**Navy**

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**PROFESSIONAL SUMMARY:**

* **Around 7+ years of experience as an IT professional, committed to maintain cutting edge technical skills and up-to-date industry knowledge as a Salesforce CRM, Service Cloud and Force.com platform Administrator, Developer/Business Analyst.**
* Hands on experience in SFDC development using the APEX classes, Triggers, Lightning Components, Reports, Force.com IDE, Eclipse with SOQL, SOSL and Force.com plug-in.
* Collaborates with CRM system developers to maintain, create, and update user roles, security, profiles, workflow rules, etc.
* Strong working knowledge of APEX (classes and web services), Visual Force, Salesforce APIs, SOQL, Force.com platform.
* Managed all web application projects from concept and proposal to completion, including 2 large-scale ecommerce websites. Develop, maintain, create, and improve validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas.
* Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and “how-to” assistance.
* Develop or review development of test protocols for testing application before user acceptance. Review test results and direct further development
* Seek out ways to utilize SFDC to improve processes and productivity and make recommendations to support an organization scaling at a rapid pace.
* Proactively engage on continuous improvement efforts for application design, support, and practice development efforts
* Provide recommendations on how to improve our Salesforce operational platform and performing hands-on software development and testing.
* Day to Day support and enhancement of all internal system like Customer Portal and Time management.
* Comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, Opportunity Management, SOQL Case Management, Quote, and Forecasting.
* The project was managed according to Agile methodology with separating the overall development process into two major phases (Analysis and Planning Phase, Project Implementation Phase). 2 weeks sprints were used for monitoring project flow during the estimated time. Continuous integration was maintained with GitLab.
* I have also implemented Projects on Einstein Analytics from Salesforce.
* Proficient in dealing with the functionalities related to the Service cloud and Sales Cloud.
* Designed initial Agile Task board for the team, helped with creating the Product backlog.
* Systems Architect support on the team in line with Agile principles to avoid overhead.
* Responsible for the development and maintenance of backend processes to support multiple ecommerce websites in the apparel fashion industry.
* Performed Validation Rules, workflows, e-mail services and approval processes using customization & Apex.
* Worked on JIRA Agile projects like Creating Scrum/Kanban boards, configured columns, Filters and reports for Sprints.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Experience in SFDC Integration using Web Service and Apex Programming, Salesforce.com Service Cloud expertise.
* Lead on multiple Salesforce Commerce Cloud (Demandware) site builds.
* Effective employment of Apex Data Loader, Import Wizard and Data Manipulation Language for data migration and management in bulk.
* Developed and worked on different Salesforce.com environments such as sandbox and production environments.
* Performance tuning of Demandware Ecommerce Applications.
* development experience in ecommerce and web applications
* Experience in using the Workbench tool for SOQL queries, SOSL and the REST Explorer. Experienced in deploying between Production and Sandboxes using Eclipse IDE, Force.com Migration Tool, and Change Sets
* Migration Change and Implementation, Governance, Plan view, Kanban, Agile Coach, ART, Agile SAFe Jira, Scrum, Transformation, Sprint Planning, Program Office, TDD, BDD.
* Experience in various domains Healthcare, Retail, and Internet.
* Good team player with flexible and adaptable approach to work.

**Technical Skills:**

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| CRM | Salesforce, Siebel |
| Salesforce | Customize/Create Objects, Workflows rules & Approval process, Visual force pages and Apex Triggers / Classes, batch apex, Reports and Dashboard, profiles, permission sets and sharing rules, Webservice call  outs, WSDL2Apex |
| Siebel | EAI, Workflows, Scripting, Configuration, EIM. |
| Database | Oracle 11g/10g/9.x/8. X, MySQL, Mongo DB, No SQL |
| Programming Tools | JAVA, JavaScript, VB Script, Gherkin, SQL C, C++ |
| Web technologies | HTML, CSS, JavaScript, AJAX, jQuery, AngularJS, Bootstrap and Web services (WSDL, SOAP, and REST). |
| Other Tools | Eclipse, Force.com IDE, Data Loader (GUI and CLI), Workbench, Process Builder, Force.com Platform (Sandbox and Production), Force.com connect for Outlook, Informatica, Cast Iron. |
| Operating Systems | Windows 7/8/10, UNIX, LINUX, Mac |

