**PROFESSIONAL SUMMARY:**

* Over 7+ years of working experience in IT industry and around 6+ years of experience as a Salesforce.com (SFDC) Consultant with proficiency as a developer & administrator. Having extensive knowledge in implementing, customizing, and maintaining Salesforce solutions.
* Expertise in Preparing Business requirement document (BRD) and Functional requirement document (FRD) to provide details of each business and functional requirement, development and implementation plan of these requirements, timelines, owner, etc.
* Proficient in Working with Client-specific solutions like Salesforce.com Sandbox Deployments, Force.com IDE, Eclipse IDE and using changesets for deploying to various environments.
* Extensively worked in development and deployment of SFDC (salesforce.com) in an Agile environment using tools like Force.com IDE, Developer Edition, Visual Studio Code, Copado, Eclipse, Git, SFDX, Jenkins, Apache Ant and DevOps Process.
* Extensive Experience in developing Lightning pages using Aura, implementing lightning Controllers, Lightning Aura Components using Lightning Design system (LDS) for Lightning Community builder.
* Experience in developing Lightning Web Component (LWC) Framework using aura framework. Experienced in building lightning web components (LWC) using Aura framework.
* Experience in writing batch classes, Continuation callouts, Web Services (XML, WSDL, SOAP, and REST), Schedule Apex, Http callouts, dynamic apex, single e-mail methods, mass e-mail methods, test classes, wrapper classes.
* Experience in implementing Security/Sharing rules, configured permission sets, Field-level Security, Record level Security, Profiles, Roles, and resource monitoring at different hierarchical level of Organization.
* Experience in Data Integration and Data Migration using ETL tools like Import Wizard and Data Loader.
* Extensive Knowledge in Salesforce Customization, Data Validation, Sales, Marketing, Customer Service and Support Administrator.
* Experience in SFDC Configurations/Customizations – User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers, etc.
* Extensive experience in creating relationships, workflows actions, approval processes, pages, classes, interfaces, email alerts, validation rules, sharing & security rules.
* Experience in designing and developing various Lightning components and Lightning apps to provide better and more interactive interfaces to end-users, which help in sales enhancements.
* Implementation & Integration experience on SalesForce.com using Apex Language (Classes, Controllers & Triggers), Visualforce Pages, Custom Tabs, Custom Objects, Reports, Analytic Snapshots, and Dashboards.
* Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Experience on Salesforce CRM platform worked on different environment of SFDC such as Sales Cloud, and Service Cloud, Omni channel, Live Agent, Lightning Dialer.
* Extensive experience in Web-to-Lead, Web-to-Case, and Email-to-Case in Lead and Case Management.
* Expertise in maintaining the Functional areas of Data Management, Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards, and Reports.
* Implemented and delivered projects under Agile Development Environment and Test-Driven Developments.
* Experience in developing, maintaining, and performing processes to continuously monitor data quality and integrity in platform applications.
* Extensive experience in designing Field dependencies, Validation rules, Workflows, and Approval processes for automated alerts, field updates, and Email generation according to application requirements.
* Strong Knowledge in AppExchange Applications for integrating with Third Party Applications.
* Experience in developing Test plans, Test scenarios, Test cases and performed testing for various applications at Unit testing and Integration testing.
* Ability to work on own initiative and as part of a team. Excellent verbal and written communication skills. Willingness to learn new technologies, openness to new ideas and the ability to learn very quickly.

**TECHNICAL SKILLS:**

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| --- | --- |
| Salesforce  | Apex Triggers, Batch Apex, Controllers, Workflow rules, Process Builder, Approval process, Reports, Email Services, Sales Cloud, Service Cloud, Roles, Profiles, Communities, Sites, Portals, Case Management, Web Services, Apex Callout. Filed service lighting, Mocha (Aura Unit Testing), JEST (LWC Unit Testing). |
| Salesforce custom development | Apex, Visual force pages, Visual force Components, Lighting Components (Aura), Lightning Web Components (LWC). |
| Data migration tools | Data loader, workbench, Informatica. |
| Tools | HTML, CSS, JavaScript, AJAX, XML, Force.com IDE, GIT, Jira, Salesforce CTI. |
| Data Transmission Tools (ETL)& Testing Tools | SQL Server BI Tools, DTS, Informatica, Data stage, Kanban Board, WebSphere Cast Iron data loader, Informatica, Workbench, Sandbox, Postman. |
| Application Programming | Java, Apex. |
| Web Services | SOAP(WSDL), REST (Get/Post/Put/Delete) Streaming API, Bulk API, Apex SOAP Callouts, Apex Web Services, apex rest callouts and webservices. |
| Project methodologies | Agile and Waterfall. |
| Release Management | Salesforce dx and CLI, vs code, metadata api, scratch orgs, unlocked packages, git, GitHub and GitLab, Ant, COPADO. |
| Service Cloud  | Case Automation, Lightning Console, Live Message, Omni Routing, Field Service Lightning, Knowledge Management, Communities for Service, CTI. |
| Sales Cloud | Lead Automation, Territory Management, Opportunity Management, Sales Collaboration, Field Service Lightning, File Sync and Share.  |
| Community Cloud &Marketing Cloud  | Business Integration, Personalization, Lightning Bolt, EDA Package Configuration & Journey Builder, Pardot for Automation. |
| Salesforce Lightning  | Lightning Web Components (LWC), Lightning Design System, Lightning App Builder, Lightning Component Framework, Lightning Customizations, Lightning CSS Framework, Creating Lighting Components Events.  |
| Salesforce Classic Configuration  | Apex, Visual Force Pages, Reports, SOQL, SOSL, API, Dashboards, Data Loader, Controllers, Triggers, Custom Objects, Salesforce Chatter Workflow & Approvals, Custom Objects, process builder, lightning flows, custom metadata, validation rules, formulas, profiles and permission sets. |

