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**Professional Summary:**

* 5 years of experience in Salesforce.com CRM Platform using Lightning components, APEX, Force.com and Visual Force, Lwc, SFDX and trained in Java. 10 Years of Mainframe development, support and testing.
* **Certifications:**
  + Salesforce Certified Platform Developer I and Admin
  + MuleSoft Certified Developer Level 1
  + Scaled Agile Certified Scrum Master
  + PMI Certified Project Management Professional(PMP)
* Salesforce Lightning Development and Integration.
* Creation of UI components using Aura frame work , base lightning components and LDS style sheets. Creation of Events and Event handlers. Handling actions with Client Side Js Controllers and helpers, Integrate UI components with Events, Connect to salesforce with server side APEX controllers. Creation of sObjects.
* Have an Experience in Integration REST With JSON.
* Building Apps using Lightning
* Debug the lightning component and scripts using Chrome Developer tools.
* Upgrade the apps in Salesforce Classic to Lightning
* Experience in SFDC Development implementing the APEX classes, Triggers, Components, Reports, Visual Force, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-ins.
* CPQ and Community Portals
* Configured Security using **Profiles, Permission Sets, OWD, Roles, and Sharing Rules,** to suit to the needs of the application.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, junction objects, master-detail relationships and lookup relationships.
* Proficient in Data Migration from traditional applications to Salesforce using Apex Data Loader, Import Wizard and Data Manipulation Language.
* Developed and worked on different Salesforce.com environments such as production and sandbox by employing the Force.com Migration Tool and Eclipse.
* Expertise in analyzing and documenting the workflows and functionality of existing systems.
* Expertise in creating Lightning components and other custom components for Salesforce1.
* Good understanding of Software Development Life Cycle (SDLC), Agile and Scrum methodologies.
* Help project managers, to better customize, and utilize the full functionality of the Salesforce.com CRM solution.
* Worked with Subject Matter Experts (SME’s) of different groups to gain detailed knowledge of the different systems and to understand the cross impacts of the system.
* Excellent technical, logical, code debugging and problem solving capabilities and ability to watch the future environment, the competitor and customer probable activities carefully.
* A project oriented team player with solid communication and interpersonal skills and the ability to maintain a cordial relationship with the client team and with the ability to manage multiple priorities under aggressive deadlines, being highly adaptable to different work environments.

**Technical Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Lightning Design Systems,  Java script controllers APEX Language, Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components and Apex Controllers), Data Loader, Lightning Component, APEX Web Services, AJAX, Dashboards, Workflow & Approvals, Analytic Snapshots, Custom Objects. ,LWC,SFDX |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Connect for Outlook, Force.com Platform (Sandbox and Production), Force.com Migration Tool, VS Code |
| **Custom Integration** | Outbound messages, Workflow & Approvals, Field updates, Reports, Custom objects, Custom settings, Custom labels & tabs, Email Services, Role Hierarchy, Dashboards, Security controls, APEX Exchange Package & Custom Application and Sandbox data loading, MuleSoft |
| **Programming Languages** | APEX, Java , Cobol, CICS |
| **Web Development Technologies** | HTML, CSS3, JavaScript |
| **Database Servers** | Oracle 8i/9i/10g, MS SQL Server 2000/2005/2008, RDBMS, MS Access, MySQL, DB2 |
| **Operating Systems** | MS Windows, Unix, ZOS |
| **Software Development Methodologies** | Agile, Waterfall |
| **IDE** | Eclipse photon , Data Loader, MS Visio, Force.com IDE, Microsoft project plan, Anypoint Studio, Bitbucket, Source tree, Jenkins, Beyond Compare |
| **Testing Tools** | Quality Centre, HP ALM, Postman |

