**Vaibhav Keshav Bhagwat**

**270-594-3414**

[**vaibhavsfdc07@gmail.com**](mailto:vaibhavsfdc07@gmail.com)

**LinkedIn:** [**https://www.linkedin.com/in/vaibhav-bhagwat-527072231/**](https://www.linkedin.com/in/vaibhav-bhagwat-527072231/)

**Senior Salesforce Developer**

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**SUMMARY:**

• Over 7+ years of experience as a Certified Salesforce.com Administrator and Platform Developer.

• Extensive experience with the Salesforce.com development life cycle, application design patterns, integration patterns and deployment planning.

• Experience in SFDC Development implementing the APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins.

• In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.

• Experienced using **Salesforce Lightning UI**. Created **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 to make Lightning Application mobile.

• Proficient in dealing with functionalities related to sales cloud service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.

• Good insight into the Health and Financial Domain.

• Developed and recommended CRM roadmap for customers in the Financial Domain

• Experience working in Agile methodology, Scrum methodology, Waterfall model and Test-driven development.

• Created test scenarios on Sandbox and production environment and migrated code to deployment upon successful testing.

• Extensive exposure to Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing(UAT).

• Review/Adjust/Write Apex and Visual Force page builds to ensure we keep code coverage at a high percentage as well as meet business needs.

• Expertise in creating different **email templates** and inbound emails using Visualforce for the clients and customers.

• Competent in analyzing and creating narrative Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram using UML Tools like MS Visio.

• Expertise in Business Analysis methodologies and iterative Software Development Life Cycle(SDLC) in relation with all the phases of Rational Unified Process(RUP).

• Experience in data migration from ACT, Excel, MS outlook using Data Loader, Data Import Wizard, SFDC Data Export, MassDelete, Informatica.

• Experience in Creating page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail.

• Working with different aspects of Web Services (XML, WSDL, SOAP, REST).

• Expertise in customizing standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads,   
Campaigns, Reports (Summary reports, tabular reports, Pie charts)and Dashboards and Report folders for different user profiles as per the requirements.

• Created lookup and master-detail relationships on the objects and created junction objects and various advanced fields like Picklist, Field Dependencies, Custom Formula, Approval Process, Sharing rules for automated alerts, field updates and Email generation.

• Implemented Security and Sharing rules at Object Field and Record levels for different users in the organization.

• Exposure to Apptus and SteelBrick, developed POC’s in **Apptus CPQ** and **SteelBrick CPQ**.

• Setting up Service Cloud Console, Cases (Web to case, Email to case), Solutions, Case Assignment and CTI Integration.

• Developed Lightning Component Framework and built Lightning component using aura framework.

• Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.

• Built reusable UI/UX components with lightning component framework.

• Strong experience with source control tools Git, Bit bucket, Source tree, built salesforce code from the repository.

• Knowledge to work on Salesforce Wave Analytics   product.

• Experienced in Object Oriented Analysis and Design and Object-Oriented Programming and Design Patterns under MVC (Model View Controller) Architecture.

**TECHNICAL SKILLS:**

**Salesforce Technologies**

Salesforce Lightning, Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/Components, S Controls, AURA, Apex Web Services, AJAX, APPTUS CPQ, Workflows& Approvals, Reports &Dashboards, Analytic Snapshots, Email Services and Custom Objects.

**Salesforce Tools**

Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com, Workbench, Force.com Platform (Sandbox and Production), GIT HUB

**Other Programming Languages**

Java, JavaScript, HTML, XML, DHTML, C, C++, C#.

**Databases**

MS SQL Server 2000/2005, PL/SQL, RDBMS, Oracle 8i/9i/10g, MS Access, and MySQL

**Operating Systems**

Windows NT / 2000 / XP Pro / Vista/7/8/10, Windows Server 2000 / 2003 / 2008, Linux, Macintosh.

**Salesforce Certifications:**

Salesforce Administrator, Salesforce Certified Platform Developer I

**PROFESSIONAL EXPERIENCE:**

**NRG Energy Inc.– Houston, TX**

**Sep 2019 – Present**

**Role: Sr. Salesforce Developer**

NRG Energy is a large American energy company, headquartered in Houston, Texas. It was formerly the wholesale arm of Northern States Power Company (NSP), which became Xcel Energy, but became independent in 2000. NRG Energy is involved in energy generation and retail electricity.

**Responsibilities.**

• Performed the role of **Senior Salesforce Developer** in the Organization.

• Expertise in advanced **APEX/Visualforce** development, including high volume data processing, managed packages, **community portals**, **SSO**, **Canvas applications** and metadata **API**.

• Created multiple **Lightning Components**, added CSS and Design Parameters that makes the **Lightning** component look and feel better. **Leveraged APEX Controller** to make a call for external requests to retrieve data from various **API’s** and displayed them on to the component.

