**Milky kharay**

**Certified Salesforce Developer / Admin**

Email ID:

| / Remote | US Citizen |

**Professional Summary:**

* Having 10+ years of IT experience with 5+ years Salesforce.com platform as an Architect / Developer, Business System Analyst and Administrator with experience in designing, developing, deploying of Salesforce CRM and building apps based on business processes, 3rd party app exchange products and 5+ years as a Business System Analyst working across various domains and a variety of projects some of which were full implementations, migrations from legacy to new systems and desktop and web applications.
* Implemented and delivered projects under Agile and waterfall methodologies.
* Experienced in configuration and customization of Sales, Service and Community Clouds by configuring Assignment rules, Escalation rules, Email-to-Case, Web-to-Case and Web-to-Lead.
* Proficient with Salesforce data model and customizing objects, fields, formula fields, rollup summary fields, page layouts, search layouts, creating custom objects and custom Tabs, record types, relationships (Lookup, Master-detail & Junction objects).
* Proficient with Administration setup tasks like creating Profiles, Roles, Users, Sharing rules.
* 3+ year experience with Salesforce APEX - in writing Triggers, apex classes, Visualforce pages and lightning components.
* Experienced in developing Custom Lightning Components, using Standard Lightning Components, building Lightning Apps using Lightning App Builder and Lightning Pages using Lightning framework, aura framework and Lightning Locker Service.
* Experience with Salesforce query language – SOQL.
* Experience in integrating Salesforce with app exchange applications.
* Strong experience with data security by implementing Criteria and Owner based sharing rules on various objects in the organization
* Hands-on experience with declarative programming using Workflow rules, Process Builder, Approval process and actions Field update, Email alert, Create tasks and Outbound messaging.
* Excellent understanding of Org Hierarchy Roles, Profiles, permission sets, Users, object level security, field level security, record level security and sharing rules.
* Strong experience with Force.com migration tool and Change Sets for migrating Salesforce components across various Sandbox and Production instances.
* Created and maintained logical entity relationship diagrams, transformed logical models into physical data models with an add-on experience in writing SQL programming with MS-SQL Server.
* Experience with Data migration and updates using Data Loader and import wizard in Salesforce.

**Technical Skills:**

Salesforce: Force.com, AppExchange, Data Loader, workbench, Validation Rules, Work Flows, Process Builder, Assignment Rules, Escalation Rules, Outbound Messages, Dashboards, Reports, Custom Objects and Tabs, Lightning, Aura, Apex Classes, Apex Triggers, Test classes, Visualforce, Sandbox development and testing, Apex Data Loader, SOQL

Salesforce Integration Tools: Data Loader, Oracle ICS (Integration Cloud Service), Jitterbit

Clouds: Sales Cloud, Service Cloud, Community Cloud

Languages: Apex, JavaScript

Database: Oracle 12c, SQL Server 2014

Web Services: HTML, XML, CSS, JavaScript, WSDL, Adobe Photoshop, Flash, Dreamweaver

Platforms: Windows 10/8/7, Windows Server 2008/2012, OS X

Project & Document Management / Productivity: MS Office (Word, Excel, PowerPoint), MS Visio, Lucid Charts, JIRA, SharePoint, Google Docs, Office 365.

Methodologies: Agile SCRUM, waterfall

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I

**PROFESSIONAL EXPERIENCE:**

**Salesforce Developer / Admin**

**June 2018 - Present**

**Client:** Panera Bread,St. Louis,MO

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Interacted with team members to gather and documented requirements.
* Created various Custom Objects and defined lookup, Picklist, master-detail relationships and roll up summary between those objects. Also created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, time-triggered tasks, Email alerts and field updates to implement business logic.
* Configured Salesforce including but not limited to Validation rules, Workflows, Custom labels, Custom Settings, Profiles, and Permissions worked on Salesforce.com Setup & Configurations, Data migration and conducting end-user training.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, opportunities, Campaigns and Reports.
* Designed and implemented dashboards and tailored reports for sales departments
* Developed various Apex classes, Controller classes, and Apex triggers for various functional needs in the application.
* Developed Visualforce pages for user interaction and leveraging Standard Controllers.
* Involved in various Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used Force.com Eclipse IDE for developing Apex Pages, Controller Classes, and Triggers for deploying the project's components into different Sandbox Environments.
* Created Custom Objects and defined look up and Master-detail relationships on Objects. Also created junction objects to establish the connectivity among objects.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. Developed and configured various custom reports and report folders for different user profiles.
* Designed and developed Apex classes and Apex Triggers for functional needs in the application.
* Implemented "Email to Case", "Web to Lead" for Lead and Case automation.
* Deployed code into different sandboxes using Subversion (SVN).
* Wrote SOQL, SOSL queries for calling the data from databases and displayed them.
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard Objects of Salesforce.com and other Platform based technologies like Visual Force, Force.com API, and web services

