the appropriate use of de-duping, loading, and exporting tools, for bulk of data using **Data Loader, Admin Garage,** and**Lexi Loader**.
* Created and updated **users, reports,** and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as **Conga Merge and Outlook.**
* Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
* Strong knowledge on **VMOC rules**, Veeva vault integration with Veeva CRM, IRep implementation and with Approved email setup and implementation.
* Extensive experience with various Salesforce deployment methodologies including **Change sets**, Force.com Plug-in environment, Build using **Ant Migration** tool kit and Eclipse. Creating and **pushing new development** and release processes.
* Knowledge **on Copado deployment** tool.
* **Salesforce DX** provides you with an integrated, end-to-end lifecycle designed for high-performance agile development. experienced with **visual studio code**.
* Expertise in maintaining the functional areas of Data Management, **Campaigns**, Leads, Forecasting Accounts, Contacts, Opportunities, **Quotes**, Activities, Dashboards and Reports.
* Strong Knowledge in AppExchange Applications for integrating with third party applications.
* Strong knowledge of **SFDC** standard data structures and familiarity with **Force.com Explorer, Data loader** and Import Wizard. experience with **SFDC** Administration.
* Provide technical architecture strategy and guidance for **Salesforce rollouts** and assist with design for adoption strategy.
* Worked **with agile methodology** as a process of our **project management**.
* Attended **daily standup meetings** to discuss the work done on the previous day and the anticipated work for that current day and also the impediments blocking the work.
* Have been a part of **sprint planning** that occurs for every 2 weeks. we estimate the number of **story points** to be assigned to each story.
* We also have the **sprint retrospective** meeting to discuss the 3 major points.

**1.what went well 2. What can be done better (or) what did not go well. 3.what can we tried differently.**

* We also have **sprint review meetings** withy client but only team lead& the manager attends it.
* Experienced with **JIRA as a too**l for **project management**.

**Environment**: Lightning UI, Lightning, APEX, Web services, SOSL, SOQL, Informatica, Force.com IDE, Import Wizard, XML, Java Servlets, Visual Force Pages, Workflows, S-controls. Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.

**Salesforce Developer**

**Symphony Health solutions, Chicago, IL 02/2019- 08/2019**

**Responsibilities:**

* 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.
* Using **health cloud,** for patients and members can use the **Salesforce** Customer Community channel to securely log into **healthcare** accounts while the **Salesforce** Health Cloud with its rich API structure and back-end EHR systems integration can generate clinical and CRM data on a user.
* **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.
* Worked with **power BI tool &Tableau** for reports. done salesforce **integration** with **Tableau.**
* Worked on **lightning web component** invoking apex controller to LWC.
* Leveraged **APEX Controller** to make a call for **external requests** to retrieve data from various API’s and displayed them on to the component.
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* Entrepreneurial thinking, embracing **Commerce Cloud's** shared success model
* Help our customers to connect with and learn from their peers by encouraging participation in our community events and forum to foster further collaboration
* Position Commerce Cloud product and services and improve Customer's impact
* Minimized code in **JavaScript Controllers** by adding reusable functions in **Helper**Component.
* Updated the **APEX Controller**and**Helper functions** regularly making the **Component Context Aware** as per business requirement.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder,** and **Lightning Component** features.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**.
* Used refined global search in **Lightning** by developing Apex classes and Controllers
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.**
* Built **Lightning Component** Tab for Salesforce 1 Navigation and Custom Applications in **Lightning Experience.**
* Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Implemented the **Web Services** through **WSDL** in the Salesforce.com for outbound messaging.
* Worked on **Integrating SAP**and **Salesforce**systems using **SOAP and REST API's.**
* Involved in **daily standup meetings, Scrum**. This resulted to bring good solution to the business requirement.
* Expertise in SFDC Development using **Lightning Application, Apex Language**, **Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows**.
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.**
* Integration Methodologies, different API, **Trigger framework**, **Recursive Triggers**, **VF Remoting**, Asynchronous Framework & options.
* Good Experience on **Salesforce Lightning.** Experience in third party integration with ERP (Marketing Cloud Service Cloud).
* Hands on experience in writing queries using **SOQL**and**SOSL** in Apex Classes and Triggers.
* Created and updated **users, reports,** and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as **Conga Merge and Outlook.**
* Extensive experience with various Salesforce deployment methodologies including **Change sets**, Force.com Plug-in environment, **Ant Migration** tool kit and Eclipse.

**Environment**: Lightning UI, Lightning, APEX, Web services, SOSL, SOQL, Informatica, Force.com IDE, Import Wizard, XML, Java Servlets, Visual Force Pages, Workflows, S-controls. Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.

