Nivee Prakash

Certified Salesforce Developer

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**Summary of Qualifications**

Certified Salesforce Developer with over six years of experience in Information Technology within Salesforce.com CRM using various methodologies and emerging technologies. Adept at analysis, design, development, testing, debugging, and maintenance of software applications.

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| * Consulting * Client Facing * Requirements Gathering * Implementation * Customization * Configuration * End-User training | * Migration * Integration * Salesforce Lightning * Triggers * SQL * Lightning Web component * Knowledge Transfer | * Performance Improvement * Data mapping * Data quality * Client/Server Testing * Devops Principles * Git, Bitbucket, Jenkins * Tech Savvy |

* Strong experience in **Sales, Service and financial cloud, Chatter and app-exchange applications.**
* Experience in Salesforce Lightning framework that includes **Aura and Lightning Web Components**.
* Experienced in all phases of Software Development Life Cycle (SDLC) that involves me working on configuration, customization, integration, classic to lightning migration, lightning web components, lightning design system.
* Experienced in Salesforce.com development using **Apex Classes**, Apex **Triggers**, Apex test methods, **Visualforce** pages, Integration using **REST, SOAP** API, Querying using **SOQL, SOSL**, asynchronous APEX using **Batch** Classes, **Schedule** jobs and **Future** Methods.
* Experience in administrative tasks like creating Users, **Roles**, **Profiles**, **Custom objects, Custom fields, Workflow Alerts** and **Actions, Validation Rules, Approval Processes, Custom Tabs, Custom Reports, Report folders, Report Extractions** to **various formats, Process Builders, Flows, Snapshots, Dashboards, Email generation** according to application requirements.
* Worked on Developing the Salesforce projects using LWC, Aura framework and making the salesforce classic projects **Lightning** Ready.
* Implemented **Roles** and **Sharing Rules** at **Object, Field** and **Record level** for different users at different levels of Organization. Created various **Profiles, Permission sets, Sharing rules** and configured the permissions based on the **Organizational Hierarchy**.
* Experience in deployment/development of components across **Dev, Test sandboxes** andproduction instances using **Inbound and Outbound Change sets, ANT migration tool, Workbench and GIT**.
* Experience in **integrating** external systems/**third party plug-in from AppExchange** with salesforce using REST API and SOAP API web services.
* Experienced working with **data migration**/data management tools like Apex **Data Loader, import wizard, excel connecter, workbench** to migrate existing data (Accounts, Contacts, Events and Tasks) from legacy systems, excel, external database to Salesforce.com.
* Experience in writing **test classes** for Triggers, Controllers and performing **Code Review**.
* Good experience on Continuous Integration and Continuous Deployment Process using version control tools like and **GIT**, **Bitbucket**, **Sourcetree** and **Jenkins.**
* Experience working in teams in **Agile** Environment involving in Daily **Scrum** methodology and planning sessions.
* Extensive use of Project Management Tools like **JIRA, Confluence, Clear Quest, JAMA, Microsoft Teams, HP ALM.**

**Certifications:**

Salesforce Developer I Certification

Salesforce Admin Certified

Salesforce Platform App Builder Certified.

**Professional Experience**

S&P Data March 2018 - Current

Salesforce Developer

* Created the automation engine combining Lightning Design System, Lightning App Builder and Lightning web Component features.
* Worked on Sales and Service Cloud, communities, shared business processes, extended them across offices and departments, and outward to end users and partners.
* Co-ordinated in the preparation of Business requirements document (BRD) and used JAMA to manage, analyze and convert business requirements into functional specifications.
* Upgraded the application from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages using Aura Components and LWC
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Created Lightning Web Components, Controllers and Events and used custom CSS for the Automation Engine to provide better and more interactive interfaces to the sales and service teams.
* Developed Apex class, Batch class and Apex triggers for various functional needs of the application.
* Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
* Working on LWC using connected callback to retrieve data.
* Used Ant Migration tool to validate against integration environment.
* Worked on workbench and data loader to verify Product/Price staging data in SFDC.
* Used Apex Data Loader to Insert, Update and Import data from Microsoft Excel and external systems into Salesforce.com.
* Co-ordinated with the admin in the data quality checks on the migrated data and came up with the idea of the data management plan.
* Involved in the configuration of Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Validation rules, Profiles, Roles, Reports, Dashboards.
* Co-ordinated with the test team and provided the application flow demo before the test team starts the System Testing.
* Participated in deployment from Sandbox to Production environment.
* Integrated the automation engine with external systems.
* Co-ordinated in the migration of data from Hubble (CRM) and contact management application to Salesforce CRM using SOAP API and REST web service classes.
* Configured the Git to maintain the different versions in common development environment.
* Used Jenkins, Bitbucket for integrating data between external systems and Salesforce CRM as continuous integration.
* Implementation of Batch Classes, Scheduled Classes as part of the Business Requirement.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Extensive use of Project Management Tools like JIRA, JAMA, Microsoft Teams, Windows.

