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**Ravikanth M**

**Salesforce Lightning Developer and Administrator**

**Email: Ravi.sfdc199@gmail.com**

**Phone: (908)793-8540**

**Professional Summary:**

**Around 6 years of extensive experience as an IT professional, committed to maintain cutting edge technical skills and up-to-date industry knowledge in SFDC Development in implementing Like Service Cloud, Sales Cloud, Marketing Cloud, Community Cloud and Management.**

* A 5x Certified Salesforce.com Developer & Administrator with proficient expertise in the complete life cycle of Salesforce project development including System Analysis, Design, Development, Testing, Deployment, and Production Support & Maintenance.
* Experience in the complete life cycle of project development (SDLC) including System Analysis, Design, Development, Testing, Deployment and Maintenance.
* Developed Lightning Components using Aura Framework. Experience in creating modern Enterprise Lightning Apps.
* Experience in implementation of Asynchronous Apex like Queue able Apex, Apex scheduler and Batch Apex.
* Expert in using Lightning App Builder for configuring Lightning Record pages with various Lightning Component features.
* Involved in the estimation, analysis and migration from Classic to Lightning.
* Knowledge of Salesforce Lightning Web Components.
* Hands-on experience in configuration of FSL(field service) mobile with custom flows for technicians
* Experience in SFDC development with Apex Classes and Triggers, Asynchronous Apex like future, Queueable and Batch Apex, Visualforce pages with controllers, and customized meta-data, building SOQL, and SOSL.
* Integrated external systems with Salesforce by REST and SOAP

callouts.

* Built Salesforce Apex Web Services.
* Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits.
* Hands-on experiences with development tools like Salesforce Extensions for Visual Studio Code with Salesforce DX CLI, Force.com Explorer, and Eclipse IDE with Force.com Plug-in for Force.com.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, and Dashboards.
* Involved in Salesforce Commerce Cloud testing which includes A/B testing as part of Campaign functionality
* Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder.
* Experience in working with Informatica-On-Demand ETL Tool for real time Data Integration
* Build a custom Lightning UI using Lightning Flow Builder.
* Good knowledge on Apttus
* Extensive experience in designing custom objects, custom fields, profile-based page layouts. record types, custom tabs, report extractions to various formats, and Email templates generation according to application requirements.
* Proficient in Data Migration tools like Apex Data Loader, Import Wizard, Excel Connect Import and Export the data to the Salesforce.com platform.
* Good experience in Salesforce Chatter and hands-on experience in defining and delivering the Chatter File Sync and File Sharing solution.
* Good understanding with Client/Server architecture, Object-Oriented design techniques, and web application design under Model View Controller (MVC) and Service-Oriented Architecture (SOA).
* Experience with unit testing, deploying change sets from Salesforce sandbox environments, and familiarity with common software development practices and methodologies.
* Experienced in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and REST API.
* Knowledge of Agile development practices and assessments like Agile Scrum methodology.
* Experience with using scrum tools like Atlassian JIRA and Rally.
* Excellent organizational and strong problem-solving skills with a proven ability to contribute to a team environment.

**Technical Skills:**

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| **Salesforce Technologies:** | Apex Language, Apex Scheduler, Apex Triggers, Apex Classes, SOQL, Lightning Components, LWC, SOSL, Visual Force Pages, S-Controls, Apex Web Services, Force.com Eclipse IDE Plug-in, Workflow & Approvals, Dashboards, Chatter, Salesforce 1, Reports, Analytic Snapshots, Custom Objects. Force.com Eclipse IDE, Apex Data Loader, Force.com Excel Connector |
| **Languages:** | C, C++, Java, J2EE, ASP.Net, C#, Apex. |
| **Web Technologies:** | HTML, CSS, Boot Strap, Java Script, Visual Force, and Web services. |
| **Web Services:**  **ETL Tools :** | SOAP, REST , Metadata, WSDL, XML, JSON   SQL Server Reporting Services (SSRS), SQL Server Integration Services (SSIS), Informatica. |
| **Operating Systems:** | UNIX/Linux, Windows 10/8.1/8/7/Vista/ XP Pro. |
| **Databases:** | SQL Server and MYSQL |
| **Office Tools:** | Microsoft Project, MS Visual Source Safe, MS Visio, MS Office, MS Excel, MS PowerPoint |
| **LinkedIn:**   * www.linkedin.com/in/ravikanth-r-6b4680153 |  |