**projects:**

**Hagerty, Traverse City, MI Nov 2018-Till Date**

**Salesforce Developer**

**Responsibilities:**

* Gathered and Analyzed the business requirements.
* Involved in the Digital transformation to re-platform core insurance functionalities on to a new, modern, and flexible cloud-based platform, levering relevant functionality provided by salesforce and vlocity.
* Developed and coordinated in the conversion of member accounts to person accounts and person account migration by using salesforce.
* Developed Lightning components, Lightning Web Components (LWC) and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Enhanced the native UI of the current product to deliver user-friendly, innovative, and beautiful web and mobile apps that are branded for the specific customer by leveraging the powerful capabilities of the Salesforce, as well as the increasing palette of web development tools.
* Added Lightning Components and Lightning Web Components (LWC) to existing Lighting Pages and Record Pages.
* Designed and implemented front-end functional deliverables that are highly usable, scalable, extensible, and maintainable. Worked closely with the customer to optimize and customize their UI flows, web design and front-end development by using lightning framework.
* Developed and refactored existing Apex classes and Apex triggers to support person account refactoring.
* Coordinated with different scrum teams for successful development, testing, and deployment.
* Involved in design, development, and bug fix phases of the project. Performed unit testing and support user acceptance testing, review of deliverables and production.
* Added Lightning components to Lightning pages and Record pages. Have worked on Apex classes, write controllers, utilize Visualforce pages, Apex triggers for various functional needs in the application.
* Implemented SFDC Integration using REST/SOAP Web Service API’S, Continuation callouts and utilize API based Web Services on demand for extracting the data from external systems.
* Worked on Salesforce Lightning components for building customized components replacing the existing ones.
* Involved in Code reviews with a focus on code quality, security, and performance.
* Involved in the development of storage, address validation, Vehicle scoring data, assessments.
* Involved in the deployment the code developed in the Dev Sandbox to the QA Sandbox by using salesforce copado.
* Triggered interface events by user interactions, which includes Lightning component framework and involved in building Lightning components using the aura framework.
* Used Demand tools to design several matching criteria steps to filter duplicate records and merge existing duplicate records in Salesforce without losing any data.
* Developed automated multiple business processes by using batch and schedulable apex jobs.
* Participated in Team meetings, knowledge transfer sessions and Change Management process.
* Embedded Lightning components in Visual force page by using new Lightning out feature by event-driven programming.
* Followed Agile methodology for the execution of day to day work-related activities.

**Environment**: Salesforce.com, Apex, Visualforce (Pages, Component &amp; Controllers), Lightning (components and controllers), Lightning Web Components (LWC), Mocha, Jest, REST/SOAP API Web Services, HTML, Java Script, AngularJS, Workflows, Approvals, Process Builder, Reports, Dashboards, Ajax, jQuery, Custom Objects, Custom Tabs, Data Migration, SOQL, SOSL, Eclipse IDE Plug-in, Git Lab, STS and Visual Studio Code.

**Eagle Creek, Minneapolis, MN Nov 2017 to Sep 2018**

**Salesforce/Vlocity Developer**

**Responsibilities:**

* Worked closely with the sales team and business analysts and performed a detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Involved in activities related to Saleforce.com setup, configuration, customization, administration, development, data migration and deployment of the application to force.com platform.
* Configured and customized Salesforce.com using standard setup tasks as well as developed Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email services according to the functional needs of the application.
* Created record types based on organization requirements and for the ease of business users.
* Experienced with agile and scrum team environment across multiple vendors. Resolve user stories issues and co-ordinate with the testing team as needed.
* Worked on aura framework, JavaScript, and Salesforce Lightning Design System (SLDS) to build Lightning components.
* Defined, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, workflow rules, actions, Auto-response rules, page layouts, compact page layouts, search layouts, custom components, custom compositions, Visual workflows (flows), custom reports, dashboards.
* Setup a community in Salesforce using community builder with Salesforce standard template Napili for customer

service community.