**Professional Experience:**

**Project: Salesforce Jira Integration**

**HRSA, Rockville, MD**

**Role: Salesforce Engineer Feb 2020 – Till date**

**Responsibilities:**

* Configuring Security using **Profiles, Permission Sets, OWD, Roles, and Sharing Rules,** to suit to the needs of the application.
* Building Apps using Lightning component and events
* Created connected Apps and Test Scripts
* Creation and setup of Login flows
* Batch script to freeze the inactive users and set up schedule
* Creation of Web forms using Java Script and Html
* Debug the component or scripts using Chrome Developer tools.
* Create Apex Triggers and Apex classes, Rest API and developed and managed complex workflows, approvals, validation rules, assignment rules and system triggers.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Use Salesforce Workbench timed SOQL queries to get the most optimized version of the query.
* Deploy components into different environments.
* Used the multiple sandbox for testing like SIT and UAT and migrated the code to the deployment instance after testing.
* Custom objects, Page layouts, Custom tabs and Components creation.
* Develop different lightning pages using Aura framework and java script, Visual Force Pages to suit to the needs of the application using different lightning components

**Project: Revenue Accounting**

**Amtrak, Washington DC**

**Role: Salesforce Developer January 2019 – Feb 2020**

**Responsibilities:**

* Configuring Security using **Profiles, Permission Sets, OWD, Roles, and Sharing Rules,** to suit to the needs of the application.
* Designing of **Salesforce Service Cloud console** to boost productivity with the dashboard-like interface, reducing clicking & scrolling, making it easy to quickly find/update/create records.
* Building Apps using Lightning component and events
* Building community portals
* **Build lightning components using aura frame work, LDS(Lightning Design System).**
* Creation of CSS,LWC and Java scripts on need basis
* Debug the component or scripts using Chrome Developer tools.
* Create Apex Triggers and Apex classes and developed and managed complex workflows, approvals, validation rules, assignment rules and system triggers.
* Define the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Use Salesforce Workbench timed SOQL queries to get the most optimized version of the query.
* Deploy components into different environments.
* Used the multiple sandbox for testing like SIT and UAT and migrated the code to the deployment instance after testing.
* Steel bricks CPQ- Configure Price Quote
* Integrations using MuleSoft
* Custom objects, Page layouts, Custom tabs and Components creation.
* Develop different lightning pages using Aura framework and java script, Visual Force Pages to suit to the needs of the application using different lightning components & lightning web components(Lwc).
* VS Code IDE
* Bitbucket, source tree, beyond compare

**Project: SSNRI**

**Maryland Department of Health, Baltimore, MD**

**Role: Salesforce Developer August 2017 – Dec 2018**

**Responsibilities:**

* Configuring Security using **Profiles, Permission Sets, OWD, Roles, and Sharing Rules,** to suit to the needs of the application.
* Building Apps using Lightning component and events
* **Build lightning components using aura frame work, LDS(Lightning Design System).**
* Creation of CSS and Java scripts on need basis
* Debug the component or scripts using Chrome Developer tools.
* Create Apex Triggers and Apex classes and developed and managed complex workflows, approvals, validation rules, assignment rules and system triggers.
* Building community portals
* Apttus CPQ
* Define the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Use Salesforce Workbench timed SOQL queries to get the most optimized version of the query.
* Deploy components into different environments.
* Used the multiple sandbox for testing like SIT and UAT and migrated the code to the deployment instance after testing.
* Custom objects, Page layouts, Custom tabs and Components creation.
* Develop different lightning pages using Aura framework and java script, Visual Force Pages to suit to the needs of the application using different lightning components.
* VS code IDE
* Bitbucket, source tree, beyond compare

**Project: NED 2.1**

**T- Mobile, Bellevue, WA**

**Role: Salesforce Developer April 2017 – July 2017**

**Responsibilities:**

* Debug the component or scripts using Chrome Developer tools.
* Building Apps using Lightning component and events
* Upgrade the Apps in Classic to Lightning
* Create Apex Triggers and Apex classes and developed and managed complex workflows, approvals, validation rules, assignment rules and system triggers.
* Define the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* **Use Aura namespace to build lightning components.**
* **Create a custom Lightning tab that points to our component and include that tab in our Salesforce1 Mobile navigation**
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Use Salesforce Workbench timed SOQL queries to get the most optimized version of the query.
* Use Change Sets to deploy components into different environments.
* Develop different lightning pages, Visual Force Pages to suit to the needs of the application using different Visual force components.
* Use Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com applications in the Eclipse development environment.

