**Akshay**

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**PROFESSIONAL SUMMARY:**

* Around **8+ years** of experience in the Salesforce platform using **Salesforce Health Cloud, Community Cloud, Sales Cloud, and Service Cloud features.**
* Experience in all phases of **Software Development Life Cycle (SDLC)**, quality management systems and project life cycle processes.
* Experience in **Scrum/Agile/Kanban** for project execution using **Jira/Story Board** tools for user story handling.
* Experience in implementation & Integration experience on Salesforce.com using **Apex (Classes, Controllers & Triggers), Batch Apex, Apex Web Services, Visualforce Pages, SOSL, SOQL, Custom Tabs, Custom Objects, Data Modelling, Analytics and Dashboards and worked on Conga Composer, Bitrix.**
* Experience in working with **Eclipse IDE** with Force.com Plug­in environment for writing Business logic in **Apex Programming Language.**
* Extensive experience in working with Standard Objects, Custom objects, **Page layouts**, **Workflow Alerts** and Actions, **Approval Process, Validation Rules**, Custom Tabs, custom reports, report extractions to various formats.
* Good experience with **Record Types, Relationships, Data Types, Formula Fields, Validations, Queues, Email­ Templates.**
* Good experience of the collaboration of various content files along with the organization and external users.
* Good experience of site.com along with creating the publisher and contributor users.
* Experience in Salesforce Securities – **Roles, Profiles, Permission Sets, Sharing Rules, User Management**, Sound Knowledge on **SOQL** and **SOSL** for Querying and Searching Data for Force.com platform.
* Good experience of working on internal employee portal, Business partner portal, and customer support community.
* Integrated Apex with External services by making callouts that used **REST API.**
* Experience in writing complex SQL scripts using **TOAD, SQL Developer, and MS SQL** for verification of values frontend and backend system.
* Experienced in Lightning Experience, which includes the **Lightning Component Framework**, involved in building the Lightning component using the **aura framework** and using the **Lightning component in Visualforce** and adding the lightning component to salesforce1.
* Experience in working with Salesforce Source code Management using **Vs Code** and **Salesforce CLI**.
* Experience with **Integrating Salesforce Lightning Applications** with Third Party Applications using **REST API**.
* Experience in Developing solutions for building scheduled jobs inside salesforce for complex business logic which runs daily using Batch Class and Scheduler Class.
* Extensive experience in end-to-end delivery of projects from POCs, requirements gathering and analysis, client interactions, participation in release/resource/sprint planning, design, implementation, mentoring juniors/team, code and functional reviews and deployments.
* Experience in Managing monthly agile release cycles using **JIRA** and code merge using **GitHub** and **UAT, PROD** deployments using the ANT migration tool.
* Strong work experience in user interface Designing, System Testing, Performance tuning, Go-live support, and Post-production support.
* Experience in integration of **Salesforce.com** Applications with Other applications with an emphasis of the **Web Services/XML**, **JavaScript**, **HTML,** **jQuery**, **JDBC** and **CSS**. Used **Standard API** for standard objects or by creating custom API by exposing **Apex Classes** as service.
* Implemented Custom Apps, Custom Objects, Custom Fields, Formula Fields, **Validation Rules,** **Page Layouts, Picklist**, **Dependent Picklist**, **Lookup**, Junction Object and **Master-Detail Relationship**.
* Experience working with App exchange products like **Docusign, SMS 360, Ninja Forms, DocGen Packages,** DLRS to extend the functionality of Salesforce and solve the complex business challenges.
* Good Domain Knowledge in CRM, ERP, Insurance, and Banking domains.
* Extensive experience in end-to-end delivery of projects from POCs, requirements gathering and analysis, client interactions, participation in release/resource/sprint planning, design, and implementation, mentoring juniors/team, code and functional reviews and deployments.
* Identified and developed reusable and generic UI components, utilities, frameworks in Salesforce.
* Considering the project requirements and UI mashups adhering to best practices & performance.
* Experience in managing various kinds of Sandboxes.

