**Gopi Narne**

**Senior Salesforce Developer**

**Professional Summary**

* Having 7 years of professional experience with Salesforce **CRM** as an **Administrator/ Developer.**
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and Project life cycle processes.
* Experience in gathering, analyzing and documenting requirements for Salesforce.com implementations.
* Extensive Experience on salesforce lightning components and salesforce lightning design system to convert existing Visualforce pages to Lightning components.
* Experienced in developing lightning Aura Framework, Aura Attributes, Aura Handles according to business requirements.
* Experienced in implementing Visual Force Pages, Apex classes, Test classes, Triggers, Controllers, Batch Apex, Scheduled Apex, Anonymous Apex, SOQL and SOSL.
* Experienced in SFDC Integration using Web Service like SOAP, REST Services.
* Proficient in working with Administrative tasks like creating Custom Profiles, Roles, Users, enabling Email Services, and setting up record Sharing Rules using Organization Wide Defaults.
* Experience in writing Validation Rules, Workflows and Approval Processes for Automated alerts, new Tasks, field updates, and Email generation according to application requirements.
* Experienced in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Worked on Force.com Migration Tool for Deployment and Worked on git, Bitbucket & JIRA as for the Client's Requirement.
* Proficient in data migration and integration using tools like, Data Loader, Translation workbench and Force.com migration Tool.
* Hands of experience on writing SOQL queries on single object and SOSL queries across multiple objects in SFDC Platform
* Experienced in developing custom responsive pages using HTML, CSS and JavaScript within different environment for enhanced customizations.
* Developed apex web service SOAP and REST classes for external application to consume data from salesforce.
* Experience with setting up the CI/CD pipeline for salesforce automated releases, by using the Jenkins engines.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, Health checks, sharing settings, session settings, OWD, Expiring all passwords.
* Extensive Experience for the migration from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Hands on experience on Conga, DocuSign, Calendar Anything, Pentaho, nCino.
* Involved on following nCino Modules Loan Management, Document Management
* Experienced on Sales Cloud, Service Cloud, Partner Community, Customer Community, Customer Community Plus and Case Management.
* Exceptional presentation skills, Multi-tasking capabilities, hands on with client/customer relation skills.

**Education**

Master of Science in Information Systems in Trine University 2017

**Certifications**

Salesforce Certified Administrator (18307665)

Salesforce Platform Developer -1 (21646154)

Salesforce Certified Platform App Builder (21252014)

**Technical Skills**

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| Salesforce Technologies | Salesforce CRM, Salesforce DX, Apex classes/Controllers, Triggers, Visual Force Pages, Process builder, Workflow Rules, Business Automation, Apex Web Services, SOQL, SOSL, Integration, Migration, Batch Jobs, Custom Objects, Custom Tabs, Reports & Dashboards |
| Salesforce Tools & Integration Tools | Salesforce Developer Console, Force.com Eclipse IDE, Visual studio Code, Data Loader, Git Import Wizard, Workbench, nCino, Conga, Calendar Anything, AutoRabit, Ant, Pentaho. |
| Databases | SQL Server, Oracle, MS Access |
| Operating Systems  | Microsoft Windows Platforms, Linux |
| Languages/Technologies | JavaScript, Apex, HTML, XML, CSS, WSDL,  |
| Other tools | MS Office, My-SQL, MS-Access, Jira and Service now |

**Professional Experience**

**IQVIA June’2021 – Till Date**

**Role: Senior Salesforce lead developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and created solutions by customizing various objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services.
* In the service cloud environment, performed the role of Salesforce.com Developer and Administrator in the organization. Also Participated in translating and documentation of business requirements into functional requirements.
* Working with the offshore time on daily basis to communicate the requirement from business and stakeholders.
* Performing the code reviews with developers to check the standards of the salesforce.
* Worked with the devops teams for automatic in the salesforce deployments.
* Created New Reports, New Dash Boards, and worked on Data Loader by uploading about close to a million records and experienced in cleansing and De-duplicating bulk loads.
* Worked on Salesforce Community cloud like how to engage with Employees, customers and partners using the lightning process builder.
* Used force.com developer toolkit including Visualforce pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Developed Apex Classes, Apex Triggers, and Apex Controllers to develop custom business logic.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Created Lightning Web Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Work on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Worked on integrating from salesforce to Mulesoft system for data source.
* Minimize code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Use the Apex Metadata API to retrieve metadata both custom and standard from an org, and update that metadata and deploy into another Org.
* Worked with SOQL & SOSL queries and bulkily DML to address Governor Limitations to manipulate the data on Salesforce.com platform.
* Integrated Salesforce.com with internal Java application using Web Services.
* Worked on Salesforce Communities and Customer Portals.
* Developed Communities and portals for the usage of the end users. Given access to the users to internal Salesforce Tools. Developed out of the box functionalities.
* Performing ongoing customizations to product features and integrations with other Systems
* Maintaining and enhancements for the workflows and functionality within Salesforce Lightning
* Oversee the design, scoping, implementation, and testing in short agile release cycles of in-house development and vendor implementations end-to-end.