• 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.

• Developed different Visual Force Pages to suit to the needs of the application using different **Lightning web components.**

• Designed and developed **SFA** based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface (Lightning Web components)

• Involved in creating and customizing **Email template** and configuring them to   the **email alert** within the workflow rule for a standard/custom object.

• Worked on implementation and Design of Cases and Issue with **Order Management** and **Product Return** module.

• Optimize and improve the overall runtime of **Omniscripts, DataRaptors and Vlocity Integration** Procedures using best practices.

• Well versed with migration of **Vlocity components** using **Data Packs** and manage **connected Orgs**.

• Contributed towards **HLD** and **LLD phase** and design documents preparation by integrating different modules.

• Worked on salesforce standard objects (**accounts**, **contacts**, **leads**, **opportunities**).

• Created Custom objects, formula fields and design validation rules page layouts, workflow rules.

• Maintenance of CRM functionality implementing SFDC.

• Creating **SFDC reports** (functional and technical documents).

• Create profiles, roles and configure permissions according to organizational hierarchy requirement.

• Developed applications using **Agile** methodology.

• Created Workflows for automated **lead routing** and **lead escalation**.

• Developed Apex **classes** and **Triggers** and linked them to manage the workflows.

• Experience in configuring price quote(**CPQ**) with Apptus.

• Implemented **Email-to-Case, Web-to-Case** entry and manual case entry for entering customer’s cases in Cases Tab.

• Used **SOQL** and **SOSL** for Data manipulation needs of the application using platform Database Objects.

• Integrated Salesforce.com with external systems like **Oracle HCM** and **SAP** using SOAP API and REST API.

• Integrated applications with salesforce.com using **SOAP web services API**.

• Used **Informatica Power Exchange** for integrating the SFDC with legacy system.

• Involved in migrating data into Salesforce application using **Apex Data Loader** through **CSV files**. Installed and Configured Apex Data Loader.

• Used **ANT tool** to migrate from Dev to QA.

• Deployed **Change Sets** from Sandbox to production.

• Very good experience of using **Data loader** and cleansing and **de-duplicating Bulk loads**.

• Deployed Apex using Force.com IDE, Force.com Migration tool and **Web services API**.

• Developed custom **UI** using CSS, HTML, Visualforce components and used **jQuery**, **JavaScript** for front-end validation.

• Responsible for writing **SOQL** and **SOSL** queries.

• Used **Sandbox for testing**. created**, managed packages** and **migrated** them between Sandboxes and Production environments for final implementation.

**Environment**: Salesforce.com IDE, Service Cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, CUJs, Workflows, Reports and Dashboards, CSS, HTML, JSP, jQuery, Data loader, data Import wizard, Sales Cloud, Service Cloud, Marketing Cloud, Migration Tool, Apptus, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.

**United Airlines – Houston, TX**

**Jan 2019 – Sep 2019**

**Role: Sr. Salesforce Developer**

United Airlines is a major American airline headquartered in Chicago Illinois. United operates a large domestic and international route network spanning city large and small across the United States and all six inhabited continents.

**Responsibilities:**

• Designed, developed, and deployed the **Custom objects**, Page layouts, Custom tabs, **Components**, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.

• Perform 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. Developed various custom **Objects**, **Tabs**, **Components** and Visual Force pages and **Controllers**.

• Lightning components and added Design Parameters from **LightningDesignSystem** (LDS) Customized

• Lightning components were built using Java script on client side and Apex on server side.

• Created multiple **lightning components**, added CSS and design parameters to make the lightning look better with also the use **React JS** and **Node JS** extensively.

• Created a user interface in Lightning using **Aura components**, CSS, Node for a user to enter case

• details and submit into Salesforce.

• Used Salesforce **Lightning Inspector** to debug the lightning components during the development process.

• Worked with functional leads to **transform and develop** new requirements into design, implementation.

• Working Knowledge on **Sales** Cloud, **Service** Cloud, **Custom** Cloud and **Apex** Programming on Force.com Platform.

• Defined the lookup relationship and **master-detail relationship** on the objects that helps in associating the record and defining a **parent-child** relationship in which the master object controls certain behaviors of the detail object, respectively.

• Used Data Loader, **Informatica cloud connector** to insert, update and bulk import & export of data from Salesforce.com **SObjects**.

• Effectively created the pick lists, **dependent pick lists** and **junction objects** to establish the connectivity among objects.

• Developed SOQL and SOSL queries to get data from different related objects and Used Force.com Explorer for **SOQL testing**.

• Developed **Web Service Callouts** from Salesforce to **External Applications** using SOAP and REST API.

• Used Sales **Wave analytics app** with salesforce to perform other integrations and customizations.