**Environment:** Saleforce.com platform, Lightning web components, Lightning Aura components, Communities, Apex Data loader, Visual Studio code, JIRA, JAMA, Microsoft Teams, Data Migration, SOQL, SOSL, Git, Bitbucket, Jenkins and Mulesoft.

Client: Uber Green light hub May 2016 – Feb 2018

Salesforce Developer

* Worked closely with client's business core team to map new business requirements and developed customized solutions.
* Worked on Salesforce implementations with Sales cloud, Service cloud and chatter.
* Worked on REST APIs and built integration connectors with Salesforce to a third-party application.
* Developed the Apex Triggers to ensure the correct data enters into the system.
* Integrated the data in external applications into salesforce by creating the external objects and fields.
* Analyzed application in the production that was built in Visualforce and converted application to Lighting with lightning components.
* Experienced in product design, development and testing environments for data migration and data analytics.
* Created Profiles, Roles based on Organization role hierarchy and implemented object level, Record-Level and Field-Level security and configured sharing settings.
* Implemented Web to Lead functionality using Lightning components, Email templates for auto-response.
* Reengineered APEX code already in production to optimize trigger-based transactions for performance and speed as well as to work seamlessly with governor limits.
* Good experience in writing SOQL, SOSL queries in apex classes and customizing queries to improve performance and to avoid governor limits.
* Experience in using JSON and Apex classes to send and receive data to and from external systems for processing.
* Used custom objects and fields to store information received from external systems, to process and present to the user on the UI.
* Excellent understanding of Salesforce.com in terms of Organization hierarchy, Roles, Profiles, Users, object level security, field level security, record level security and sharing rules. Efficient in setting up restricted login hours and IP ranges on profiles and resetting the user passwords.
* Worked on creating the POC using Salesforce Connector - REST API to provide the data transfer from Qualtrics to Salesforce.
* Used the REST Connector provided by salesforce with Qualtrics connector to import the data from Salesforce to Qualtrics database.
* Worked on API Security design using Oauth2 and JWT frameworks to enable the application access to limited users.
* Experience in data migration from Excel, external database using Data Loader, Import Wizard and Excel Connector.
* Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
* Worked on streamlining the business processes in the transportation industry and integrated an external application in salesforce.
* Co-ordinated with the team to ensure sprint goals were met, deadlines were met, and target fix dates were met.
* Experienced in JIRA in bug tracking, issue workflow, Labelling, linking issues and in creating story points.

Environment: Salesforce.com, Lightning Components, Lightning Aura Components, Visual Studio Code, JIRA, Confluence, SOQL, SOSL, Jenkins, Windows.

TD Canada Trust June 2014 – April 2016

Salesforce Developer/Consultant

* Interacted with various business team members to gather and document the requirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Implemented Configuration, Customization on Service Cloud and Financial Cloud.
* Involved in Salesforce.com application Setup activities and customized the apps to match the functional needs of the organization.
* Customized salesforce objects like Accounts, Contacts, Leads, Opportunity, Products, Prices, Campaigns, Cases, Solutions and Junction objects.
* Created Custom Objects, fields, Custom Settings, roles, profiles, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule, Approval process including Field updates and Email alerts.
* Created Visualforce pages using front-end technologies like JavaScript, HTML, CSS and included Apex triggers for extra functionality and wrote Apex classes and controllers to provide user friendly UI to the Visual Force pages.
* Developed and enhanced several Apex triggers on objects for various events (create, update, delete).
* Customized the Dashboards and Report to track productivity and performance of business centers and their service and sales teams.
* Documented multiple processes used in Client Organization for the team.
* Written Unit test classes for code coverage and validated business use cases.
* Used Jenkins for integrating salesforce projects as continuous integration.
* Interacted with various business user groups to optimize the user adoption and to help them use the software.
* Provided user support and bug fixing activities as per the SLA.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.

Environment: Saleforce.com platform, Visualforce (pages, controllers), Lightning Aura components, Communities, Apex Data loader, Eclipse, JIRA, Data Migration, SOQL, SOSL, Confluence, Clear quest, HP ALM, Linux, Informatica

**Education**

Bachelors: B.Sc. Nizam’s Institute of Medical Sciences.

**Technical Proficiency**

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| **Salesforce CRM** | Visualforce pages, Workflow rules, Approval Process, Assignment rules, Sharing rules, Roles and Profiles, Permission sets, Relationships, Validation Rules, Custom objects, Dashboards, Reports, Security, Search Layouts, Page Layouts, Record Types, Aura Components, Lightning Web Components. |
| **Force.com Tools and other Skills** | Eclipse, Developer Console, Force.com Eclipse IDE plug-in, Force.com Explorer, Force.com Apex Data Loader, Workbench, Force.com Excel Connector, Force.com Migration tool, ANT, Force.com API tools, Bitbucket, GIT, Mulesoft, Jenkins, Microsoft Visio. |
| **Languages** | SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Experience with XML, and JSON |
| **Web Technologies** | HTML, XML, CSS, JavaScript, WSDL, SOAP, REST |
| **Database** | SQL Database, Oracle |
| **Platform** | Windows, Linux |
| **IDE** | Eclipse, Visual Studio Code. |