**Environment:** Azure DevOps, GIT, VS Code, Lightning Web Components (LWC), Apex**,** Salesforce DX, Communities Data Loader, CSS, Java Script, HTML, Workbench, AutoRabit.

**State of Ohio Jan’2021– May’2021**

**Role: Salesforce Technical Specialist 3**

**Responsibilities:**

* Interacted with various business user groups for the gathering the requirements.
* Worked on Migration from classic to lightning versions for different applications.
* Worked on creating a lightning UI for both existing and new apps as per the business requirement.
* Experienced in creating a Lightning components and Lightning apps to provide better and more interactive interfaces to end users, by using HTML, CSS, JavaScript.
* Experienced in developing the Visualforce pages to prepopulate certain fields and embedded it in the application.
* Developed the business logic of the application using Apex classes.
* Developed Visualforce Page with Standard and Custom Controllers.
* Designed and developed workflow rules, validation rules, approval processes and customizations within Salesforce.
* Worked on Creating page layouts, custom buttons, custom links, related lists, and other components on a record detail & edit page.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for
* automating business logic.
* Implemented Case Assignment Rules, Escalation Rules
* Experienced in creating Partner Portals and Custom Community portals according to business use cases.
* Used Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* 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.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Worked on creating pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented field level security along with page layouts to manage access to certain fields.
* Used the sandbox for testing and deployed the code to the different instances after testing.
* Worked on unit testing, for the enhancements and developments completed during the project.
* Communicated with the business regularly to understand their requirements and designed solutions to implement them.

**Environment:** Lightning, Apex Language, Visualforce Pages, Eclipse Force.com IDE, SOQL, HTML, CSS, XML, Bootstrap, JavaScript, Apex data loader, Email Services, Service Cloud, Reports and Dashboards.

**Capital One, Richmond VA Jan’ 2019 – Dec’2020
Role: Salesforce Lead Developer
Responsibilities**

* Associate with stake holders to gather, analyzing the information, documenting the functional and non-functional requirements.
* Interacted with various teams for design reviews and code reviews for ongoing new developments and enhancements.
* Experience in using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Create LightningComponents from Scratch and server-side controllers to meet the business requirements with migrating the standard and custom objects to lightning experience.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Experienced in using the SFDX for the customized communities in salesforce.
* Developed Apex classes, Controller Classes, Triggers according to the business.
* Worked on creating Batch Apex and Scheduled Jobs.
* Worked with SOQL & SOSL queries and bulkify DML to address Governor Limitations to manipulate the data on Salesforce.com platform.
* Developed Visualforce pages to prepopulate certain fields and embedded it in the application.
* Worked on Creating the Custom Objects, Custom Tabs, Entity -Relationship data models, Advanced Validation Rules, Page Layouts and Record Types.
* Worked on creating the Custom Reports and Dashboards according to the business.
* Worked on Creating the Users, Roles, Profiles, Role hierarchies to protect the data available only to the authorized users in the organization
* Implemented the Partner and Customer community Portals according to the business.
* Experienced in SFDC Integration using SOAP, REST Web Services to get the data from the Third-Party API's.
* Designed and developed salesforce Automation Processes like Workflow Rules, Approval Processes, Process Builder, Flow Builder and other customizations with salesforce.com
* Provided end users support and Solving the Service now tickets as per SLA.
* Excellent unit testing abilities with strong attention to detail.
* Worked on integrating various apps like nCino, Coupa, Congo, DocuSign, Calendar Anything from Apex Exchange to salesforce.
* Worked on Configuring the nCino UI to the salesforce for the Commercial line of business in the organization.
* Worked on integrating the with ETL tools like Pentaho by using the Web Services in salesforce.
* Worked on creating the Managed and Unmanaged Packages.
* Experienced in building AWS DevOps pipeline from the serve setup, installation, and configuration CI/CD releases for salesforce by using the engines such as Jenkins, DevOps etc.
* Experienced in using sales/service/Financial cloud for different applications as per the business requirements.
* Involved in code migration to different sandbox’s by using the Ant, AutoRabit tools.

**Environment:** Force.com, Salesforce DX, Visual Studio Code IDE, Eclipse IDE, Communities Data Loader, CSS, Java Script, HTML, Data loader, Ant, AutoRabit.

