**Professional Summary**

* **6 years** of experience in IT Programming, Administration and Client Interaction Roles.
* Experienced in **Salesforce.com CRM** as an **Admin/Developer/BA and Tester**.
* Experience in customizing, developing, maintaining, testing and deploying salesforce applications.
* Extensive experience in designing of Custom Objects, Custom Fields, Role Based Page Layouts, Workflow **Alerts and Actions, Workflow Approval, Validation Rules, Approval Processes, Custom Tabs, Custom** **Reports, Report Folders, Report Extractions to various formats, Snapshots, Dashboards, and Email generation** according to application requirements.
* Experienced in building Custom Applications that includes **administration, configuration, implementing and support experience with Salesforce.com platform**
* Experienced in **JIRA** in bug tracking, issue workflow, Labelling, linking issues and in creating projects and story points.
* Proficiency in administrative tasks like **Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts**, **Actions**, Reports and **Approval Processes**.
* Sound knowledge on **Salesforce setup menu, Configuration, custom Application Development, Administration, Data Migration** and **Deployment** of applications to Force.com platform.
* Hands on experience in implementing security and **sharing rules** at object, field, and record level for different users at different levels of organization.
* Experience in various tools like ANT, Flosum, Eclipse IDE and Data Loader.

**Technical Skills:**

**Salesforce.com:** SOQL, SOSL, Force.com IDE, Report Builder, Data loader, Eclipse, Eclipse IDE plug-in, ANT Tool, Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Security Controls, AppExchange Package, Custom Application, Sandbox Data Loading and Force.com Migration Tool

**Platforms:** Windows 2000, XP, and Windows Server 2003 / 2008

**Web Design Tools:** MS Office, Visio 5.0.

**Databases**: MS SQL Server 2000/2005

**Operating Systems:** Windows NT / 2000 / XP Pro / Vista.

**Professional Experience**

**Dignity Health, Phoenix, AZ May 2018 – Till Date**

**Salesforce.com Consultant**

**Description:**

* Dignity Health is a Chain of Hospitals spread across the Country and providing services in Sales, Marketing, Employer Relationship and Business Development using Salesforce Platform.
* The project runs on the agile model and provides customer experiences that exceed expectations, for physicians, MDR’s and Patients.

**Responsibilities:**

* Participated in the requirement gathering and documentation of business requirements as Projects, keeping in mind the need for the application based on the project scope and SDLC methodology.
* Provided Demos for New Business by building pseudo prototypes for a high-level Understanding in Sales, Service and Marketing Clouds.
* Worked on building Schema with salesforce.com standard objects and Custom Objects to support the Process.
* Designed, Implemented the end to end flow for Projects along with automation using Communities, Flows, Process Builder and Approval Process.
* Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
* Implemented Territory based Hierarchy based on the organizational hierarchy.
* Implemented Workflow rules and defined related tasks, Time triggered tasks, Email alerts and filed updates to implement business logic.
* Migrated data from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Designed and Implemented lead management, case management to web-to- lead, Web-to case, Email-to- case, Duplicate Rules, Salesforce for Outlook Plugins.
* Configured the login, single sign-on and self-registration capabilities for the community.
* Created various Reports and Dashboards to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different users based on the needs of the organization.
* Worked on customization of lightning experience for desktop and mobile applications.
* Good experience in developing Salesforce Lightning Apps, Components and Events.
* Performed Tech Reviews for Peers on the New Functionality and the Enhancements.
* Created Test Cases and performed Unit, Integration and Load Testing for the New and existing Functionality in Full Copy and Partial Copy Sandboxes
* Performed unit testing, integration testing, bulk testing, staging and User Acceptance Test in full copy Sandbox.
* Worked on Deployments using Change Sets, ANT and Flosum across various Sandboxes and for Different Salesforce Instances.

**Environment: *Sales force platform, Service cloud, Salesforce Communities, Sales Cloud, Marketing Cloud, Data Loader, Security Controls, Force.com Eclipse IDE, Data Loader, Flosum, ANT, Change Sets***

**AmerisourceBergen, Chesterbrook, PA Jan 2017 - Apr 2018**

**Salesforce BA /Administrator**

**Description:**

AmerisourceBergen is a B2B commerce website based on Salesforce with multi-billion dollars in sales. Features include search/navigation, order management, Keepstsock, e-procurement, real time availability, multi account user, order history management, personal/corporate list, custom catalogs, customer specific pricing, natural language search, auto re-order, bulk order pad, B2C expansion thru guest checkout, etc.