**Environment:** Salesforce.com, CRM, Apex, Visualforce, triggers, workflow, validation rules, AppExchange, report, dashboard, Force.com IDE, Visualforce (pages, components, and controllers), Email services, Custom objects, process builders, Data loader, SOSL, SOQLs, Force.com API.

**Salesforce Admin/Business Analyst**

**Client:** Johnson Controls, Milwakee,WI

**August 2016**—**March 2017**

**Responsibilities:**

* Ensure reporting is created and structured to inform Management on the performance of their teams and the businesses
* Ensure reporting is created and structured to provider Management on the health of their teams and the business
* Developed effective data management processes and data governance
* Performed routine Salesforce data management/cleanup tasks
* Managed all ongoing projects related to Service Cloud including interfacing with development and/or IT teams
* Create and maintained system documentation for fields, processes and workflows
* Created profiles and permissions documentation, governance framework, data mapping, and reporting and dashboard building
* Performed unit testing, integration testing, and performance testing of new application functionality. Analyze and mitigate issues identified during testing.
* Provided remote training through creating training materials and running training sessions
* Maintained data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data.
* Manage all new user provisioning, including the auto-provisioning integration between OKTA and Salesforce using Active Directory security group membership
* Spend up to 60% of the time resolving end-user issues and assisting with training
* Provided high quality support via both email and ticket system
* Acted as the primary point of contact for Salesforce users

Environment: Force.com IDE, Apex Classes, Data Loader, CRM Fusion Demand tools, HTML, CSS, Workflows, salesforce Chatter, Approvals, Reports, Custom Tabs and Objects, Email Services, AppExchange, Eclipse, IDE Plug-in, and HP QC.

**Salesforce Administrator / Developer**

**Client:** Traveller's Insurance,Hartford,CT

**January 2015 – June 2016**

**Responsibilities**:

* Performed the roles of salesforce.com Analyst and Administrator in the organization.
* Involved in salesforce.com set up activities and customized the apps to match the functional needs of the organization.
* Developed and maintained customizations using declarative functionalities of Sales force including Public groups, Permission sets, Reports, dashboards, Workflows, Approval Processes, Process Builder, Validations, and Custom Permissions.
* Administered, configured, maintained user profiles, roles, assigning Permissions and generating security tokens.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Created views and store procedures to extract data from Siebel standard procedures.
* Involved in Maintaining user roles, security controls, profiles and workflow rules.
* Demonstrated ability to effectively work in team environment with varying skill set levels.

**Environment**: Salesforce.com platform, Siebel CRM, Pages, Data Loader, Workflow & Approvals, Reports, SOQL Custom Objects, Custom Tabs, Email Services, Security Controls.

**Jr. Salesforce Admin**

**Client:** Abbvie, Lake County, IL

**June 2012– December 2014**

**Responsibilities:**

* Created several Work flows, Approval processes, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals which are needed in different stages of actual quote processing.
* Developed email templates which pulls all the data from the customer record.
* Created various Custom Objects, Custom Fields and Record Types.
* Participated in cross-functional teams to address strategic and operational issues surrounding CRM and salesforce instance.
* Performed administrative tasks - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.
* Used Data Loader for insert, update and bulk import or export of data from Sales force Objects.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Customized Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
* Involved in Security Levels and privileges by customizing Salesforce.com Profiles and Roles.
* Used the Sandbox for Testing and migrated the deployment instance after testing.
* Prepared training material and trained salesforce.com business users.
* Imported data into Salesforce using Data Loader.
* Added Organization-Wide Email Addresses to all the applicable email alerts.
* Assisted in managing the School’s Office 365 SharePoint site collection, carry out site customization, create validation and field update workflows using SharePoint Designer
* Environment: Saleforce.com platform, Apex Language, SOQL/SOSL, Reports, Custom Objects, Sandbox, Force.com IDE, MS Excel and PowerPoint.

**Education details:**

Bachelor in Computer Science

**Certifications:**

Salesforce Certified Platform Developer

Salesforce Certified Administrator