**Project: Corporate Trust Services**

**Wells Fargo Inc., MD**

**Role: Salesforce Developer September 2016 – March 2017**

**Responsibilities:**

* Building Apps using Lightning component and events
* Upgrade the Apps in Classic to Lightning
* Custom objects, Page layouts, Custom tabs and Components.
* Create Apex Triggers and Apex classes and developed and managed complex workflows, approvals, validation rules, assignment rules and system triggers.
* Define the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* **Use Aura framework, apex controllers and Javas script controllers to build lightning components .**
* **Create a custom Lightning tab that points to our component and include that tab in our Salesforce1 Mobile navigation**
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Use Salesforce Workbench timed SOQL queries to get the most optimized version of the query.
* Develop different lightning pages, Visual Force Pages to suit to the needs of the application using different Visual force components and Apex controllers.
* Use Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com applications in the Eclipse development environment.

**Project: Pricing**

**Wal-Mart Stores Inc., AR**

**Role: Salesforce Developer January 2016 – September 2016**

**Responsibilities:**

* Custom objects, Page layouts, Custom tabs and Components creation.
* Building Apps using Lightning component and events
* Upgrade the Apps in Classic to Lightning
* Create Apex Triggers and Apex classes and developed and managed complex workflows, approvals, validation rules, assignment rules and system triggers.
* Define the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* **Used Aura namespace to build lightning component s.**
* **Create a custom Lightning tab that points to our component and include that tab in our Salesforce1 Mobile navigation**
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Use Salesforce Workbench timed SOQL queries to get the most optimized version of the query.
* Develop different lightning pages, Visual Force Pages to suit to the needs of the application using different Visual force components.
* Use Force.com Eclipse IDE plug-in to manage, author, debug and deploy Force.com applications in the Eclipse development environment.

**Project: G2C Program for North America and Singapore**

**Citi Bank, North America and Singapore, Chennai, India**

**Role: Salesforce Developer November 2014 – December 2015**

**Responsibilities:**

* Custom objects, Page layouts, Custom tabs and Components creation.
* Apex Triggers and Apex classes creation and develop and manage complex workflows, approvals, validation rules, assignment rules and system triggers.
* Define the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Use Salesforce Workbench timed SOQL queries to get the most optimized version of the query.
* Use Change Sets to deploy components into different environments.
* Experience in Dealing with Salesforce Support calls in case of any Salesforce Org issues.
* Worked effectively to ensure that the data is protected and is made available to the authorized users by customizing the user Roles, Role hierarchies, Profiles and Sharing settings.
* Used the multiple sandbox for testing like SIT and UAT and migrated the code to the deployment instance after testing.
* Develop different Visual Force Pages to suit to the needs of the application using different Visual force components.

**Project: Global Data warehouse – Retail products**

**Lloyds Banking Group, Chennai, India**

**Role: Senior Mainframe Developer January 2013 to November 2014**

**Responsibilities:**

* Responsible for leading the overall application Testing for E1P2 Mainframe (COBOL, DB2, VSAM, CICS, JCL) conversion project
* Discussion with business to collect the requirements
* Conversion of File based architecture to DB2 based relation architecture in order to transform the system to keep phase with the upcoming technologies.
* ETL tool used is INFORMATICA
* Analysis of the Requirement and Impact Analysis.
* Conduct Root cause analysis and LAM (Look Ahead meetings)
* Help the pre sales team by giving technical support and case studies.
* Used Jira for work assignment and incident management
* Xpeditor for debugging CICS programs
* ESP scheduler.