**Certifications:**

* Salesforce Certified Administrator.
* Salesforce Certified Platform Developer –I.
* Certified Salesforce Service Cloud Consultant
* Certified Salesforce Sales Cloud Consultant
* Certified Salesforce Advanced Administrator

**Education Details:**

* B. TECH in Electronics and Communication Engineering, JNTU, Hyderabad, India.
* Master’s in computer science, Oklahoma Christian University, Oklahoma City, OK

**Professional Experience:**

**Cummins Inc**

**Columbus, Indiana Dec 2018 -- Present**

**Role: Salesforce Lightning Developer and Administrator**

**Responsibilities:**

* Gathering business requirements, designing appropriate solutions, implementing solutions in Force.com platform, enhancing Field Service **Lightning** processes in highly dynamic agile environment
* Involves in Planning and implementing new SFDC features according to the Business and Software requirements
* Act as a liaison between Technical team, Functional team, Business Functions, and vendor to drive Field Service implementations.
* Worked on Data integration rules in FSL and enable those rules for Resource Absence, Service Appointment, Service Territory, Service Territory, Service Territory Member, Work order and Work Order Line Item objects.
* **Integrated with third party external systems like Java, Sibel, Informatica.**
* Created Permission sets for FSL Admin, FSL Dispatcher, FSL Resource and FSL Agent.
* Enable feed tracking on the Service Appointment object to allow Chatter on Service Appointments.
* Manually created field employee’s availability Operating Hours.
* Assigned Service Resources to Service Territories
* Created emergency Scheduling Policies and Configure the emergency dispatch settings and tested the Dispatching.
* Design, develop and deploy Apex classes, Controller Classes, Extensions, Components, **Lightning** **Pages, Lightning components, Batch Apex classes, Scheduled Apex classes**, Test classes and Apex Triggers for various functional needs in the application using the Eclipse IDE
* Developed various custom tabs and components for Field Service Lighting to assist the end users to resolve the custom issues/cases at minimum time using several technologies like Visual Force, Bootstrap, jQuery and JavaScript.
* Created modern Enterprise **Lightning Apps combining Lightning Design System**, **Lightning App Builder and Lightning Component features**.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Consume Salesfroce API from Xamarin Froms application.
* Created multiple Lightning 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.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Customize application pages using Visualforce, **Lightning Components, Apex, Lightning Web Components and Application programming Interfaces**.
* Developed mobile applications and used some features from FSL.
* Minimized 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.
* Made the configurations in the applications time to time as per the requirement gathering. Worked on various custom objects and standard objects. Extensive custom object coding
* Work closely with operations and product managers to effectively prioritize projects to fit business needs
* Data mapping and Data Migration from Siebel to Salesforce.com
* Worked on **Salesforce Customer 360** features for data unification and content management
* Worked on **Salesforce Customer 36**0 to activate the customer data across Marketing, Commerce and Service and this allows to deliver unified, Continues experience to Customers.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL and SOSL
* Well-Adapted to AGILE Environment.
* G**ood experience with CI/CD process and Used Devops tools like Jenkins, Mavens**
* Creating, maintaining and reviewing the codebase using GIT Lab version control by creating the release branches, making pull and push request to release branches.
* Good in Communication and Good at verbal as well

**Technologies/Platform Used:**Salesforce.com, Apex Language, Apex Triggers, Visual Force and Lightning (Pages, Component & Controllers), Lightning Web Components, SOQL, SOSL, Field Service Lightning, Data Loader, jQuery, HTML5, CSS, JavaScript, Bootstrap, Java, Angular, GitHub, Visual studio code, AppExchange, Web Services, XML, Xamarin, Controllers, SVN, Force.com IDE, Eclipse IDE

