#### AkshayKumar

#### Email: akshay.salesforce20@gmail.com PH.NO: 913-424-0705

#### SUMMARY:

* Results-oriented and versatile salesforce Admin/Developer with 7+ years of experience in designing and developing production software, consistently meeting deadlines, managing critical requirements guided by processes and technical documentation.
* Experience working on CRM (Customer Relationship Management) tools like Salesforce, writing workflows using process builder, creating custom apps, objects, and fields.
* Experience in designing Visualforce pages and writing controllers and triggers usingApex.
* Experience creating business logic components such as Stored Procedures, Triggers, functions,Views, Schemas, Constraints and Security Models usingSQL.
* Experience in all phases of software development life cycle (SDLC) including collecting requirements from client, development, implementation, documentation, testing, application lifecycle management, builds and configuration using Agile Methodologies.
* Experience working in SCRUM and agile environments
* Hands on experience of the Linux OS
* Involved in writing SOSL and SOQL queries, locking statements, transactional control and exception statements to invoke Apex triggers.
* Used Sandbox for testing, Force.com IDE for creating, modifying and deploying applications
* Involved in updating existing records with the Data Loader, Mass transfer records between users – Using Record owner as Queue, Back up data with a weekly export -With Reports and Data Export, Mass deletion of records.
* Worked on various Custom Objects, Tabs, validation rules on the objects, tabs, Entity- Relationship data model, Components and Customlinks.
* Profound knowledge of Salesforce.com governor limits with an ability to optimize code to follow those limits.
* Good Experience in Sales Cloud, Service Cloud, Community Cloud and Pardot (Marketing Cloud).
* Hands on experience with Git and GitHub
* Deployed applications from Sandbox to Production using Eclipse and Changesets
* Created Custom tabs, and Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules and Page layouts
* Experience in all phases of Software Development Life Cycle (SDLC) from requirement gathering to analysis, design, development, implementation and enhancement of projects in Salesforce.com CRM and Java.
* Developed numerous Apex Triggers, Classes, Visualforce pages, SOAP and REST Web services, Http callouts based on 3rd party WSDL/API, Batch and Scheduled jobs.
* Experience in Bulk Data Migration from Traditional Applications to Salesforce using Apex Data Loader Utility. Also, experience in Lightning Component and Lightning AppBuilder.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical, presentation and interpersonal skills.

**TECHNICAL SKILLS:**

* **Lightning Experience Development** – Salesforce Lightning Design System and Lightning Components, Aura Framework, JavaScript Controllers, Server-side Controllers.
* **Salesforce.com Development** – Apex Language, Apex Trigger, Apex Class Apex REST and SOAP Web Services, SOQL, SOSL, Visualforce (Page, Component Controllers), HTML.
* **Salesforce.com** – Reports Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets),Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Sharing Settings, Communication Templates.
* **Languages** - Apex, Ajax, C, Java, JSP, XML, HTML, JavaScript, CSS
* **Tools/Utilities** - Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com DataLoader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production).
* **Databases** - Force.com DB, Microsoft SQL Server 2000/2005/ 2008
* **Software** - Eclipse/Visual Studio IDE, MS Office, Adobe Photoshop Dreamweaver
* **Operating Systems** -Windows 7/8/10, MAC OS X, Chrome book, Android, Linux

**PROFESSIONAL EXPERIENCE:**

**Comcast , PA. Dec 2018 to Till Date**

**Salesforce Developer**

**Resposibilities:**

* Created various Reports and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Performed the roles of Salesforce Developer and Administrator in the organization.
* 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.
* Evaluated complete readiness report provided by Salesforce and redid the work in **Lightning Sandbox** and made sure everything is working.
* **Lightning Experience** - Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within the organization.
* Created multiple **Lightning** Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the **Lightning** component look and feel better.
* Built customized Lightning components replacing the existing ones using JavaScript on the client side and Apex on the server side.
* Involved in the development of Apex Classes and Visualforce pages.
* Written Apex Custom and Extension controller classes and Apex Triggers for various functional needs in the application.
* Customized application business logic using declarative programming like Formula fields, Validation rules, Workflow rules, Approval process, Record Type, Picklist, Dependent Pick lists, List views.
* Performed the detailed analysis of functional and technical requirements; designed and deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects.
* Used Data Loader, Command Line Interface, ETL tools for loaded data into salesforce.
* Created custom Dashboards for manager's home page and gave accessibility todashboards for authorized people.
* Worked with Salesforce Sales Cloud to implement the project using Leads, Accounts, Contacts, Contracts, Opportunities, Products, Pricebooks, Quotes and Campaign
* Implemented AppExchange packages like seismic, chatter compliance etc.
* Written apex unit test classes for code coverage of apex classes and triggers to promotecode to production and implemented salesforce apex annotations like isTest, seeAllData etc.
* Worked with Formula fields for calculation, related object display, integration and datarealization.
* Integrated Web Services for extracting data from external systems to display in the pages of salesforce.com.
* Modified Opportunity and Pipeline by customizing various stages to help prospect better and enabled forecasting.
* Created and used Email templates in HTML and Visualforce.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Worked with Profiles and Administrative permissions to grant/deny users access to platform features.

