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**PROFESSIONAL SUMMARY:**

* Over **8 years** of experience in Information Technology including 6 years of experience on **Salesforce CRM Platform** as a Developer and Administrator.
* Experience in Development, Administration, Configuration, Requirements gathering, Implementation, Integration and Support of Salesforce
* Demonstrated expertise in**Sales cloud, Service cloud,**Marketing cloud ,**Health Cloud** ,**Partner portal** and Customer portal.
* Performed the full range of activities in the SDLC i.e. review and validate functional design, implementation, testing, deployment and Maintenance.
* Maintained the Customer Portal/Partner Portals implementation to provide support and access for customers.
* Good experience in setting up **Organization Role Hierarchy**, provisioning data visibility rules by **configuring OWD**, Criteria/Owner based and ­­­ managed **sharing rules.**
* Strong Implementation and Integration experience using **Custom objects, Triggers, workflow rules, Approval Process, Visual Force Pages, and Apex classes**.
* Experience in Salesforce Sales cloud, marketing cloud and Service cloud implementation.
* Good Knowledge oncreating **Lightning components and Lightning Applications.**
* Hands on experience on Lightening Components, Application and Events creation using Aura.
* Good insight in the concepts of Lightning Experience and Lightning Design Systems with technical background in front-end development using HTML 5, CSS 3 and JavaScript
* Proficient in using meta-data migration tools like **Eclipse IDE** and Salesforce **Apex Data Loader.**
* Integrated Salesforce with external applications like oracle systems using Force.com APIs (SOAP and REST)
* Experience in implementation of Salesforce CRM for different organizations including **Sales Cloud, Service Cloud,** **Health** **cloud,**Customer portal, Partner portal, Contract Management, and Chatter.
* Excellent knowledge of CRM business processes like Campaign Management, Lead Management, Order Management, Sales Forecasting, Pipeline Management, Account Management and Case Management.
* Experience in integrating SFDC with 3rd party applications and tools.
* Worked on Process Builder, workflow rules to add more functionality for the users.
* Report extractions to various formats, Reporting Snapshots, Dashboards, and Email templates according to application requirements.
* Customized compact layout and Navigation menu in the Salesforce Mobile App to meet the user requirements.
* Maintained **CPQ** (Configure, Price, Quote) tool.
* Experience with **Agile** environment.
* Resolve the Cases and support the team on urgent bases, Implementation and working with real-time troubleshooting.
* Highly motivated team player with communication, presentation and interpersonal skills. Willing to work in a challenging and cross-platform environment.

**TECHNICAL SKILLS:**

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| CRM Tools | Salesforce.com |
| Salesforce Technologies | Visual force, Apex Controllers, Salesforce1, Triggers, Data Loader, Translation Workbench, Custom Labels, Custom Settings, Data Categories, Article Management, SOQL/SOSL, Service Cloud, Health cloud, Marketing cloud, Sales Cloud, Lightning Framework, CPQ and Jitterbit. |
| Languages | Java, SQL, Apex, JavaScript, AngularJS |
| Databases | MS Access, Oracle 9, SQL Server 2005/2008, MySQL |
| UI Tools | Ajax, jQuery, Bootstrap, Angular JS, Web Services, SOAP, WSDL, HTML, Web 2.0, Ant, Visual Studio Visual Studio Team Suite, SaaS, Subversion, IE Web Developer, Tomcat SQL Server, IBM Web Sphere. |
| Operating Systems | Windows NT /2000/XP Pro/ Vista, Windows Server 2000/2003/2008, Linux, Unix, Macintosh. |

**CERTIFICATIONS:**

**Salesforce Certified Administrator (ADM 201)**

**EDUCATION:**

Masters in Computer Applications from Vaagdevi College, JNTU, India

**PROFESSIONAL EXPERIENCE**

**Client: Johnson & Johnson**

**Location: New Jersey Aug’2018 – Till Date**

**Salesforce Lightning Developer**

**Responsibilities:**

* Worked as enhancement developer, performed the roles of **Salesforce.com** Developer in the organization.
* Developed new apps with the **Lightning** App Builder and Lightning Components.
* Involved in developing Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Developed reusable Lightning Component Framework and built Lightning component using aura framework.
* Written Apex Classes, Batch Classes and Schedule class according to the business requirement.
* Worked with **Health Cloud technology and on-premise infrastructure integration for Salesforce.com.**
* Oversaw user roles and permission levels in **Sales Cloud**for salespeople and marketers for two business units.
* Implemented Configuration, Customization and Development with Salesforce.com on **Service Cloud**, **Sales Cloud and Health cloud.**
* Written helper classes support for Apex Triggers.
* Experience in creating Lightning Components and used lightning Design System to convert existing Visual force pages to lightning components.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* Developed lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Involved in using lightning, Process Builder and Workflows. Worked on customization of visual force to have Lightening Experience for desktop and mobile applications.
* Worked on Soap API and Rest API to design and support web services platform.
* Designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Developed the batch process to load data from external system to Salesforce.
* Executed SOQL queries in workbench and data loader for query optimization and not to hit governor limitations.
* Implemented tracking functionality to track user actions in the sites.
* Performed demo and trained end users on using the application.
* Created and accessed configurations stored in Custom Settings.
* Wrote SOQL and SOSL queries within custom controllers, extensions and triggers.
* Provided required documentation supporting the project implementation and maintenance.
* Worked on Batch classes and wrapper classes to improve the work efficiency.
* Implemented Pick Lists, Dependent Pick Lists, Lookups, Master Detail Relationships, Validation and Formula Fields to the custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Interacted with users to understand complex business requirements and documented the requirements.
* Coordinated with QA team and business teams in their testing efforts.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Re-wrote test classes to cover business scenarios and attain the required coverage.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Deploy using Force.com IDE tool, Ant Migration Tool & Gear Set from sandbox to UAT and production environments.

