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**PROFESSIONAL SUMMARY:**

* Over 7+ years of experience as Salesforce Developer, Engineer, and Administrator with in-depth knowledge of experience in Salesforce.com CRM, Force.com platform, consulting, project management and delivering projects covering requirement analysis, system design, development, testing, deployment, database and web server administration and technical support.
* Experience in developing Salesforce CRM App Exchange Applications in Classic as well as Lightning.
* Experience in setting up Profiles, Creating Roles, and Page Layouts, Org-wide Default (OWD), and Permission sets having knowledge on Salesforce 1 Mobile Application, Apptus CPQ, Data Extraction tools, and Data migration tools.Understanding of Salesforce.com's Sales Cloud, Service Cloud and App Cloud product offering B2B
* Well experienced with Visual Force, APEX, and Force.com platform, Triggers, Components and Controllers in Salesforce Classic & Lightning, Salesforce1.
* Experience in Custom Integration of Tasks, Events, Email Services, Security Controls, Custom Application, Reports & dashboards.
* Experience in creating Custom Objects, Relationships/ Junction objects like Master-Child, lookups, Entity Relationship.
* We are still working on Dreamforce.com Salesforce DX, to be implemented into the Salesforce.com.
* Quality Analysis is being done on the Salesforce DX which could come into practice soon.
* Experienced in creating advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows and Approval Processes for automated alerts, field updates, and Email generation depending on application requirements.
* 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.Commerce and Marketing clouds. Designed and deployed Einstein High Velocity Sales Cloud, Sales Productivity
* Working knowledge on Apex Programming on Force.com Platform.
* Proficiency in Object Oriented Languages like C, Core Java, J2EE, JSP Servlets and other Java technologies.
* Experience in integrating external web systems with Salesforce using REST and SOAP web services.
* Effective work of Data Migration using Import wizard, Excel connector and Apex Data Loader.
* Well versed in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.
* Magnificent in Deployments, Force.com IDE, Eclipse IDE and various production environments.
* Experienced using Salesforce Lightning UI. Created Components and Apps in Salesforce Lightning and Salesforce1 Mobile Experience.Introduced to Wave Analytics and worked with prebuilt Dashboards and Wave app for data isolation, sales cloud, service cloud, marketing cloud Salesforce Cloud Commerce (SFCC) to create custom reports, and opportunity development as per business requirement.
* Strong knowledge on Administration setup, Apex, Visual force and experience with different SFDC development tools like Eclipse IDE and integration tools like SOAP user interface.
* Excelled in creating and maintaining APEX Triggers.
* Having knowledge on Spark Kafka, Performance Tuning, JavaScript Frameworks, Apex Design Patterns, Salesforce security model.
* Extensive Experience of Agile Methodology and Scrum Methodology of software engineering processes.
* Strong knowledge about Sales cloud, Service cloud, Market configuration and customization and good understanding with Client/Server architecture, Object-Oriented design techniques and web application design.
* Intensive knowledge on community cloud module.
* Expertise in advanced APEX/Visualforce development, including high volume data processing, managed packages, community portals, SSO, Canvas applications and metadata API.
* Experience in moving code from lower sandboxes to production environments and addressing issues related to functionality, integration, and deployment.
* Experience with Test-driven Development (TDD).
* Involved in design development test and implementation phases of Software Development Life Cycle (SDLC) and Agile Development with focus in Object Oriented Programming (OOP).
* Good team player and a fast learner by adapting to the conditions.

