**Sarker**

**SFDC Developer**

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**Professional Summary:**

* **5 years** of experience in Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of Projects in SalesForce.com.
* Experienced in interacting with business users and executives to identify their needs, gathering requirements and authoring Business Requirement Documents (BRD), Business System Design Documents (BSD)
* Proficiency in **SFDC Administrative** tasks like **creating and customizing Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and Events**.
* Experience on Apex development in creating **Objects, Triggers, Apex Classes Batch Apex, Schedule Apex, Standard Controllers, Custom Controllers**and**Controller Extensions.**
* Created multiple **Lightning Components**, added **CSS and Design** Parameters that make the **Lightning component** look and feel better.
* Proficient in Data Migration from Traditional Applications to Salesforce using Data Loader Utility, Data Extraction, Data Import Wizard and Data Export Wizard.
* Hands on experience in using the **Aura framework** and **Salesforce lightning Design System (SLDS).**
* Sound understanding of **SOQL** and **SOSL** for Querying and Searching Data for Force.com platform.
* Experience in managing full sandbox, developer sandbox and Configuration-only sandbox
* Experience in databases such as **SQLServer**, **Oracle** and **MySQL.**
* Experienced in web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.**
* Proficiency in installing **App Exchange applications** and experience on **(APTTUS CPQ)** Configure price quoting and **(STEELBRICK CPQ).**
* Committed to **excellence**, **self-motivator**, quick-learner, diligent, team-player, and a prudent developer with **strong problem-solving skills** and **communication skills**.

**Technical Skills:**

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| **Salesforce. com** | Salesforce Lightning, Apex, Visual force, SOQL, SOSL, Validation rules, Email template, Formula Apex Trigger, Workflow, Approvals, App exchange, Eclipse, Salesforce. Confidential, IDE, Web services, Apex data loader |
| **Programming languages** | Java, PL/SQL |
| **Web Technologies** | Java Script XML, HTML, HTML5, XHTML, SOAP, WSDL |
| **Data Base** | SQL Server, My SQL, Oracle |
| **Other Tools** | Workbench, Force.com Explorer |
| **Operating systems** | Windows, UNIX |

**Professional Experience:**

**Client: Jo-Ann Stores, Hudson, OH Jul 2019 – Till Date**

**Role: SFDC Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **Salesforce.com (SFDC)** and using other Platform based technologies like **Visualforce, Force.com,** and **Web Services**.
* Involved in requirement gathering from the client location, knowledge transfer and setting expectations on project progress at the client end.
* Worked on various **Salesforce.com** **Standard objects,** **Custom Objects,** **Triggers,** **Classes**, **Pages,** **Reports** and **Dashboards.**
* Designed, developed and deployed the **Custom objects**, **Page layouts**, **Custom tabs**, **Components**, **Visualforce Pages** to suit to the needs of the application.
* Designed, developed and deployed **Apex Classes**, **Controller & Extension Classes** to support **Visualforce pages** development, Test Classes for Unit testing and **Apex Triggers** for various functional needs in the application.
* Designed and Developed **Dashboard** to monitor case activities based on geography.
* Integrated external financial systems for synching data in **Salesforce.**
* Developed **Visualforce Pages** to include extra functionality and wrote **Apex Classes** to provide functionality to the visual pages.
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Created **Apex methods** for the lightning controller and helper methods to perform **DML operations** on the case records.
* Responsible for **Data load operations** using Force.com Apex Data Loader.
* Used Eclipse **IDE** with Force.com Plug-in for writing business logic in **Apex programming language**.
* Provide training and coaching in the use of **CPQ CRM** systems. Identify training and development gaps and create plans to address.
* Integrate of Application with Salesforce.com with using **SOAP** and **REST** web services API.
* Customized **Salesforce.com** fields, page layouts, record types, list views and queues.
* Setting up Service Cloud Console, Cases (Web to case, email to case), Solutions, Case Assignment, and CTI Interfaces.
* Created **Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security** and configured their sharing settings.
* Developed and Customizing salesforce.com application based on the user needs.
* Developed field & page layout customization for the standard objects like **Account, contact, Leads**.
* Involved in Working with Standard Salesforce features like **Objects, Workflows, Record Types, Page layouts, Validation rules, Profiles, Roles, Reports, Dashboards, etc**.
* Created new **custom objects, assigned fields, custom tabs, components, custom reports**.
* Designed different **custom dashboards** for various user groups based on their business functionalities and needs.
* Created a support portal using **Sites** concept in Salesforce.
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Designed and developed **Service cloud** and integration.
* Implemented the requirements on **Salesforce.com** platform and **Force.com IDE Plug**-in using **Eclipse**.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visualforce pages to develop custom business logic.
* Created various Reports (**summary reports**, **matrix reports**, **pie charts, dashboards** and **graphics**) and Report Folders to assist managers to better utilize **Salesforce** as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Participated in the training sessions provided by the **Salesforce team**.