**Salesforce Developer/Administrator**

**Austin Community College, Austin, TX 06/2018- 01/2019**

**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.
* Experience **deploying emails** from an **email service provider** (MailChimp, Active Campaign, Campaign Monitor, Salesforce Marketing Cloud, )
* Worked with Salesforce Development experience Implementing **Wave dashboards** for business customers. Experience articulating Wave design and implementation best practice.
* Hands on Experience **with popular code editors** **(Sublime Text, Atom, Dreamweaver**). Experience with data Understanding of dynamic content principles and using data to drive **personalization**. Basic understanding of A/B
* Knowledge **on Omni channel** once enable and configured, automatically pushes work to users in real time.
* 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.
* **Validating and Monitoring Defects** using various defect-tracking tools Installed Pervasive **Data Integrator** from the AppExchange for two-way integration with a JD Edwards ERP system. Developed **Test classes and maintained minimum of 75% code coverage**
* Experience working with **Standard Sales Analytics application** **and Service, Analytics application in Einstein Analytics (Wave Analytics).**
* Experienced **with sales cloud, service cloud &marketing cloud.** Performed System Testing, UAT Testing, Production Testing, and Regression Testing along with administrating Salesforce .com banking needs. Made significant changes to Page Layouts and user Interface.
* Wrote **Test Scripts** based on the business. Worked with the client Project Manager to run through the UAT Scripts post deployment. Written complete Test Scripts and **UAT Script Templates**.
* Worked with various salesforce.com objects **like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Analyze business and functional requirements in order to collaborate with business owners**, business analysts, developers and management to propose technical solutions**
* Transform business requirements into actionable technical specifications and estimate the level of effort.
* Created **http inbound & outbound flows**, **routing, orchestration, transformations** and **Security of Mule ESB** application using **OAuth**.
* Worked on **Sites and communities.** created **ACC directory .and wrote validations and used lightning components bundle. experienced with Congo Composer tool** create and deliver sophisticated documents, presentations, and reports from **Salesforce** by automatically populating richly formatted templates with data from any **standard or custom object**
* Worked with **Lightning Service Console and done work with Web Services via Service Bus (single sign on).**
* Enabled **Aura Framework**, by adding **Aura Attributes**and**Aura Handlers for Events** to focus on Logic and Interactions in Lightning Applications.
* **Context Aware** as per business requirement. Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**.
* Used refined global search in **Lightning** by developing Apex classes and Controllers. Experienced using **Force.com IDE**for creating, modifying, testing, and deploying Force.com Applications.
* Maintenance of installed **Managed Packages** in **Lightning** using Apex. Experienced in using **Data Migration** tool called **Data Loader**.
* Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic** and **Lightning**.
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.** Built **Lightning Component** Tab for Salesforce 1 Navigation and Custom Applications in **Lightning Experience.**
* Worked on **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created multiple **Lightning Components**, added **CSS**and **Design Parameters** that makes the Lightning component look and feel better.

**Environment**: APEX, Web services, SOSL, SOQL, Informatica, Force.com IDE, Import Wizard, XML, Java Servlets, Visual Force Pages, Workflows, S-controls. Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP, REST.

**Salesforce Developer/Administrator 03/2017 – 05/2018**

**MLS Listing INC, Sunnyvale, CA.**

**Responsibilities:**

* Implemented the business logic by creating workflow rules and defined related tasks, field updates and email alerts. **Custom reports** were created for custom objects for overall detail view. Customize Salesforce.com with **custom fields, links, objects, page layouts, buttons, record-types** to meet specific business requirements.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, and Record Types** to enforce data quality Setup **Marketing Campaigns, Assignment rules, Web-to-Lead and Auto-Response rules.**
* Created test scenarios on Sandbox environment, created **packages** and moved it between Sandboxes and Production environments to place final implementations.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments using **Change Set, Eclipse and Force.com Migration tool**.
* Developed **Sales cloud** to improve forecasting, campaign, and Partner Portal for channel partner with deal registration. Involved in managing Community application such as Ideas and Answers.
* Used **Data Loader** for insert, update, upset and bulk import or export of data from Sales force Objects. Used it to read, extract and load. data from **comma separated value (CSV**) files.
* Experience in Salesforce Partner **Communities**, and rolling out **Lightning to select user profiles** in our org.
* Developed Lightening components and Lightening apps to provide better and more interactive interfaces to end users, which help in sales enhancements. Involved in using **Lightening, process builder, workflows Developed Apex Classes, Apex Triggers, API Integration and Lightening components** for various functional needs in the application. Experienced with service cloud worked on several projects using service cloud
* Developed **Lightning apps** using Lightning Components and made them compatible with Saleforce1 Mobile app.
* Involved in Planning, Design, development, testing and integration of Salesforce Cloud services, and using **CTI integration** on Salesforce.com data and accounts.
* Worked in **GIT** version control systems to keep the history of developed files. Performed user acceptance testing by conducting and leading surveys.
* Unit test work and work with **QA** teams to fix bugs and certify capabilities and products