**Environment:** Salesforce.com, Assignment rules, Record types, Apex Language, Custom objects and Fields, Visual Force (Pages, Components &Controllers), SOQL, Sales Cloud, Service Cloud, Marketing Cloud, SOSL, Security Controls, Apex Controller, Visual Pages, Escalation rules, Workflows, Rules, Data loader, Sandbox, Profile settings, WSDL, HTML, CSS, Java Script.

**Charter Communications–St Louis MO Aug 2016 to Oct 2018**

**Salesforce Admin/ Developer**

**Resposibilities:**

* Develop and configure Salesforce.com instances and force.com applications.
* Developed Custom business logic using Apex Classes, Triggers, Components, Visual Force pages and Controller Classes for various functional needs.
* setup Marketing Campaigns, Campaign Hierarchies, Lead Queries, and Assignment rules.
* Modified existing Approval processes and created Approval steps which used email alerts and field updates.
* Automated the process of creating Leads directly from Web and Auto-Response rules.
* Configured the Case Management Process.
* Implementation support services at various SDLC stages like custom development and production support.
* Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
* Implemented Classes, Interfaces and Keywords.
* Implemented Apex Scheduler and triggers to invoke Apex classes at regular intervals and to trigger them at some events.
* Developed REST services to create Salesforce contact records for new online customer registrations.
* Implemented an App Exchange app bill. ON app to the Salesforce CRM to create automatic bills for all the employees working in the organization.
* Created custom Visualforce components and attributes to override the look and feel of standard Visualforce components
* Worked with Dynamic Apex to access S-Objects and field describe information, execute dynamic SOQL, SOSL and DML queries.
* Created Visualforce pages as per the client requirements and customizing partner portal using various components.
* Customized the standard objects as per the business requirements by using Visualforce components.
* Deploying applications from Sandbox to Production using Change Sets.
* Integrated the existing SAP system with force.com platform using Cast Iron.
* Implemented platform security based on the Organization security, Session security and Network-based security (Using IP address).
* Created various analytical Snapshots to schedule various report generations.
* Created Dashboards using customized Dashboard components.
* Participated in JAD sessions involving Business Users and Sponsor groups to analyze and understand the business requirements.

**Environment:** Salesforce.com, Assignment rules, Record types, Sales Cloud, Service Cloud, Apex Language, Custom objects and Fields, Visual Force (Pages, Components & Controllers), SOQL, SOSL, Security Controls, Apex Controller, VisuaPages, Escalation rules, Workflows, Rules, Data loader, Sandbox, Profile settings, WSDL, HTML, CSS, Java Script

**Sabre Holdings – Southlake, Texas May 2014 to April 2015**

**Salesforce Developer**

**Responsibilities:**

* Worked as enhancement developer, performed the roles of Salesforce developer and administrator.
* Worked on various salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed, developed and deployed Apex Classes, Controller & Extension Classes
* Force page development, test classes for unit testing and Apex Triggers for various functional needs in the application.
* Created workflow rules and defined related tasks, time based workflows, email alerts, field updates to implement business logic.
* Used Data Loader for insert, update and bulk import or export of data fromSalesforce.com S-Objects Used it to read, extract, and load data from comma separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed process flows according to the business requirement and developed training material for end users.
* Experience performing data migration from Legacy Systems using Data Loader, JitterBit, Work Bench, DataLoader.io, and Import Wizard.
* Customized tabs for different business users groups and business centers.
* Implemented escalation rules, automatic case generation and their escalation to callcenter representative, and generated email alerts for quick issue resolution.
* Interacted with various business team members to gather and documented therequirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse and IntelliJ IDEA.
* Involved in the deployment of the code / configuration with the help of change sets.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Implemented Single Sign on (SSO), Email relay, login IP ranges and setup the password policies for the organization.
* Used the JIRA ticketing tool to track the bugs, new change requests and update the status of the ticket according to the business workflow.
* Performed data integrity management using SOQL explorer, system log, Excel Connector and Data loader.
* Build the organization's role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization's hierarchy.
* Designed and deployed Custom tabs, buttons, validation rules, triggers, Approval processes and Auto-Response Rules for automating business logic.

**Environment:** Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, GitHub, Workbench, Security Controls, Task Factory Force.com IDE, Windows.

Abbott Laboratories, Pewaukee, WI **June 2013 to April 2014**

**Salesforce Developer**

**Resposibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* Agile Development Methodology was followed for the implementation
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created various Profiles, Roles, Page Layouts and Configured the permissions based on the organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Extensive experience on S controls, Visualforce pages and Page layouts according to the Business requirements
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
* Performed 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 Visualforce, force.com API, and web services.
* Achieved Business functionality by implementing Sales cloud.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization.
* Implementation of Data Loader for loading the data.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Merging of Salesforce instances
* Developed business documents for Salesforce.com Custom objects.
* Worked on different portals like Self Service Portal, Partner Portal and Customer Portal.
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL.
* Integrated Salesforce with external Master data using SOAP and REST API
* Developed several Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Expert in Salesforce Sales and Service cloud implementation.
* Provided the training to Business users about the system.

**Environment**: Saleforce.com CRM, Force.com platform, Apex Classes, Chatter, Visual Force Pages, Controllers, Service Cloud Console, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, SOAP, REST, Eclipse IDE, WSDL, Windows.