**TECHNICAL SKILLS:**

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| **Salesforce.com Development:** | Salesforce Lightning Design System and Lightning Components, Salesforce CRM, Reports & Dashboards, SOQL, SOSL, Apex Scheduler, Apex Trigger, Apex Class & Apex Web Services, standard and Custom Objects, Visualforce (pages, components and Controllers), Workflow and Approvals, Salesforce1 Mobile. Apex Language, HTML, Java Script, XML. |
| **Salesforce.com Administration:** | Reports, Dashboards, Validation Rules, Users, Roles and Profiles Deployments (Change sets), Workflow Rules, Approval Process, Sandbox Refreshments, Apex Data Loader, Import Wizards, Packages, Custom Apps, Custom Labels, Portals (Customer and partner), Sharing Settings, Communication Templates. |
| **Languages:** | C, Java, J2EE Visual Force, APEX, XML, WSDL, Java Script, CSS. |
| **Tools/Utilities:** | Eclipse, Force.com IDE, SQL Enterprise Manager, SQL Query Analyzer, Workbench, SOQL Explorer, ANT Migration tool, Service Now, GIT Hub. |
| **Databases:** | Oracle 11g, Microsoft SQL Server 200x, Force.com DB. |
| **Operating Systems:** | Windows XP/Vista/2003/7/10, Mac OS X, Linux, Unix. |
| **Web Service Standards:** | REST, SOAP, HTML, CSS, Java Script, AJAX, JSON. |

**CERTIFICATIONS:**

Salesforce Developer - Certification 401 (renewal in process)

Salesforce Admin - Certification 201 (renewal in process)

**PROFESSIONAL EXPERIENCE:**

**One Main Financial, Evansville, IN Aug 2019 – Till Date**

**Salesforce Lightning Developer/Administrator**

**Responsibilities:**

* Creating Users, Profiles, Roles, Permission Sets, Page Layouts, and Record Types and configured sharing rules based on Organization role hierarchy.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Experience with Lightning App Builder, Lightning components and Lightning Design System.
* Configured customer and seller communities.
* Developed custom visualforce.com pages for communities.
* Implemented communities and built external pages.
* Working on translating several Visual Force pages to lightning using LWC framework.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better, created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Worked on Health Cloud and involved in configuring and integration of CTI for Inbound and Outbound calls.
* Commerce and Marketing clouds. Designed and deployed Einstein High Velocity Sales Cloud, Sales Productivity
* Worked on Health Cloud and Service Cloud with functionalities like Opportunity Management and Case Management.
* Development, implementation and update focusing on Sales cloud and Service cloud.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Implemented the Batch Apex to make the callout for data transfer
* Created Visualforce pages that could be rendered as PDF's, build dashboard components and define email templates.
* Integrated the Web Services for extracting the data from external systems and used the sandbox for testing to ensure minimum code coverage for the application to be migrated to production.
* Written SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from objects
* Implemented customizations using Apex Custom controller classes, Extension, Triggers and Visual force pages.
* Worked in deploying the Apex code, Triggers, Custom objects, Reports, Report Types, Workflows, page layouts, Record types using outbound change sets in Sandbox to Inbound change sets in Production.
* Deployed applications from sandbox to sandbox/production using migration tool Eclipse and Change set.
* Designed, build, test and deploy enhancements to Salesforce custom Objects, UIs, Workflows, Triggers, Alerts and Reports within Salesforce using Apex and Force.com.
* Wrote SOQL, SOSL queries for calling the data from databases and displayed them.

**Environment:** Salesforce.com CRM, Apex Classes, Controllers, Health Cloud, Triggers, Visual force pages, Custom Objects, Tabs, Email Templates, Workflow Approvals, Sharing rules, LWC, Salesforce DX, Reports, Dashboards, Eclipse, Force.com IDE, Sales force outlook connector, Web service, SOAP, REST, HTML, CSS, Java script.

**Catholic Health, Denver, CO Nov 2017 – Jul 2019**

**Salesforce Developer/Admin**

**Responsibilities:**

* Involved in all stages of the Salesforce development projects (i.e. definition, development, deployment) Worked with the business user group in the grooming sessions in gathering the planning and implementation.
* Worked on Apttus CPQ configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using uses roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.
* Designed, and developed Apex Classes, Controller Classes, extensions, and Apex Triggers for various functional needs in the application.
* Implemented Sales Force Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud Call, Center, Chatter & App-exchange applications.
* Developed Apex Classes for Visual force pages. Developed required Triggers for application.