**TECHNICAL SKILL:**

* **SALESFORCE TECHNOLOGIES:** Standard objects, Workflows, Process Builder, Lightning Flows, Approval Process, Apex Language, Apex Classes/Controllers, Apex Triggers, Visual Force Pages using CSS Layout according to the organization profile, Data Loader - Offline Edition, Integration, migration, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL, Custom objects, S-Controls., Vs Code.
* **SALESFORCE TOOLS:** Force.com Eclipse IDE Plug-in, Vs Code, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool.
* **PROGRAMMING LANGUAGES:** Java, Apex, C, C++, SQL, SQL
* **WEB TECHNOLOGIES:** HTML, CSS, AJAX, XML, JavaScript, jQuery
* **OPERATING SYSTEMS:** MS Windows, Linux

**CERTIFICATIONS:**

* Salesforce Certified Platform Developer I
* Salesforce App Builder
* Salesforce Certified Administrator

**EDUCATION:**

**Master of Science (MS)** in Computer Science, Wichita State University, Kansas.

**Bachelor’s** in Computer Science, Vellore Institute of Technology, Tamil Nadu, India.

**PROFESSIONAL EXPERIENCE:**

**Amgen - Thousand Oaks, CA**

Jan 2020 to Present.

Salesforce Developer/Administrator

**Responsibilities:**

* Conducted requirement gathering meetings and weekly status meetings with the business users, managers, and stake holders.
* Designed Created and maintained **Objects, fields, field Sets, Page Layouts, Validation Rules, Process builders, Lightning Flows.**
* Created **Matching Rules** and **Duplicate Rules** to handle the duplicate data entry to salesforce.
* Created **Approval Process** with Automatic Approval Submission and Automatic Approval based on the complex business logic.
* Designed and Built **25+ Lightning components** with inter-component communication, Built Associated Apex controllers to support the backend functionality to the Lightning Components.
* Created/Optimized critical business triggers using proprietary frameworks by implementing interface classes to enforce logical sequencing, enhance performance, respect limits, improve readability and code maintenance.
* Implemented Business Logic Automation using declarative features like **Process Builder, Lightning Flows, Approval Processes** and programmatic features like **Helper Classes, Interface methods,** Synchronous and Asynchronous jobs using **OOP principles and Apex Design patterns.**
* Maintained Existing **Visualforce Pages** and Converted some of the **Visualforce pages to Lightning**. Integrated some **lightning Components** into Visualforce Pages.
* Implemented **REST API** to perform record-related operations and send Salesforce information to third-party Application for performing Billing-related Activities.
* Implemented Salesforce Cron jobs using **Batch Class** and **Scheduler class** interface.
* Designed and Implemented HTTP Callouts to third party Applications from a button, using a Batch Job and on record DML (save, update, Delete) Operations.
* Handled application management tasks such as installing/upgrading third-party apps, refreshing Partial-copy and developer **sandboxes, troubleshooting performance and data access issues.**
* Implemented **DocuSign** in salesforce to provide Document Signing functionality for Salesforce to take consent from the clients.
* Deployed **Meta data components** using **Change Sets** from Sandbox to production.
* Established deployment strategy using **Copado (Devops Tool)** for implementing Salesforce.com changes.
* Responsible for writing test class for classes related to the project, helped other teams in writing it and always maintained overall **85% of code coverage and** made a safe deployment for every bi-weekly releases and major releases.
* Created a proof of concept on **Lightning Web Components** as a pilot project for one of the existing **Lightning components**.
* Created Technical documentation for all tasks for Auditing purposes.

**Environment:** Salesforce CRM, Force.com, Apex, Visualforce Pages, Lightning Components and Controllers, JavaScript, Vs Code, Data Loader, DocGen, DocuSign, SMS 360, DLRS, Ninja Forms, Own Data Backup, Email Services, Sandbox data loading.