**Environment**: Salesforce.com, Apex Script, Apex Classes, Triggers, Controllers, Lightning, Visualforce, Web services API, Data Loader, Data Migration, Sales cloud, Service Cloud, SOSL, SOQL, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Page Layouts, HTML, Reports, Dashboards, JIRA, Windows.

**Client: National Cooperative Bank, Arlington, VA Sep 2017 – Jun 2019**

**Role: SFDC Developer**

**Responsibilities:**

* Worked with end users for requirements meetings and prepared **technical design document** based on user requirements.
* Developed **Visualforce** Pages and provided business logic in Custom, Extension Controllers, wrote wrapper classes to display data from various objects in UI.
* Wrote **Apex classes** with customized logic using SOQL, Database methods, Apex triggers upon record create/update/delete/merge.
* Built mobile application using **salesforce1** Lightning Components, Controllers, Handlers, Events and Aura components.
* Worked on **Lightning components**, **Event registration**, **handlers** and **apex classes** for performing logic in the actions.
* Developed **Apex REST web service** classes for inbound calls to Salesforce to retrieve and save data in Salesforce.
* Worked with various **Salesforce.com** objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Worked on various **Custom Objects, Relationships, Tabs, Lightning apps, Salesforce1, Validation rules, Page layouts, Search layouts, Compact Layouts** to organize fields in Classic **and Salesforce1, Custom Links/Buttons** and Related Lists.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement **business logic**.
* Created **Email templates**, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Performed **admin** tasks of managing Users, Roles, Public groups and implemented Role hierarchies, sharing rules and record level permissions using sharing rules and **App Exchange** managed **package installation**.
* Worked on data sharing on Opportunity and **custom objects** using **Apex** managed sharing using triggers.

**Environment:** Saleforce.com platform, Apex, Visualforce, salesforce.com Data loader, Salesforce lightning, Workflow & Approvals, Reports, Service Cloud, Email Services, HTML, Java Script, CSS, Java, SOAP, REST, Web Services, WSDL, ANT, Sandbox, Eclipse IDE Plug-in, SDLC, UAT, Agile, App exchange, AJAX, wave Analytics.

**Client: Atlantic Casualty Insurance Company, Goldsboro, NC Jun 2015 – Aug 2017**

**Role: SFDC Developer/Admin**

**Responsibilities:**

* Developed the Apex classes, Triggers and Visual force pages with required UI designs.
* Worked on the Web Services for enabling the data to be used outside the domain.
* Involved in Salesforce.com Service Cloud development, customizing the UI, including creation of Custom objects, Page layouts, Custom tabs, Validations to suit different business users groups.
* Worked on Salesforce.com application to setup activities and customized it to match the functional needs of the organization.
* Built Workflow rules, Approval process and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Wrote Apex code to convert lead to a contact and associate the contacts with accounts.
* Created various Reports (**summary reports, matrix reports, pie charts, dashboards** and **graphics**) 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 need in the organization.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange** applications.
* Extensively worked on integrating **REST API** using callouts framework in SFDC
* Developed **Reports** and **Dashboards** for various business users on Opportunity, Cases and Accounts.
* **Refactoring** of code to fix the existing issues in the sequence of operations on real-time.
* Worked on Agile and Scrum methodology for Salesforce custom app implementation.
* Resolving merge conflicts while merging different branches.
* Good Hands on experience on Source Tree.
* Developed Apex Triggers, Apex Classes, Controllers & Extensions to support Visualforce pages, Test Classes for Unit testing as per the functional needs in the application.
* Requirement gathering from client and provide UI designs to client.
* Shared ideas related to Design and prototyping to client.
* Built Prototypes in lightning and presented to the business
* Made the configurations in the applications time to time as per the requirement gathering.

**Environment**: Saleforce.com Service cloud, Apex Classes, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Workflow & Approvals, Reports, Eclipse IDE, WSDL and GitHub.