**PROFESSIONAL EXPERIENCE:**

**Client: Nassau Re Feb 2019 – Till Date.**

**Role: Sr. Salesforce Developer/ Lightning.**

**Responsibilities:**

* Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes.
* Working with management and end-users to create and manage workflow rules, data validation, processes and flows.
* Working knowledge of custom salesforce development including apex, visualforce, basic administration, workflows, reporting and general design concepts.
* Knowledge of any Object-Oriented Programming language (java or .net) is required.
* Work with management, create and manage complex workflow rules, data validation, and triggers.
* Create and manage custom objects, fields, formulas, validation rules, custom workflow, and approval processes.
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting.
* Work Closely with Team Lead or Project Manager to develop solution in accordance with the system design.
* Work with Manager to provide scope and timelines.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, and Campaigns etc.
* Developed various custom objects, tabs, components and Visual Force pages. Customized page layouts for standard/custom objects and assigned record types.
* Created data validation rules and formulas as per business requirement. Created workflow rules to automate tasks, email alerts, field updates and time-dependent actions.
* Implement new enhancements including creation of custom objects, workflows, email alerts and templates, and campaigns.
* Develop and maintain Visual Force, App Exchanges, Force.com pages and integration to other third-party solutions.
* Identify and proactively communicate potential issues or risks with system landscape and act as an escalation point for the technical issues.
* Support training of new end users on salesforce.com application.
* Evaluate, advise and implement best practices in the integration and exchange of data between Salesforce and other Acadia Healthcare systems
* Developed and configured various custom reports and report folders for different user profiles based on the need in the organization.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, Reports and Dashboards.
* Designed, and developed Apex classes, Controller classes, Extensions and Apex triggers for various functional needs in the application.
* 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 home-grown applications by using the home-grown web services.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files intosalesforce.com, checking for the correctness of the data.
* Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE.
* Help users with Chatter teams/groups and follow application as well. Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflows.
* Created public websites and applications that are directly integrated with your Salesforce.com organization using sites.
* Developed a unified view of all accounting data within Salesforce.com. Responsible for integrating Salesforce.com to risk manager desktop apps via web services API.

**Environment**:Salesforce.com, Force.com, Apex, Data Loader, SOQL, SOSL, Communities, CRM, Import Wizard, Eclipse IDE, Controllers, Visualforce Pages, jQuery, XML and Triggers.