Introduced to Wave Analytics and worked with prebuilt Dashboards and Wave app for data isolation, sales cloud, service cloud, marketing cloud Salesforce Cloud Commerce (SFCC) to create custom reports, and opportunity development as per business requirement

* Daily administration and support of Data.com by providing marketing leads and support to front-line sales colleagues.
* Part of team tasked with migration from Salesforce Classic to Lightning.
* Experience with Lightning App Builder, Lightning components and Lightning Design System.
* Have written Batch Apex for the asynchronous data updates. Created E-mail Templates for the email alerts created. Used analytic snapshots for bi-weekly reports.
* Used Eclipse, Force.com, Developer console IDE's for development of Apex classes, Visualforce pages, Triggers and changing meta-data.
* Installed/Uninstalled packages from AppExchange. Setup Email Services on Force.com platform to handle inbound emails.
* Involved in Service cloud and Sales cloud for Implementation/Customization
* Implement Roll-up Summary fields to aggregate data from child records on the parent.
* Developed many Report Types and created various Reports (summary reports) using the Report Builder according to the need of the organization.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Developed rich UI using HTML5 and CSS3 in Visualforce pages and used JavaScript and JQuery to utilize the plug-ins.Defining data model using Financial Services Cloud (FSC) and data mapping
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Handled ongoing customization/ alteration of Salesforce.com. To increase benefits and usability.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects.
* Used Single sign-on, SAML settings to enable the user to login to various applications.
* Written Apex Test classes to meet Unit testing before migrating from Sandbox to Production environment.
* Use SOQL & SOSL considering the Governor Limits for data manipulation using the apex code.
* Design, create and maintain user roles, profiles and hierarchies. Monitor application storage usage and archive data as needed.
* Experience in Marketing cloud application, web services and requirements for automating web services.
* 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.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Customized standard Sales force objects like Accounts, Contacts, Case management and Solutions. Developed and created customized reports and dashboards.
* Performed Steel brick CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Developed Test classes for all the Apex classes and Triggers with minimum 92% code coverage for triggers and classes.
* Implemented Salesforce.com web services client using sales force web services API, Java, XML and partner WSDL.
* Exported data from legacy system and imported into SFDC through Apex data loader for data Migration.
* Worked with admin team and management team to create users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users also involved in working with Admin in the business office to upgrade handoffs in production.
* Followed Scrum Agile methodology for the iterative development of the application and participated in weekly Sprints, daily stand up meetings and customer reporting backlogs.
* Used Source tree to move the code from one environment to other environment and Target Process to maintain sprint stories and defects.

**Environment:** Saleforce.com, Security Controls, Escalation rules, Assignment rules, Service Cloud Record types, Custom objects and Fields, Relationships, Apex Classes, Visual Force (Pages & Components), Workflows, Rules, Eclipse, Force.com Explorer, Apex Data Loader.

**Rockwell Automation, INC Milwaukee, WI Nov 2016-Oct 2017**

**Salesforce Developer/Admin**

**Responsibilities:**

* Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC.
* According to the business user’s requirement, creating Reports and Dashboards.
* 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.
* Working with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud and Integration.
* Developed a landing page using the Visual force. Worked as a legacy for creating new roles and profiles in the organization.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Configured and bulk data load of Products, Price Lists and Price List Items by using workbench and also validating the security products from Apttus to CSP application.Expertise in creating eCommerce site using Product Content Management Software like Sales Force Commerce Cloud and Hybris.
* Configure salesforce and marketing cloud integration user along with configuration in salesforce.
* 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.
* Developed integration between salesforce and Dousing for signing ceremony, viewing signed documents and update salesforce data based on user actions.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
* Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
* Using Data Loader and Import Wizard for Data Export, Updates and Backup for the organization.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts & Custom Coaching Plans.
* Implemented Single Sign-On with SAML on force.com
* Created Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, and Visual Force Sites) for business support and technical support for its channel customers.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Worked on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.
* Experienced in designing UI using Visual Force Pages. Wrote Test Scripts for various scenarios.
* Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
* Used Web Services like SOAP API and Rest API to integrate with external systems.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Performed Unit, Integration, Regression and User Acceptance Testing.

**Environment:** Force.com, Apex, Data Loader, Apttus CPQ, Import Wizard, Eclipse IDE, Triggers, Custom objects, Layout, SOQL (Salesforce Object Query Language).