• Created **Wave datasets** from using internal Salesforce data and **external data**sources.

• Created **CPQ** process using **Apptus CPQ** and **CL AppExchange** tool in Quote.

• Integrated Apptus CPQ and CLM applications and **automating processes** on Salesforce platform.

• Experience in building **reusable UI** components and pages with **Lightning component framework**.

• Also embed **Lightning Components** in Visual force page by using new **Lightning Out feature** by event-driven programming.

• Responsible for setting up web **service integrations**.

• Expertise in aura framework, Lightning Components and **Salesforce Lightning Design System**(SLDS).

• Created Aura based Components, Attributes, Controllers which can be compatible to access through **Lightning App builder.**

• Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in lightning App builder.

• Developed various **Apex Classes, Triggers, Controller classes** and **methods** for functional needs in the application compatible with lightning.

• Created Salesforce 1 mobile apps using **Angular JS, Bootstrap, Apex and Visual force**.

• Use App Cloud mobile to instantly deploy apps to users with Salesforce1. Build user friendly and native android IOS and windows app with the mobile SDK, design and run massively.

• Worked on **migrating components** using Force.com Change sets, ANT from DEV to QA, UAT and production instances.

• Leading testing effort, test   plans, and test   data preparation for **System Integration** and **UAT testing**.

• Salesforce with recursive **AWS IDE Instances** for Clients utilizing **GitHub** and **Amazon** for stability

• Configured and used **source control toolGit** to maintain repositories for various releases.

• Used Force.com **Eclipse IDE plugin** to manage, author, debug and deploy Force.com applications in the Eclipse development environment.

**• Followed CI/CD process** for deployments using Force.com **Migration Tool** and **Snapshot**

**Environment**: Salesforce.com platform, APP Exchange, CPQ cloud, APEX programming, APEX classes, Approval process, Email Alerts, AJAX, JAVASCRIPT, NodeJS, JAVA API, database querying (SOSL&SOQL), HTML, DHTML, CSS, React Js.

**Goldman Sachs – Chicago, IL**

**Jun 2018 – Dec 2018**

**Role: Salesforce Developer/Consultant**

The Goldman Sachs Group is an American multinational investment bank and financial services company headquartered in New York City. Goldman Sachs offers services in investment banking , Securities underwriting, asset management and investment management, and prime brokerage.

**Responsibilities:**

• Involved in developing **SFDC ETL** processes using **JAVA** and Salesforce **Web Services JAVA API**.

• Used **Data Loader** to download all the data for Data Management in force.com platform.

• Performed some administration tasks as needed like managing the **custom fields**, **integration** and cleaning up the data.

• Created **Workflow Rules** to automate Tasks, Email Alerts, time-dependent actions and Outbound API

• Messages.

• Organized **Email Templates** and **Mail Merge** Templates and was committed in doing the mail merge for

• various standard and custom objects.

• Implemented Cloud for customer service, including configuration of email to case, case assignment rules. Managed migration and release of **Service** Cloud.

• Created test scenarios on **Sandbox** environment, created packages and moved it between Sandboxes and Production environments to place final implementations.

• Implemented the contract pricing and products configuring using **AJAX** and **JAVASCRIPT**.

• Developed **SFDC** site and **customer portal** for various customer portals and contract plans.

• 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.

• Created and used **Email templates** in **HTML** and **Visual Force**.

• Created new **User Accounts** and assigned **Profiles** as per their **role** in role hierarchy.

• Experience working with Force.com IDE and salesforce.com sandbox environments.

• Setup Live Agent as part of **Case Management** implementation inside **ServiceCloud**

• Implemented Configuration, Customization and Development with Salesforce.com on **ServiceCloud** and **Sales Cloud**.

• Worked on **Service Cloud Communities** sharing Business Process Extend them across offices and departments and outward to Customers and Partners

• Customized **Page layouts** for **Standard/Custom objects** and assigned **Record Types**.

• Created Data **Validation** rules and **Formulas** as per the Customer Experiences.

• Worked with various salesforce.com Standard objects like **Accounts, Contacts, Leads, Cases, Campaigns, Reports, and Dashboards.**

• Implemented case Management automation to track and solve Customer's issue.

• Implemented **picklists**, dependent picklists, lookup, **master-detail** relationship and **validation**, **formulafields** to the custom objects.

• Used **SOSL** and **SOQL** with consideration with governor limits for **data manipulation** needs of the application using platform database objects.

• Customized user Roles, Role hierarchies, **Profiles** and **sharing setting** to ensure that the protected data is available only to the authorized users.

• Integrated the SOAP/REST API based **WebServices** and **Informatica** on Demand for extracting the data from external systems.

• Worked on **Change sets, Packages, Eclipse, ANT migration tool** for deploying apps and several other components.