**Environment:** Saleforce.com platform, Apex Language, Lightning, Triggers, Visual force (pages, components and controllers), SOQL, Ant Migration Tool, Gear Set, Data Loader, Force.com, Work Flows-approval, Custom objects, Custom tabs, Email service, Html, Web service, Sharing Rules

**Client: Bank Of America**

**Location: Charlotte, NC Sep’2015 – Jul‘2018**

**Salesforce Developer/Admin**

**Responsibilities:**

* Developed Apex Classes, Controller classes and Triggers for functional needs in the application.
* Used field level security along with page layouts to manage access to certain fields.
* Involved in design, development, planning, testing and integration of Salesforce cloud services.
* Integration with external systems using SOAP, REST, Bulk APIs
* Created workflow rules and validation rules.
* Fully integrated Sales Cloud, Service Cloud, with all other critical systems (CRM, marketing automation, order management, quoting, etc) leveraging our proven integration expertise and tools.
* Deploying Apex Classes, Triggers and other custom components using outbound change sets in Sandbox to Inbound change sets in Production.
* Created Test Classes to provide maximum coverage to triggers and other classes.
* Integration of Salesforce Cloud with other AppExchange applications.
* Used Platform based technologies like Visual force to provide UI to the custom objects.
* Worked with the customization, Data Migration and Integration tools like Apex Data Loader etc.
* Created various Reports like summary reports, matrix reports and Dashboards.
* Created **custom Dashboards** for manager’s home page and gave accessibility to dashboards for authorized people. By using Apex Data Loader importing data into Salesforce cloud.
* Generating reports and Dashboards.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual Force, Force.com IDE
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created various Profiles, Roles and Page Layouts and Configured the permissions based on the organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* Created Workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Involved in using Lightening, Process Builder and Workflows. Worked on customization of visual force to have Lightening Experience for desktop and mobile applications.
* Worked on Salesforce.com based development enhancements and implemented lightning applications from the scratch.
* Creating, updating and maintaining technical and functional documentation related to User stories and Salesforce.
* Used process builder for visualizing and creating automated business processes.
* Involved in data mapping and data Migration from Oracle database to SalesForce.com and Migrated leads, accounts and contacts to the Sales Cloud with help of Jitterbit.
* Provided support to end users of CRM via cases to ensure proper business practice.
* Experience with Agile environment.

**Environment:** Salesforce.com platform, Data Loader, Apex Classes, Controllers, triggers, Visual Force, Workflow & Approvals, Agile, Lightning, GitHub, User stories, SOAP, Web services, Process Builder, Jitterbit, Custom Reports, Dashboards, Salesforce App exchange, Eclipse IDE, Oracle Database.

**Client: Great wide Logistics Oct’2012-Aug’2015**

**Location: Dallas, TX**

**Responsibilities:**

* Performed the roles of Salesforce.com administrator and Salesforce.com Developer in the organization.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Responsible for providing object level/record level/field level security by creating roles and profiles.
* Experienced in creating permission sets and also sharing rules according to the requirement.
* Developed and deployed workflows and approval processes for new job openings and hiring according to the management policies.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Designed and deployed Custom tabs, Approval Processes and Auto-Response Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects
* Involved in Design, development, planning, testing and integration of Salesforce Cloud Services.
* Created custom applications, custom objects, tabs, advanced custom fields, validation rules, assignment rules and also cross object formulas.
* Implemented record types, lookup and master detail relationships for custom objects.
* Developed Apex Triggers, Apex Classes and Test Methods.
* Developed various visual force pages using standard controllers, custom controllers and controller extensions.
* Created reports and dashboards and shared them based on the profiles permissions.
* Created e-mail templates and used them in workflow and approval processes.
* Maintained user roles, profiles, and created permission sets, sharing rules.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Worked with SOQL and SOSL queries to store and download the data fromSalesforce.com platform database.
* Good experience in working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex programming language.
* Created various Batch jobs and time based workflows to update the data regularly.
* Integration of Application with Salesforce.com using SOAP, REST web services API

**Environment:** Salesforce.com, Apex, JavaScript, SOQL, SOSL, Data loader, Eclipse IDE, HTML, Visual Force Pages