**Responsibilities:**

* Analyzed the requirements with the business team and converted the requirements into detailed technical requirements.
* Preparation of design documents based on the gathered requirements.
* Developed the Custom objects, Validation Rules, Formula Fields, Page layouts, Custom tabs, Components, Custom Buttons and Links.
* Performed administration activities for SFDC including System Configuration, Analytics Reporting, Data Migration, User Acceptance Testing, End User Training Development & Delivery and System Testing.
* Created Custom Objects and defined Lookup and Master-Detail relationships on the objects and created Junction objects to establish many-to-many relationship among objects.
* Created Email templates for inbound emails using Visual force for the clients and customers.
* Worked on various Salesforce.com Standard Objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Implemented Web-to-Case, Email-to-Case to track Cases from the website.
* Implemented Integrations with Microsoft SQL Server and Informatica.
* Created different Workflow Rules and Approvals for various campaign processes.
* Maintained data cleanliness and accuracy by adding Custom Validation Rules and Triggers.
* Performed various Data Migration activities like Insert, Update, Upsert, Delete and Export using Apex Data Loader by writing SOQL queries.
* Implemented Salesforce Community Portal for the end user interactions.
* Worked with web-based technologies like HTML, XML, and JavaScript.
* Created various Reports (Summary Reports, Matrix Reports, Pie Charts, and Dashboards) and Report Folders to assist managers to better utilize Salesforce to track the Cases and configured various Reports for different user profiles based on the needs of the organization.
* Extensively involved in writing Test classes and moved code into production environment.
* Participated in the training sessions provided by the Salesforce team and supported the end users.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Managed Users, hierarchical Roles, Profiles, Security controls.

**Environment: *Saleforce.com platform, Data Loader, HTML, Workflow Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox Data Loading, Windows, Eclipse IDE Plug-in.***

**GM Financial, Arlington, TX Jan 2016 - Dec 2016**

**Salesforce Administrator**

**Description:**

GM Financial provides various business application solutions to enhance dealers' experience using Salesforce platform. This project runs on agile model and develops a centralized case management tool to holistically support the administration of Mortgage Loan Application Process. The Projects goals were to provide the end user with the portal to communicate on their Loan Process, view the status and securely upload information.

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Created new User Accounts and assigned Profiles as per their role in role hierarchy.
* Defined Org wide default to restrict access from users.
* Customized Page layouts for Standard/Custom objects and assigned Record Types.
* Created Data Validation rules and Formulas as per business requirement.
* Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, Time-Dependent actions and Outbound API Messages.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* 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.
* Integrated the Web Services by generating the necessary stubs from the WSDL files for extracting the data from the homegrown applications by using the homegrown web services.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created and used Email templates in HTML and Visual force.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Worked with Salesforce.com team to make application certified.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.
* Help users with Chatter teams/Groups and follow application as well.

**Environment: *Salesforce.com platform, Visual force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, APPTUS, Eclipse IDE, Subversion.***

**Qwest Communications, Dallas TX Jan 2015 - Dec 2015**

**Salesforce.com Consultant**

* Developed interfaces to integrate SFDC with Qwest Ordering and Quoting Systems.
* Developed VF pages for product search and quoting procedures.
* Developed Triggers to sync up the Opportunity and Quote Line Items.
* Worked on bug fixes which include both Development and Configuration Changes.
* Prepared the Data Migration Plan by doing GAP analysis.
* Worked on Designing Physical Integration Documents for the Interfaces interacting with the IT and business.
* Worked on Product Catalog Load using the Data Loader.
* Worked on Admin tasks like SFDC Objects, Page Layouts, Workflows, Reports and Dashboards.
* Participated in code review and provided Knowledge Transfer to Qwest IT on the Interface coding.
* Guide development and deliver application through UAT with the help of defect tracking tools and train users while
* Reporting to senior management using status reports.

**Environment: *APEX, Visual Force, Web Services, SOSL, SOQL, APEX API, Data Loader, SoapUI 3.5, Eclipse IDE.***

**Education**

* Bachelors of Technology