**Client: Anthem Inc – Wallingford, CT Jan 2018 – Feb 2019**

**Role: Salesforce Developer.**

**Responsibilities:**

* Involved in CRM process standards during Design, configuration, planning and testing of Salesforce sales and service cloud.
* Participate in storyboarding and solution design sessions. Recommend alternate approaches, define technical impacts, and provide sizing estimates.
* Create technical designs for new product functionality on Deltak’s Student Relationship Platform
* Develop product capabilities using Force.com, APEX, Visualforce, and other technologies.
* Perform unit testing, integration testing, and performance testing of new product functionality. Analyze and mitigate issues identified during testing.
* Collaborate on and inform cross-functional teams of new feature technical design, technical requirements, limitations, and implementation.
* Follow an iterative software development methodology and contribute to all phases of the software development lifecycle and support.
* Contribute to the development and packaging methodology for Force.com application development.
* Articulate development status to technical and non-technical audiences
* Developed enterprise Einstein Analytics (Wave Analytics) strategy, with focus on business engagement, data governance, data architecture and advanced visualization / analytics capabilities.
* Architected & developed Salesforce Einstein Analytics applications for executive leadership to bring insights into Opportunities, sales, team, products etc.
* Designed and implemented Web API (REST API) to support mobile applications.
* Created Server APEX Controller for Salesforce Lightning Experience and Added Lightning Component to Lighting Pages and Record Pages.
* Prepare status reports on systems/projects; enforce application and system configuration and documentation standards to ensure that all design and integration activities and related efforts adhere to audit and compliance and security control requirements; continuously automate, simplify, and streamline processes.
* Manage assigned staff of junior level development resources by creating an environment that motivates team personnel to be their best.
* Provide high-level code and architecture review of junior level development resource work.
* Prioritize and communicate to leadership the strategies for bug fixes and future system enhancements.
* Support Salesforce Administrator(s), as needed, and provide recommendations on best practices and preferred approaches.
* Lead continuous improvement, and technical education/training efforts within development team.
* Participate in special projects and perform other duties as assigned.
* Bachelor's degree is required (MIS, Computer Science or Engineering preferred)
* Experience working on Salesforce platforms or other CRM software packages (Microsoft CRM, InterAction, SalesLogix, Oracle On-Demand, SAP etc.) preferred
* Salesforce Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom Fields, Custom Objects, Validation Rules, Triggers, Security Access (SSO preferred), Creating Profiles, Roles and Users
* Extensive experience in creating workflows, approval processes, validation rules and sharing & security rules.
* Expertise in creating and enhancing Communities for an online collaboration that connects with the Customers, Employees, Contractors and Distributors
* Experience in using Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Also, experience using Data Loader to read, extract, and load data from comma separated values (CSV) files.
* Ability to use different data tools – Apex Data Loader, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete, etc.
* Expertise in maintaining the Functional areas of Data Management, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports
* Excellent organizational and strong problem-solving skills with a proven ability to contribute in a team environment
* Strong communication and inter-personal skills with ability to work well in a dynamic team environment.
* Ability to define, communicate and facilitate the execution of technical best practices.
* Strong verbal and written skills to help bridge gap between business needs/requirements and technical solutions.

**Environment**: Apex, SOQL, JavaScript, query, Visual Force, Salesforce Marketing Cloud Platform, Lightning component, Lightning forms, jQuery, SOQL, SOAP, Demandware / Commerce Cloud / Ecommerce / Salesforce.com, UI/UX design and Continuous integration (git, Jenkins, ANT migration tool.

**Client: Data Scan Technologies - Atlanta, GA Feb 2017 – Nov 2017**

**Role: Salesforce Developer.**

**Responsibilities:**

* Performed the roles of Salesforce.com Admin and Developer in the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Develop Salesforce CRM database solutions, test and deploy effective tools for business processes.
* Facilitates requirement gathering and alignment with business and technology partners, while supporting projects under the direction of the leader or project manager
* Solves complex system and system-related problems, resulting in timely and accurate document reporting and project team communication.
* Identify business requirements and process improvements and delivers appropriate technical solutions.
* Interfaces with end users to document requirements and develop effective solutions.
* Develop effective data management processes and data governance.
* Developed various Custom Objects, Tabs, and Entity-Relationship data model, validation rules on the objects, tabs, Components and Custom links.
* Experience in Integrating App Exchange Applications with Salesforce, Mass E-Mail Management, Application management using Force.com Plug-in & Eclipse IDE in Sandbox and Production Environments.
* Participate in architecting solutions using Commerce Cloud’s Open Commerce API (Shop, & Data APIs).
* Used Salesforce Automation Process (SAP), Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Provider of digital marketing automation and analytics software and services.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visualforce pages as user interface.
* Worked with business process owners to understand their requirements for Salesforce Marketing Cloud application.
* Involved in Developing Apttus Approval Process and worked on X-Author tool for Contracts.
* Salesforce Marketing Cloud Platform Used Force.com platform for developing feature rich and user-friendly Visualforce pages for enhancing Salesforce UI.
* Extensively uploaded more than million records of data using Data Loader and workbench.
* Created role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Implemented CPQ solution using Apttus CPQ and Contract Management (CLM) for various customers in industries.
* Customization of Apttus product and CLM by using Salesforce features like triggers, VF pages.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Developed the messaging adapters to be used with TIBCO/RV for communication between different components.
* Created public websites and applications that are directly integrated with your Salesforce.com organization using sites.

