**Niranjan V**

## Salesforce Developer,

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**Professional Background:**

* Experienced Salesforce developer with 5+ years of expertise in Salesforce application development and comprehensive testing methodologies.
* Proven track record in enhancing Salesforce Communities using Lightning Web Components, Lightning Aura Components, and Community Cloud, ensuring product reliability through meticulous testing practices.
* Proficient in designing, developing, and rigorously testing Salesforce applications using Apex, Visualforce, and Salesforce Lightning Experience.
* Extensive understanding of Salesforce architecture, including custom objects, workflows, validation rules, process builder, and Salesforce integrations.
* Hands-on experience with Salesforce technologies and tools such as Salesforce DX, Salesforce Einstein Analytics, Salesforce Mobile App, and Salesforce Shield.
* Strong knowledge of Salesforce data model, Salesforce REST API, SOAP API, and Metadata API.
* Familiarity with Salesforce development lifecycle, including version control systems like Git and deployment tools like Copado or Salesforce DX CLI.
* Skilled in troubleshooting and resolving complex technical issues in Salesforce applications.
* Recognized for delivering high-quality results, meeting project goals and deadlines with meticulous attention to detail.
* Committed to continuous learning and staying updated with the latest advancements in Salesforce technology and testing methodologies to drive innovation.
* Seeking challenging opportunities to apply technical expertise in Salesforce development and testing, exceeding client expectations and driving continuous improvement.

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| **Type**  | **Technologies**  |
| Server side Programming Language | Apex, Apex Triggers, Java |
| UI  | VisualForce pages, HTML, CSS, Bootstrap 4  |
| Database  | Oracle Database |
| Client side Programming Language | Lightning Aura Components, Jquery, Javascript |
| Operating Systems | Windows 10/8.1/7/Xp |
| Productivity Tools | Microsoft Office 365, Word, Excel |
| Development tools | Visual studio code, Eclipse IDE, Workbench, Data Loader |
| Salesforce Technologies | Salesforce CRM, Role and Profile-based testing, Salesforce SOQL language, Reports and Dashboards, Lightning Web Components (LWC), Salesforce Lightning Experience |

## SKILLS:

## Professional Experience:

**Working as Salesforce Developer with Infihive Consulting Services from Feb 2018 till Mar 2024**

**Project-1:** Quote-to-Cash Transformation

**Client:** Digital Nest Technologies (Mar 2021 – Mar 2024)

**Role:** Salesforce Technical Consultant

**Project Overview:** Automate global sales operations by integrating IBM Quote-to-Cash using Conga CPQ and Salesforce CRM. Develop efficient invoice generation, streamline partner onboarding, enhance user experience with Lightning Components, implement access control, deploy changes with Copado, and integrate with third-party systems like IBM CMR, USPS Address Verification, Sabrix Tax System, and IBM ERP. Automate testing for system reliability.

**Roles & Responsibilities:**

* Design, integrate, and delivery IBM quote to cash offering system that apply process supported by CPQ and Salesforce CRM applications.
* Designed, and implement Invoice generation system to support the more than 30 countries Invoice tax calculation, Credit Card Payments & ERP System Integration
* Designed an efficient Partner reseller onboarding process that removes the manual interaction process and improved user onboarding performance time.
* Created Lightning Component, 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.
* Worked on various Custom Objects, Relationships, Tabs, Lightning apps, Validation rules, Page layouts, Search layouts, Compact Layouts to organize fields in Classic and Salesforce1, Custom Links/Buttons and Related Lists.
* Responsible for setting up sharing rules to enable users to restrict the account access based on the billing country.
* Deployed Salesforce changes in a CI/CD pipeline using Copado.
* Created workflow rules, approval process and defined actions like tasks, email alerts, outbound message and field updates.
* Experience in Salesforce integration using REST calls to third party system such as IBM’s Credit Card Waller, ERP, USPS Address verification.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes and restricting the user’s access using profile and sharing rules.
* Used Apex Data Loader, Demand tool for migration of data into Salesforce.com from external systems.
* 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.

 **Salesforce Integration**: IBM CMR System, USPS Address verification API, Sabrix Tax

 System, Fraud & detection, Credit Card Payment Gateway, IBM ERP SAP Billing System, IBM APP

 Connect

**Environment**: Saleforce.com CRM, Conga CPQ and Billing, Apex Language,Java, Visual Force Pages, REST API, Lightning Aura Component, HTML, Visual Force, Data Loader, Workflow and Approvals, Reports, Custom Objects, Tabs, Sharing Settings.

**Project-2:** JLI Consumer Service 360

**Client:** Hexa Craft Solutions (Feb 2018 – Dec 2020)

**Role:** Salesforce Application Developer

**Project Overview:** The 'JLI Consumer Service 360' project aims to develop a comprehensive Customer Service System, accessible through web browsers. It encompasses functionalities such as User and Vehicle Registration, Store Locator, Preference Settings, Service Recommendations, Quote Generation, Service History Management, and Automated Email Notifications.

 **Roles & Responsibilities:**

* Leveraged Salesforce platform to develop a web-based Customer Service System, utilizing skills in Salesforce Lightning Platform, Visualforce, and Apex programming.
* Designed and implemented custom objects, fields, and relationships using Salesforce CRM.
* Implemented Store Locator, Preference Settings, Service Recommendations, Quote Generation, Service History Management, and Automated Email Notifications functionalities using Salesforce technologies and tools.
* Collaborated with Business Analysts to translate business requirements into technical solutions on Salesforce.
* Developed Salesforce Lightning Components, Visualforce pages, and Apex classes/triggers to meet project requirements.
* Conducted data modeling and migration using Salesforce Data Loader, ensuring data integrity within the system.
* Executed unit testing, integration testing, and supported User Acceptance Testing (UAT) using Salesforce tools like Salesforce DX and Salesforce Test Automation.
* Adhered to Salesforce best practices, coding standards, and security guidelines throughout the development lifecycle.
* Documented technical specifications, changes, and customizations using Salesforce documentation tools.
* Provided post-launch technical support, troubleshooting, and bug fixes using Salesforce Service Cloud and Salesforce Community Cloud.
* Stayed updated with Salesforce platform updates, features, and industry trends for continuous enhancement, leveraging Salesforce Trailhead and Salesforce Release Notes.
* **B.Sc.,** regular from Bangalore University in 2011 with 70%.

Education History

* **M.sc (Computer Science)** regular from Bangalore University, Bangalore awarded in the year 2013 with 72.79%.

**Personal Details:**

Name : Niranjan

Father Name : Venkatesh

Mother Name : Vishalakshi

Gender : Male

DOB : 28-11-1989

Marital Status : Married

Nationality : Indian

**Declaration:**

 I hereby declare that all the information given below is true to the best of my knowledge and belief.

 **Place:** Hyderabad V. Niranjan