• Used the sandbox for **testing** and **migrated** the code to the Production after testing.

• Closely worked with SFDC Admins and Business Analysts in the Org involved in integration and merging two salesforce instances.

**Environment:** Salesforce.com platform, APP Exchange, CPQ cloud, APEX programming, APEX classes, Approval process, Email Alerts, AJAX, JAVASCRIPT, NodeJS, JAVA API, database querying (SOSL&SOQL), HTML, DHTML, CSS, Node JS.

**JPMorgan Chase – Wilmington, DE**

**May 2017 – Mar 2018**

**Role: Salesforce Developer/Administrator**

JPMorgan Chase & Co. is an American multinational investment bank and financial services holding company headquartered in New York City. JPMorgan Chase is the largest bank in the united states, the world's largest bank by market capitalization, and the fifth largest bank in the world in terms of total assets, with total assets of US$3.758 trillion.

**Responsibilities:**

**• JIRA** is Integrated with Opportunity and a custom object using **REST API**.

**• A Service Rocket** is used for detecting an update in JIRA.

**• JIRA and Salesforce** are synced **Bidirectionally**.

• Any updated in Salesforce is pushed in JIRA using **REST API.**

• There is an integration with Zendesk using REST API.

• Creating a ticket inside **Zendeskusing REST API from Salesforce**.

**• Lead Demand funnel** is implemented for client which helps them to streamline their sales process.

• Waterfall stages and status routed through different stages depending upon conditions in various field.

**• Marketo** is configured to score leads.

• Developed VF pages and related **Apex classes** to allow the customers to **register**, **login** and submit their service requests which are resolved by CSS people.

• Implemented public access settings for sites, restricted login hours, and **restrictedloginIP** ranges on profiles.

• Worked with Dynamic Apex to access Objects and Field describe information, execute **dynamicSOQL**, **SOSL** and **DMLqueries**.

• Build flows which embedded lightning components for each object fields and assigning the input variables to get flow between the components with the help of **lightningbuttons**.

• Developed different **CustomObjects**, Tabs, Entity Relationship data model, Workflow Rules, Workflow Approvals, validation rules, **Components** and **VisualforcePages**.

• Involved in creating **pagelayouts**, search layouts to organize fields, custom links, related lists and other components on record detail pages and **editpages**.

• Involved in creating Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.

• Worked on service cloud implementation using **Cases**, and implemented **Email-to-Case**, **Escalation** and **assignment rules**.

**• Automatedsharingrules** whenever there is a new change in Sales teams instead of using an Apex trigger.

• Used **Data Loader** for insert, update, and bulk import or export of data from Sales force Objects; used it to read, extract, and load data from comma separated values (CSV) files.

• Built **CTI** (Computer Telephony Integration) adapters to integrate Desktops with third party CTI systems, also created Web-to-case and Email-to-case.

**Environment**: Salesforce.com platform, Apex programming, Force.com-IDE, Eclipse plug-in, Data querying (SOSL & SOQL), Apex triggers and Apex classes, workflow rules, approval process, HTML, CSS, jQuery, CTI.

**Info Vision Technologies – Nashik, India**

**Mar 2013 – Mar 2015**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

• Interacted with various business user groups 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, classes, Visual Force pages**.

• Used **agile** methodology to achieve high performance.

• Developing Test plans, distinct test cases and execution of Test cases and **Performing UI Testing and Functionality Testing.**

• Documented test cases, test results, test procedure and reported to client and coordinated with development team for **Bug fixing**.

• Performed fields mapping of **Salesforce and Legacy CRM systems**.

• Involved in system integration using **Call Outs, Triggers and outbound messaging**.

• Performed data migration into Salesforce application using apex **data loader** through **CSVfiles**.

• Extensively used **REST APIs** for integration between Salesforce and on-premises systems.

• Developed and maintained **SFDC analytical reports** and **dashboards** for management review.

• Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)

• Involved in Setting up **Service Cloud** (Creating queues, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).

• Designed the web pages by using **HTML, XHTML**, and **CSS** with **JavaScript**

• Used **JavaScript** for custom client-side validation

• Developed secured web applications by using client scripting such as **JavaScript** and **jQuery**

• Involved in coding, testing, and debugging for web presentation layer using HTML and CSS according to internal standards and guidelines

• Used browser compatibility standards and principles to perform the website operations

• Interacted with **Java controllers** (jQuery, **Ajax**, and **JSON** to write/read data from back-end systems).

**Environment**: HTML, HTML5, DHTML, XML, XHTML1.0, SVN, CSS3, jQuery, JavaScript, Angular.js, Bootstrap, RESTful SOAP, JSON, MongoDB, Illustrator

**Education:**

Pune University, India- Bachelor’s in Information Technology-2013

Murray State University, KY- Master's in Management Information Systems-2016