**Google LLC**

**Sunnyvale, California Nov 2017 – Dec 2018**

**Role: Salesforce Lightning Developer and Administrator**

**Responsibilities:**

* Extensively involved in business requirement gathering and design of process flows and objects.
* Involved in salesforce.com application setup activities and customized the applications to match the functional needs of the organization.
* Experience in modifying visual force pages to be supported in Lightning Experience
* Created page layouts to organize fields, related list and other details on a record detail and edit page.
* Designed and customized visual force pages using extension controllers, custom controllers and standard controllers. Proficient in creating the Lightning Component Tabs and Visual Force Tabs.
* Worked on Lightning for sales cloud service on Leads, Task, Activities.
* Experience with Service Cloud including: Service Console, Customer Portal, Case Feed, Knowledge Base and Entitlements
* Using Service cloud worked on Customer Service Automation with our partners. Used Ajax toolkit for implementing the server-side controls.
* Designed and deployed custom tabs, validation rules, approval processes and auto-response rules for automating business logic.
* Used SLDS for developing lightning components, Events, Actions and Server-Side Controller
* Developed Apex triggers, asynchronous classes and test methods to achieve user's desired functionality.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Developed visual pages to include extra functionality and wrote Apex classes to provide functionality to the visual pages.
* Requirement analysis, configuration, customization, workflows, validations, security and profile settings, communities setup, data load, Apex classes, JavaScript, visual force pages, REST API services,
* Developed and configured dashboards, ad hoc reports and report folders for different user profiles based on the need in the organization.
* Customized the dashboards to track usage for productivity and performance of business centers and their sales teams.
* Worked on various salesforce.com standard objects like accounts, contacts, leads, campaigns, reports and opportunities.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Used SOQL, SOSL for data manipulation needs of the application using platform database objects.
* Used data loader for insert, update, and bulk import or export of data from salesforce.com objects.
* Designed and developed service cloud and integration.
* Involved in data migration from traditional apps to salesforce using data loader utility.
* Worked on version controlling tools such as GIT bash, GIT Hub or SVN Tortoise.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Used Force.com developer toolkit including Apex classes, Apex triggers and visual force pages to develop custom business logic.
* Involved in deployment, deployed all the classes, triggers, objects, components, pages from sandbox environment to production environment.

**Environment:**  Salesforce.com, Apex, Visualforce, Lightning components, Lightning pages, Data Loader, Service Cloud, Workflow rules, Approvals, Service Cloud, Triggers, AppExchange, Reports, Custom Objects, Custom Tabs, Email Services, Data Migration, Data Loader.

**Jewelers Mutual Insurance**

**Neenah, Wisconsin Feb 2017 – Oct 2017**

**Role: Salesforce Developer and Administrator**

**Key Tasks and Milestones:**

Involves in Weekly Project sprints with weekly status meetings to demonstrate progress to Project Manager, Product Owner and Technical Point of Contact. Provided detailed requirements and architectures as recommended. Delivered the regular builds of mobile applications to quality assurance staff beta testers. Weekly code reviews with technical point of contact

Gathering business requirements, designing appropriate solutions, implementing solutions in Force.com platform, enhancing Sales processes in highly dynamic agile environment. Involve in Planning and implementing new SFDC features according to the Business and Software requirements. Document comprehensive design/functional specifications, as well as use cases and user stories.