**JPMC - New Jersey, NJ**

Feb 2018 – Dec 2019

Salesforce Developer/Administrator

* Analyzed customer requirements, performed a detailed analysis of business and technical requirements, and designed the solution by customizing various standard and custom objects of Salesforce.com like accounts, contacts, properties, discounts, reports, and dashboards in the sales cloud.
* Worked on Single Page Application integrated inside a **salesforce Visualforce page**.
* Worked on **Angular JS** to create a Single page application in the **Salesforce Org**.
* Involved in building **Lightning components**, pages, and apps.
* Hands-on experience on **Salesforce Lightning** for Customizing **Reports and Dashboards** for business use.
* Involved in developing salesforce Lightning applications using **Lightning Components, Controllers and Events** and used custom **CSS** in the components.
* Worked on tools like **Workbench, Data loader, MuleSoft, Informatica & Cast Iron, Command Line Interface, ETL tools** for mass updates, import and export of data.
* Installed **Salesforce Lightning** inspector for chrome browser as an extension for debugging **JavaScript code**.
* Customized existing Visualforce to align with salesforce new **Lightning UI experience**.
* Worked on **HTTP** callouts to get the data from an external application and display the data on the salesforce single page application.
* Enabled **Aura Framework**, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Operated on major enhancements to the client's sales processes in salesforce.
* Designed and customized **Visualforce pages** using extension controllers, custom controllers, and standard controllers.
* Integrated Salesforce with other internal applications using **SOAP** and **REST** services.
* Collaborated with teams to design and implement salesforce integration.
* Worked on salesforce.com standard objects like **accounts, leads, contacts, opportunities, reports, and dashboards.**
* Created Salesforce communities for customers and partners.
* Requirement analysis, configuration, customization, **workflows**, **validations**, **security** and profile settings, community setup, **data load**, **Apex classes**, **JavaScript**, visual force pages, **REST API services.**
* Designed and developed **Apex classes, Apex triggers, visual force pages**, and components as per requirements.
* Written **SOQL, SOSL** query language necessary for the application in **Apex classes** and **triggers**.
* Involved in designing **approval processes** and creating visual workflows to automate field updates and new record creation.
* Developed visual pages to include extra functionality and wrote **Apex classes** to provide the functionality to the visual pages.
* Configured user accounts, roles, profiles, and sharing settings by implementing role hierarchies to provide shared access among various users.

**Environment:** Salesforce CRM, Angular Js, GUS, Force.com, Apex, Visualforce Pages, Components and Controllers, JavaScript, Eclipse, Data Loader, Email Services, Sandbox data loading.

**Advisory Board Company - DC**

Sep 2016 – Feb 2018

Salesforce Developer/Administrator

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Involved in gathering all the requirements from the stakeholders.
* Involved in Agile development following **SCRUM process** and daily stand-up meetings.
* Mainly worked on Managed package and released new updates to end-users after every sprint.
* Managed the code base in the **GIT repository** and used Bit Bucket for code reviews and pull requests.
* Enhanced existing functionality and created new features within the managed package requested by the customers.
* Worked on various salesforce.com standard objects including **Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards**
* Worked on various Salesforce Administrations tasks like **Reports, Dashboards, Custom Workflow rules, Field Update, Email Templates, Field level & Object level Securities, Roles, Profiles, Validation Rules, Formula fields etc.**
* Defined **lookup** and **master-detail** relationships on the objects and created junction objects to establish connectivity among objects.
* Used static resources to save the java script files and icon images that are referenced in **Visualforce pages** and used custom settings to create custom sets of data.
* Customized page layouts for **Opportunity, Contacts, and Accounts** depending upon user roles, and groups.
* Used field level security along with page layouts to manage access to certain fields.
* Created various Reports and Report Folders for different user profiles based on the need in the organization.
* Designed and developed custom UI using **HTML5, CSS, Visualforce components** and used **jQuery, Java Script** for front-end validation.
* Designed, and developed **Apex Classes, Controller Classes,** extensions, and **Apex Triggers** for various functional needs in the application
* Implemented various Batch & Schedulable classes and also the Future method for handling huge data transactions or Bulk operations.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing Apex **SOAP** and **REST** Web Services and Apex Callouts.
* Used **SOQL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Worked on web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.**
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in Lightning App builder.
* Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience. Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Used Sublime text editor for modification of existing code and adding new code. Used Mavensmate to create the connection between sublime text editor and salesforce org.
* Used Apache’s ANT build tool for the deployment purposes.