**Environment**:Apex, Visualforce, JavaScript, SOSL, CSS, HTML5, Salesforce Marketing Cloud Platform, CSS, Salesforce API, Web API (Rest, Soap), Live Agent, jQuery, UI/UX design, SOQL, Web Services, WCF, Web API (REST API), SOAP API, Force.com, used Agile methodology and Continuous integration (git, Jenkins, ANT migration tool).

**Client: SoftSol Inc - Fremont, CA. Oct 2015 – Jan 2017.**

**Role: Salesforce Admin.**

**Responsibilities:**

* Analyzed the Business requirement and created technical design.
* Extensively worked on governor limits to increase the performance of code especially on and SOQL limitations.
* Designed, developed and deployed Visual Force Page, Apex Classes, Controller Classes and Apex Triggers based on the business requirements.
* Managed/ Led a team of developers.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs.
* Skilled in Salesforce.com Development, Triggers, Apex, Visual Force, Batch Apex, Future Methods, Webservice callouts, WSDL2Apex, Metadata API, SOAP API, REST API, governor limits, Sales cloud, Service cloud, Git, force.com IDE and Mavens mate.
* Created email templates, email alerts and automated Email Process to send customers according to business logic.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Worked on Salesforce Marketing cloud Connector V5
* Wrote Batch Apex to set Bundle flag on OLI based on Product.
* Wrote various SOQL queries in classes to achieve various functionalities.
* Designed approval process to request approval when the repair order is put on hold.
* Authored apex to populate the Site channel details.
* Worked on workflow rules to populate various fields on the object.
* Designed ETL specification documents for all the projects.
* Implemented GUI using HTML, JSP, AJAX.
* Build and managed custom reports.
* Created Validation rules and formula fields.
* Created Workflows for field updates to accomplish the business requirements.
* Debugged apex script through debug logs.
* Created various record types for implementing sales processes.

**Environment**: Triggers, Classes, Soap API, HTTP Post, Workflow rules and approval process, Web Services, UI/UX design, WCF, Web API (REST API), Custom Objects/fields, Demandware / eCommerce Cloud / Ecommerce / Salesforce.com, Sales cloud and Force.com IDE.

**Client: SoftSol Inc - India May 2013 – Sep 2015**

**Role: Java Developer.**

**Responsibilities:**

* Worked closely with business users, analysts for requirements understanding, analyzing and preparing technical document for the functional requirements.
* Involved in software development life cycle including analysis, design, development, Unit testing, refactoring and documentation of the application using Java.
* Prepared Technical Design Document to understand the flow of the application.
* Participated in the analysis, design and the development of different modules for the Integration with the application.
* Used online Agile scrum development process during the project process to gather up the Requirements and issues.
* Developed web GUI involving HTML, JSF under MVC architecture.
* Used JSP, Struts, JSF and JavaScript libraries like Backbone and jQuery to develop The User Interface.
* Used hibernate to create persistence class objects and also created beans to interact with the database.
* Developed classes using core java and some spring IOC.
* Enriched UI using JSF user interface Components and Backing Beans, JSF, involved in Configuring faces-config.xml for navigations, controllers.
* The database used was SQL Developer and PL/SQL. Was responsible for developing Packages with procedures, functions, cursors, table partitions for populating tables.
* Created database objects like Stored Procedures, Tables, Views, Sequences, Cursors, Packages and Triggers.
* Entire Applications are developed in Eclipse and deployed in the JBoss Server.
* Used Perforce for source code repository and version controlling.
* Maven was used as a build tool for the project.
* Involved in code reviews and enhancement of application.
* Tested the application in different environments for cross browser compatibility.
* Successfully executed all the test cases and fixed any bugs/issues identified during the test cycles.

**Environment:** Java (Jdk 1.5/1.6), J2EE, JavaScript, jQuery, Backbone, REST API's, HTML, Log4J, JSF, prime faces components, Spring, Struts, SOAP, XML, XST, AJAX, Spring MVC, Hibernate/JPA, CSS, JBoss 6.0EAP, Perforce, Windows 2000/XP, Unix, Maven, Agile, CVS, SVN, Eclipse Juno, Toad, SQL Developer