**Primary Roles and Responsibilities:**

* Perform the roles of Senior Salesforce.com Developer and Administrator in the organization. Working on SFDC Administrative tasks like creating Objects ,Profiles, Roles, Users, Page Layouts, Record Types, Reports, Analytic Snapshots, Dashboards, Tasks and Events.
* Designed, developed and deployed Apex classes, Controller Classes, Extensions, and Components, Batch Apex classes, Scheduled Apex classes, Test classes and Apex Triggers for various functional needs in the application using the Eclipse IDE**.**
* Working on Web services Class and exposed to a .net application, also created several classes based on REST web services to consume and expose data and parse the response.
* Integrating Salesforce.com with Mobile App using different tools like Azure API Management, Connected Apps in Salesforce, SQL Server using .net (C#).
* SFDC Development in implementing Like Service Cloud, Sales Cloud, Marketing Cloud, Community Cloud and Management. Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Set up Marketing Campaigns, Campaign Hierarchies, Lead Queries, Assignment rules, Web-to-Lead and Auto-Response rules and worked on the Sales cloud and Service cloud. Configured Campaign Management, Campaign Influence and Lead Conversion. Configured the Case Management Process. Made the configurations in the applications time to time as per the requirement gathering. Worked on various custom objects and standard objects. Extensive custom object coding
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log. Data mapping and Data Migration from Guide Wire to Salesforce.com and Migrate leads, accounts and contacts to the Sales Cloud with help of Connected Apps.
* Worked with Dynamic Apex to access objects and Field describe information, execute dynamic SOQL and SOSL. Wrote unit test classes for all components. Implemented triggers as per the business requirement. Configured validation rules and formula field.
* Codes, tests, debugs, implements, and documents highly complex programs. Writing User-Defined SOQL queries for extracting the data from source system.
* Deploying the code from Dev to QA and QA to Production environment by using Change Sets. Knowledge transfer from the client to the team – Obtain the technical knowledge and share it with the team. Real mentor and great communicator and a person who possess both the development and Admin skills.

**Environment**: Salesforce.com, Apex Language, Visual Force (Pages, Component & Controllers), Custom Objects, C#, C++, Asp.Net, Salesforce.com, Salesforce 1 Mobile, Apex, SOQL, SOSL, Visualforce components, Data Loader, Informatica, Tableau, Eclipse IDE, CSS, JavaScript, AJAX, AppExchange, Web Services, XML, Controllers, SVN, Jenkins, Force.com IDE, Eclipse IDE.

**Client: NC Department of Health and Human Resources (DHHS) Feb 2015 – Dec 2016**

**Durham, North Carolina**

**Role: Salesforce Developer /Administrator**

**Description:**  The North Carolina Department of Health and Human Services - DHHS is a state government agency dedicated to ensuring the health, safety, and well-being of all North Carolina residents. Based in the city of Raleigh, the North Carolina DHHS operates via 30 specialized divisions and offices, which oversee the department’s health, human services, administrative, and support operations. In addition, the North Carolina Department of Health and Human Services manages 14 healthcare facilities statewide, including psychiatric hospitals, developmental centers, alcohol and drug abuse treatment centers, neuro-medical treatment centers, and residential programs for children

**Responsibilities:**

* Involved in various activities of the project, like information gathering, analyzing the requirements, documenting the functional and non-functional requirements.
* Administered and monitored the company's Salesforce CRM Application.
* Created the workflows for automated lead routing, lead escalation and email alert and Use Leads, Accounts, Contacts, Contracts etc. (Sales Cloud).
* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports, and Dashboards.
* Responsible for setting up oAuth to enable external client applications to communicate with SFDC platform
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Developed custom Business logic using Apex Classes, Visual force pages. Used Visual force components like page Block, Command Buttons, Action support, Action Function.
* Supported the data migration activities for migrating the data from various business centers and business center users with the support of Salesforce.com.
* Used Data migration tools like Apex Data Loader, Jitter Bit.
* Used XML as data communication between salesforce and the external system
* Used SOAP web services for communicating with external systems.
* Used REST API for communicating with internal PHP system.
* Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
* Resolved the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.
* **Environment:** Saleforce.com platform, Force.com API, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Visual Force, Communities, Salesforce.com Data Loader, Security Controls, HTML, Java Script, Sandbox, Eclipse IDE Plug-in.