* Created several workflows by defining rules, approval processes and related actions, which include creating related and time-triggered tasks, email alerts, filed updates to automate the business process.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish many relationships among objects.
* Involved in various user stories and worked with QA team to test in various sandbox environments.
* Created users, roles, public groups, and implemented role hierarchies, and record-level permissions to provide shared access among different users.
* Implemented validation rules, assignment rules, sharing rules, and escalation rules according to the application requirements.
* Implemented various advanced fields like picklist, custom formula fields, field dependencies, and defined object-level field security.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Preproduction sandbox.
* Resolved the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.

**Environment**: Salesforce.com platform, Force.com Sites, Apex, Lightning (components and controllers), Visualforce (Pages, Component & Controllers), Pages, Data Loader, Lightning, HTML, JavaScript, CSS, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP Pro**.**

**United Health Group, Boston, MA March 2016 to Sep 2017**

**Salesforce Developer**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Worked as an enhancement team member and performed the roles of Salesforce.com developer and administrator in the organization.
* Designed and deployed various custom-built Page Layouts custom tabs and custom apps suit to the needs of the application also created various profiles to enable the Service cloud specific to them.
* Designed various webpages in Visualforce for capturing various customer inquiries and Implemented logic for migrating cases to different queues based on the type of customer inquiry.
* Designed and developed Apex Classes, controller classes, extensions, and Apex triggers for various functional needs in the application.
* Created various validation rules workflow Specific to limit groups by filtering out through their profiles while working on Service cloud.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created aggregation templates which make it easy to create one Salesforce instance with data residing across various enterprise applications.
* Operational support will include file processing from multiple third parties, review and analyze program data to ensure data integrity, and support in report development activities.
* Synchronized contacts, accounts, opportunities, and users from one org to another using Anypoint Templates.
* Used complex SOQL Queries in code also in tools like Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects.
* Designed System configuration enhancements dashboards, Reports and Report Folders for different page layouts Sharing rules, Role hierarchy.
* Maintained Test code coverage, Unit testing for all the codes in the system while following Salesforce limits.
* Implemented web-based case management automation – Web to the case to track and solve customer’s issues.
* Converted the E-mail threads regarding customer service issues into XML strings that are converted into cases and linked those cases with their respective Accounts and Contacts.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com objects and fields.

**Environment**: Salesforce.com platform, Force.com Sites, Apex, Visualforce Pages, Data Loader, HTML, JavaScript, CSS, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP Pro**.**

**Bank of America, Seattle, WA Jan 2015 to Dec 2015**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Gathered the business requirements from the business team and users. Writing the functional specification document based on the business requirement document.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visualforce Pages.
* Developed various workflows, approval process, setting up roles, creating profiles, security controls, and data management.
* Designed various applications on force.com platform in salesforce.com environment using Apex programming for backend and Visualforce pages as User Interface.
* Created test scenarios on Sandbox Environment, created packages and moved it from sandbox to production environment for final implementation.
* Involved in migrating data into Salesforce application using Apex Data Loader through CSV files. Installed and Configured Apex Data Loader.
* Hands-on experience in migrating the data into the application from other merged companies and facilitating the application usage for new users.
* Automated multiple Business processes by Developing Batch able & Schedulable Apex jobs, Triggers & workflows Rules.
* Developed Activation Module, consumed Web Services, and used to connect the backend database.
* Implemented Visualforce pages with public-facing websites by using Force.com Sites.
* Specify timers that send Ajax update requests to Force.com per a specified time interval.
* Used Organization security, Network-based security, and Session security to implement platform security.
* Developed Business dashboards, metrics, and reports for management review and operational efficiency.
* Responsible for refreshing the full copy, and training sandbox environments regularly.
* Handled SOAP and Restful Web services consumption for fetching content from the Internal Web server.
* Used SOQL, SOSL within Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Migrated complex Excel validation rules in the regular expression into Salesforce validation rules.
* Followed Agile methodology for the execution of day to day work-related activities.

**Environment**: SalesForce.com CRM Application Platform, Apex, Visual Force, HTML, JavaScript, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment.

**Softech Solutions, Hyderabad**  **July 2012 to June 2014**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Participated in requirements gathering from clients, estimating the number of hours required for the development work.
* Worked on Salesforce standard objects like Accounts, Contacts, Opportunities, Products, Price Books, and Opportunity Line Items, etc.
* Developed Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags, and Components.
* Designed and deployed Custom tabs, validation rules, and Auto-Response Rules for automating business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created page layouts, search layouts to organize fields, custom links, related lists, custom profiles and assigned to the users based on their roles in the organization.
* Created users using the Data loader and assigned the users to the chatter groups.
* Involved in code reviews with client development teams and training them to utilize the functionality developed.
* Created Public groups based on the access permissions.

**Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows Vista.