**Environment:** Sublime text, Mavensmate, GIT, Bit Bucket, Controllers, Visual Force Pages, Data Loader, Workflows, Triggers, Smart sheets, Web Services API, JSON, Managed Package, Force.com Explorer, Google docs.

**Hudson’s Bay- MO**

Jun 2015 – Sep 2016

Salesforce Developer/Administrator

* Worked closely with cross-functional teams to design and configure the Salesforce platform to address their pressing business issues.
* Participated in gathering requirements by closely working with clients.
* Mainly worked on Community module, sales module, and case management module.
* Designed a data model and structured various standard and custom objects.
* Created a walkthrough for the end-users and stakeholders to make them understand the essence of the applications.
* Enhanced the existing portal functionality and moved to community cloud for more functionality including chatter, employee portal, customer portal, channel sales community, and customer support community.
* Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Worked with various Salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports, Dashboards.**
* Designed the solutions for business and technical requirements by customizing various standard objects of SalesForce.com (SFDC)
* Designed, and deployed the **Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages** to suit to the needs of the application.
* Worked on **master-detail** and **lookup** relationships on the objects and created junction objects to create relationship among objects.
* Developed and configured various **Reports and Report Folders** for different user profiles based on the need in the organization.
* Worked with administrators on system security (Federated and delegated authentication) and application-level security.
* Worked on salesforce shield (Combination of platform encryption, Event monitoring, and field audit trail)
* Created number of POCs using Salesforce Lightning Experience for building customized components, using **JavaScript** on the client side and Apex on the server side.
* Designed, and developed **Apex Triggers, Apex Classes, Controller Classes,** and extensions to achieve business logic for various functional needs in the application.
* Designed various **Webpages in Visual Force** for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Implemented the requirements on **Salesforce.com** platform and **Force.com** **IDE Plug-in using Eclipse**.
* Implemented web-based case management automation – **Web-to-Case** and **Email-to-Case** (on Case Object) to track and solve customer’s issues.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields
* Used **Data Loader** for Data Management in force.com platform.

**Environment:** Sales cloud, Service cloud, Community cloud, Eclipse IDE, Controllers, Visual Force Pages, Data Loader, Workflows, Triggers, Web Services API, JSON, Force.com Explorer, jQuery, Informatica Power center.

**Collabera – Bangalore, India**

June 2012 – June 2014

Salesforce Developer/Administrator

* Leveraged Salesforce’s declarative framework (Formulas, Workflows) and custom development through **Apex, Triggers, and Visualforce** to customize the Force platform as per client needs.
* Mainly worked on **sales cloud** and **service cloud**.
* Supported users in view creation and customization of reports.
* Used **Batch Apex** to automatically reassign thousands of Account records in cases where the associated regional sales manager contacts changes.
* Developed **Apex Triggers** to automatically create **Contact records** for each location associated with an Account.
* Worked on collaboration and sync of various content files for better understanding of salesforce setup.
* Worked on site.com for customization of content management along with creating various site maps and landing pages.
* Integrated **ERP** systems with **Informatica Cloud** to get the live data to different Salesforce Objects.
* Worked with the content management team to decide various contributor and publisher users.
* Participated in the identification and evaluation of third-party applications from **AppExchange** to support a multi-year implementation roadmap.
* Created a button on a Campaign object to retrieve all the open activities of that Campaign’s members (Leads, Contacts) in a separate Visualforce page.
* Customized the appearance of a Custom Object by adding tabbed layouts with each tab presenting a related list of that Object.
* Participated in unit and regression testing during every release.
* Provided support for nightly batch production cycle which required occasional on-call availability.

**Environment:** Sales cloud, Service cloud, Eclipse IDE, Controllers, Visual Force Pages, Data Loader, Workflows, Triggers, Smart sheets, Web Services API, Dupe Blocker, CRM Fusion, Force.com Explorer, Google docs, Gliffy tool (flow charts)