**Environment**: Saleforce.com platform, Force.com IDE, Apex, Visual Force (Pages, Components & Controllers), Pages, Data Loader, Informatica On Demand, HTML, Inside sales telephonic plug-in, Doc E-sign, Einstein Analytics, Workflow & Approvals, Lightning Components, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in

**Salesforce Admin/developer 09/2016 – 02/2017**

**West bend Mutual Insurance –West Bend, WI**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the **planning and implementation**, worked with groups, Participated in Requirement Gathering Sessions & JAD Sessions to define their needs and developed an action plan and specification document.
* Developed **apex classes to trigger** the approval process, having approvers dynamically in approval steps.
* Experience with **email and/or marketing automation** **software** and **integration** with database.
* Developed and configured various Reports and **Report Folders** for different user profiles based on the need in the organization.
* Modified the existing code to get **data enhancements** from rally to sales force. Worked with standard salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, and Campaigns etc.**
* Experienced in integration of Salesforce.com with external applications by using Web Services **API, Metadata API, and SOAP.**
* Given the **security controls and integration** for the users with market configuration with managing the users and performed analysis.
* **Designed Custom tabs,** Approval Processes and **Auto-Response Rules** for automating business logic.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships to the custom objects.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Created new UserAccountsand assignedProfilesas per theirrolein role hierarchy**.**
* Defined **O**r**ganization wide default (OWD)**to restrict access from users.
* CustomizedPage layouts for **Standard/Custom objects** and assigned Record types. Created Data Validation rules and Formulas as per business requirement.
* Created Reportsand Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Developed **Test classes and maintained minimum of 75% code coverage**.
* Created Apex scheduled jobs to perform the same operations in a scheduled time. Develop and Execute Apex Unit Tests and Deploy code from Sandbox to Production using Eclipse, Force.com **IDE/ANT tool.**
* Performed the **Lightning Components**, **UAT testing** and SIT testing fixed them.
* Defined Org wide defaultto restrict access from users. Developed Lightening components and **Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements
* Tested the application thoroughly in **Unit Testing phase using JUNIT**.
* **Environment** SaleForce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Eclipse IDE, Subversion.

**Salesforce Developer 02/2016-06/2016**

**Meda Flights and Packages-Hyderabad, India**

**Responsibilities:**

* Worked on various salesforce.com standard objects like Accounts, Opportunity, Products Opportunity Line Items, Contacts, Leads, Campaigns, Activities, Reports and Dashboards.
* Extensively worked on building complex Visual force pages (Executive Priority page, Customer value Capture page) using standard, custom and extension controllers to suit the needs of the application**.**
* Worked as **Salesforce.com Developer performing tasks of both Administrator and Developer, Analyze** and review business, functional, and technical requirements. Work on application development lifecycle Attended **client Meetings**, business team member Meetings Analyzed Requirements and documented all the Requirements.
* Provided support ongoing salesforce.com **maintenance and administration services** including periodic data cleansing, custom objects, workflow, campaign management and triggers Proactively discover the underlying business goal and needs.
* Used SOQL Queries to retrieve data from the database and used them while creating **Apex classes, Apex Triggers, Visual force pages.** Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards. Developed Apex Classes, Visual force pages and Apex Triggers to develop the custom functionality as per the requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. Worked on various **AppExchange products** according to the needs of the organization. Integrated Salesforce with Microsoft Outlook to synchronize contacts, events and tasks. **Configured and Integrated** Salesforce with Oracle database.
* Created **custom Dashboards** for home page and gave accessibility for authorized people based on their role hierarchy. Created **workflow rules and defined related tasks, email alerts, email templates, letter heads and field updates.**

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**Responsibilities:**

* Participated in all the phases of SDLC including Requirements Collection, **Design &amp; amp Analysis o**f the Customer Specifications, Development and Customization of the application.
* Involved in implementation of the presentation layer (GUI) for the application using HTML, CSS and JavaScript. Developed Unit Test Cases. Used JUnit for unit testing of the application.
* Used client-side JavaScript much extensively, apparently to make deployment of new changes much easier.
* Worked on MySQL database to perform different operations like storing and retrieving the data. Used JDBC to connect to the database.
* Fixed Java and JavaScript coding errors by investigating incorrect behavior in Eclipse IDE and implementing fixes. Additional skills and technologies applied in this role include Eclipse IDE, SQL, SQL Developer

and HTML. Learned how to develop in an **Agile environment**.

**Environment:** Java, javaScript, HTML, CSS, Eclipse IDE, SQL, ORACLE8i, HTML, DHTML, XML, Windows XP

**EDUCATION:**

**Master of Science:** Engineering management with information systems(CGPA-3.71/4) **Indiana Institute of technology, Fort Wayne, Indiana**

**Bachelor of Technology: Computer science** (CGPA-3.58) **JNTU University, India.**