**Verizon, Tampa, FL Jan’ 2018– Dec’ 2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Created web-to-Lead for partner on boarding and deal registration forms.
* Developed Queues for the specific leads based on the lead assignment rules.
* Involved in migration from Classic version to lightning version for different applications in the instances.
* Worked on creating the Lightning Component Framework and built Lightning component using aura framework.
* Worked on Creating customs buttons (URL, VFP and Link), custom objects, page layouts, validation rules and workflows according to business requirements.
* Used CSS and HTML to look rich interface in the application web pages.
* Created Visualforce email templates and also automated Email Process to send installation instructions to new and existing customers.
* Worked on Apex Classes, Controllers, Triggers, batch and Scheduled jobs.
* Integrated Salesforce.com with internal Java application using Web Services.
* Worked on Salesforce Communities and Customer Portals.
* Developed Communities and portals for the usage of the end users. Given access to the users to internal Salesforce Tools. Developed out of the box functionalities
* Wrote various queries in generating reports using combination of custom objects and standard objects.
* Perform administration tasks as needed, managing custom fields, integration and data cleanup.
* Customized Salesforce.com User Profiles by setting Standard and Custom objects layouts, Custom App, Field-level Security, Permission Sets for client services.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Migrated Accounts, Leads, Contacts, Opportunities and sales data from external systems into Salesforce.com instance.
* Used to start creating the new applications in Lightning Web Components as per up to date in the technology.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Worked under Agile SDLC using Scrum methodology.
* Worked on moving data from external legacy system into Salesforce application using Apex Data loader &CSV files.

**Environment:** Force.com, Visual Studio Code IDE, Eclipse IDE, Saleforce.com platform, Marketing cloud, Visual Force (Pages & Component), Apex Language, CSS, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects.

**PwC Chicago, IL** **July’2016 - Dec’2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Interacted with various business user groups for the gathering the requirements.
* Worked on Migration from classic to lightning versions for different applications.
* Worked on creating a lightning UI for both existing and new apps as per the business requirement
* Experienced in creating a Lightning components and Lightning apps to provide better and more interactive interfaces to end users, by using HTML, CSS, JavaScript.
* Experienced in developing the Visualforce pages to prepopulate certain fields and embedded it in

 the application. Developed the business logic of the application using Apex classes.

* Developed Visualforce Page with Standard and Custom Controllers.
* Designed and developed workflow rules, validation rules, approval processes and customizations

 within Salesforce.

* Worked on Creating page layouts, custom buttons, custom links, related lists, and other

 components on a record detail &amp; edit pages.

* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for

 automating business logic.

* Implemented Case Assignment Rules, Escalation Rules
* Experienced in creating Partner Portals and Custom Community portals according to business use

 cases.

* Used Force.com web service API for implementing WSDL in the application for access to data

 from external systems and web sites.

* 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.

* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field

 updates to implement business logic.

* Worked on creating pick lists, dependent pick lists, lookups, master detail relationships,

 validation and formula fields to the custom objects.

* Implemented field level security along with page layouts to manage access to certain fields.
* Used the sandbox for testing and deployed the code to the different instances after testing.
* Worked on unit testing, for the enhancements and developments completed during the project.
* Communicated with the business regularly to understand their requirements and designed

 solutions to implement them.

**Environment**: Lightning, Apex Language, Visualforce Pages, Eclipse Force.com IDE, SOQL, HTML,

CSS, XML, Bootstrap, JavaScript, Apex data loader, Email Services, Service Cloud, Reports and

Dashboards.

**Quikr India Pvt Ltd, Bangalore August ‘2014 – Dec ‘2015**

**Software Engineer**

**Responsibilities:**

* Performed the role of Salesforce Developer and Salesforce Administrator in the organization.
* Worked on creating Custom Objects, Custom Tabs, Validation Rules, Workflow Rules, Page Layouts, Record Types.
* Created web-to-Lead for partner on boarding and deal registration forms.
* Developed Visualforce Pages, Apex Classes, Controller Classes, Apex Triggers, and Custom Buttons for various functional needs in the application.
* Used Salesforce Automation Processes like Process Builder, Approval Process to defined related tasks, time triggered tasks, email alerts and field updates to implement business logic.
* Created various Custom Reports and Custom Dashboards (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Sales force as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Responsible for Sandbox setup and Data Activities for the organization salesforce instance.
* Responsible for configuring the Profiles, Roles, Role hierarchies and sharing settings to ensure the data is available only to the authorized users in the application.
* Used Data loader for the data management controller in the application

**Environment:** Force.com, Visualforce, Apex Data Loader, Import Wizard, Security Controls, My SQL, SFDC.