**MCIC Vermont, Atlanta GA Sep 2015 – Oct 2016**

**Salesforce Developer**

**Responsibilities:**

* Extensively worked on agile methodology and attended Daily status/standup meetings.
* Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Reviews and streamlined existing CRM to endure accurate adoption metrics reporting. Deactivating users to release licenses.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, Campaigns, Dashboards, Reports.
* Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud and Call Center.
* Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates.
* Also created Reports for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
* Experience with Salesforce Service cloud implementation and Sales cloud.
* Also created Reports for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed a SOAPUI based framework to enable testing of legacy SOAP/REST API implementations and Salesforce Service cloud integration with CI/CD Automation.
* Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirement for the application of the Salesforce CRM with the Customer Portal.
* Worked at the client site with the customer and manager the project from end-to-end.
* Involved in Developing, Testing and Deploying the application in UAT and QA servers.
* Written Triggers and order to process incoming service e-mail requests from customers to automatically create new case records.
* Created various Reports (Summary reports, Matrix reports, Pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as sales tool and configured various reports and door different user profiles based on the need in the organization.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Performed administrative tasks like Data management, User management (Creating and managing roles, profiles and users).
* Migrated financial transactions using Data loader tools that enabled ease of account reconciliation of various journal accounts.
* Migrating Components to different environments using ANT Eclipse and Change Sets.
* Integrated Salesforce.com with an external application using SOAP, REST based web services.
* Implemented multi-channel service desk including email to case, web to case, CTI integration using ingenious open CTI, live agent setup, case escalation and assignment rules.
* Worked on Customizing service console.
* Used REST API for implementing Web Service Definition Language (WSDL) in the application for access to data from external systems and web sites.
* Used SOQL and SOSL for data manipulation.
* Designed web pages in Visualforce for capturing various customer’s data.
* Developed User Interface using Apex controllers, Visual Force and Force.com IDE
* Created the Reports and Dashboards as per the business requirements.
* Migrated data from Excel and CSV files to SFDC using Data Loader and Data Import Wizard.
* Maintained Sandbox Environment for QA Activities.
* Worked on Process Builder based on the requirements.
* Migrated the code/components from Sandbox to other Sandbox using Change set.
* Co-ordinate with the test team and provide the application flow demo before the test team starts Testing.

**Environment:** Salesforce.com platform, Force.com IDE, Apex classes, Triggers, Visualforce (Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, HTML, CSS, JSON service module, sales cloud, Apex data loader, Workflows & Approvals, Sandbox, Production, CTI, Java Script, Eclipse, Apex Triggers, Workbench, Steel Brick, REST API, SOAP, WSDL, Windows.

**Sonata Software, India Jun 2013-Sep 2015**

**Java Developer**

**Responsibilities:**

* Using SFDC created detailed analysis of business and technical requirements and created solutions by customizing various standard objects along with Visualforce, Force.com API and web services.
* Developed and implemented workflows, field updates, email alerts, custom tabs, validation rules, approval processes.
* Developed and customized visual force pages using standard controllers, controller extensions, and custom controllers.
* Developed various visual force pages according to the needs of the application using different visual force components.
* Deployed SFDC package from organization to organization.
* Worked with various Salesforce.com objects Account, Contact, Leads, Opportunity, Cases, Order standard objects.
* Customizing the Application version using Apex triggers, Visualforce pages and SOAP API for Veeva online.
* Worked on Validation Rules, Workflows and Approval Processes.
* Integration using Web Sphere Cast Iron and Informatica cloud for data migration into the cloud.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Created triggers to enforce constraints on the fields and schedule tasks.
* Performed data migration into Salesforce App using Data loader with CSV files.
* Participated in Code review and suggested better ways of doing it.
* Used SOQL and SOSL conceding the governor limits to achieve the required result.

**Environment:** Salesforce.com, Force.com, SOQL, SOSL, Apex Classes, Controllers, Visual force, Sales Cloud, Service Cloud, Data Migration, Triggers Informatica, Data Loader, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.