**Project: eTaskcard application integration with Continental airways**

**United Airlines, Inc., Houston, TX**

**Role: Business Analyst July 2012 to December 2012**

**Responsibilities:**

* Implemented the projects using Agile Methodologies
* Organize daily standup meetings
* Integration project
* Track the project deliverable using Microsoft project plan
* Updating the project plan for the approved changes in consultation with project manager
* Worked on the integration of Task card system of United Airlines with continental airways
* Identify the improvement areas in application of request.
* Follow and adhere to united airline’s ticketing management tools for support and maintenance
* Application enhancement using .Net, Java and Oracle
* Used HP ALM for Test case management
* Tracked user stories and back log using Microsoft’s Team foundation server
* BMC Remedy for defect tracking.

**Project: Reengineering of Missouri Medicaid IT systems**

**Info crossing, Healthcare, Jefferson City, MO**

**Role: Mainframe Developer May 2010 to July 2012**

**Responsibilities:**

* Responsible for leading the overall application Testing for E1P2 Mainframe (COBOL, DB2, VSAM, CICS, JCL) conversion project
* Discussion with business to collect the requirements
* Conversion of File based architecture to DB2 based relation architecture in order to transform the system to keep phase with the upcoming technologies.
* ETL tool used is INFORMATICA
* Analysis of the Requirement and Impact Analysis.
* Conduct Root cause analysis and LAM (Look Ahead meetings)
* Help the pre sales team by giving technical support and case studies.
* Used Jira for work assignment and incident management
* Xpeditor for debugging CICS programs
* ESP scheduler.

**Project: SWAT support**

**Charming Shoppe LLC, Chennai, India**

**Role: Senior Mainframe Developer November 2007 to April 2010**

**Responsibilities:**

* Discussion with business to collect the requirements
* Preparation of specification and Analysis of the design
* Development and Enhancement and Production support in Mainframe (COBOL, CICS, DB2, VSAM).
* Loading and Unloading data in Teradata tables
* Used Micro strategy to do get the trend in the items selling and present required report to Business
* Coding Business Rules and validation
* Preparing UTC and UTR
* Preparing Quality Documents
* Allotment of work to the team member and co-ordination with Client
* Used BMC Remedy for Incident Management.
* Incidents are managed by ITIL foundation’s best practices
* Prepared issue tracker and risk tracker
* ESP scheduler

**Project: Member Parameter System**

**Master Card International, Inc., Chennai, India**

**Role: Mainframe Programmer June 2006 to November 2007**

**Responsibilities:**

* Worked on MPS (Member Parameter System). Creation and validation of the new Members.
* Preparation of specification and Analysis of the design
* Development and Enhancement using COBOL, DB2 stored procedures.
* Coding Business Rules and validation
* Preparing UTC and UTR
* Preparing Quality Documents
* Creation of test cases and uploaded into Quality Center
* Allotment of work to the team member and co-ordination with Client
* Prepared daily status report
* Test cases execution are managed by Quality center
* ENDEVOR is used as version control

**Texas Utilities, Bangalore, India (Company : Capgemini)**

**Role: Mainframe Developer March 2005 to May 2006**

**Responsibilities:**

* Worked on the automation of electronic meter system for Texas utilities
* The technology and tool used are Mainframe(COBOL,CICS,IMSDB,DB2,JCL), ESP for Scheduling
* Application development and Test support
* Preparation of low level design
* Preparation of understanding documents of the system
* Review of the Test cases
* Preparing the Rota and leading the Test Support
* Weekly or need based meeting with onsite counterparts
* Conduction Knowledge sharing sessions
* Changeman version control team

**Project: School Loan programs**

**Guaranty Agencies Service Support System, Bangalore, India**

**Role: Production Technician April 2004 to March 2005**

**Responsibilities:**

* Project is on school loan programs
* Web development
* Java, JDBC, HTML, CSS are used to develop and maintain the existing application
* Daily call with onsite colleagues
* BMC remedy is used for ticket tracking and monitoring

**Education**

* BE, Bachelor of Mechanical Engineering, Madurai Kamaraj University, Madurai.