**Nirav Kayastha**

**Salesforce Lightning Developer/Admin**

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**Visa: US CITIZEN | Looking for C2C positions**

**Professional Summary**

* **Around 7 plus Years** of experience in **salesforce.com** Administration/Development on force.com platform including analysis, modeling, design, coding, testing and implementation
* I am **Admin, Advanced Admin** and **Platform Developer 1 Certified** Professional.
* Excellent collaboration skills working with customers, cross functional teams and business stake holders. Ability to work in a**pplication Design** and Development on Multitenant **Force.com** platform.
* Analyzed Sales, Marketing, Customer Service and Customer Support business processes used by **salesforce.com** customers and recommended ways to improve their processes using **salesforce.com**.
* Hands on experience in salesforce.com CRM integration, developing and deploying custom integration solutions. Excellent skills in creating/troubleshooting/modifying **Apex code** and **Visualforce pages**.
* Hands on experience in **providing CRM Admin** Solutions, configuration, implementation, deployment, support on **Salesforce CRM platform.**
* Good knowledge on mobile applications like **Salesforce 1** and **Salesforce classic**.
* Hands on experience in Administration setup like manage Users, **Security Controls** and **Data Management.**
* Involved in developing Salesforce **Lightning Apps**, Components, Controllers, events and Skilled in understanding and implementing the new Salesforce **Lightning** Experience
* Strong knowledge on **Administration setup, Apex, Visualforce** and experience with different SFDC development tools like **Force.com Eclipse IDE** and **integration tools** like **Apex Data Loader,** Import Wizard and Data Manipulation Language for data migration and management in bulk.
* Experience in Apex coding to implement the complex business logic with in **Governor Limits**.
* Developed test classes and test methods to ensure maximum code coverage in production instance.
* Implemented and executed **Debug Logs** and **System Logs.**
* Experience in developing client-specific solutions on **force.com** platform using **Apex classes** and **Triggers, Visualforce, Force.com IDE, SOQL**, **SOSL**
* Developed Salesforce Lightning applications using Lightning components, controllers, and events and used custom CSS in the components
* Extensive experience in designing of **Custom Objects**, **Custom Fields**, **Pick List**, **Role** based **Page Layouts**, **Workflow Alerts** and **Actions**, **Validation Rules**, **Approval Processes**, **Custom Tabs**, **Custom Reports**, **Report folders**, report extractions to various formats, design of **Visualforce Pages**, **Record Types**, **Dashboards**, and **Email** generation according to application requirements002E
* Worked on designing and developing Lightning Community Builder and developed Lightning Components using aura framework.
* Worked with team members for full-cycle projects, such as developers, to complete consulting projects on time, and deliver outstanding consulting services to **salesforce.com** clients.
* **Call Routing** in **Omni Channels.**
* Having Administration experience on **CRM** applications like data exports & imports, application support, **Security Administration**, **Maintenance**, and **user** & **security management**.
* Strong experience in **Agile** and **Waterfall** methodologies.
* Good understanding of SFDC implementations covering **Sales Cloud, Service Cloud** and App-exchange applications.
* Experience in web technologies like **HTML**, **XML**, **CSS**, and **JavaScript**.
* Excellent Troubleshooting Skills and Problem-Solving Capabilities.
* Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.
* Tenacity to resolve issues cross-functionality.

**Educational Details**: Bachelors in Computer Science from City university of NY (2012).

**Certification:**

* Salesforce Certified Platform Developer I.
* Salesforce Certified Administrator

**Technical Skills:**

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| **Salesforce Technologies** | Apex Classes, Apex Triggers, Apex Custom Controllers and Extension, Visual Force (Pages, Components & Controllers), Validation Rules, Workflows, Dashboards, Reports, Custom Objects, Force.com Eclipse IDE Plug-in, Sandbox development and testing, Apex Data Loader, SOQL, SOSL, Dashboards, Analytical Snapshots, Apex Web service, Service Cloud, Field Service Lightning, CPQ. |
| **Salesforce Tools and Integration Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, GitHub, Force.com, Cloud craze. Connect for Outlook, Force.com Platform (Sandbox, and Production) |
| **Programming languages** | C, C++, Apex, Java/J2EE, SQL |
| **Web Technologies** | HTML, JavaScript, XML, AJAX, SOAP, WSDL |
| **Operating Systems** | Microsoft Windows, Linux, Unix |
| **Database** | Oracle, MS Access, SQL Server 2008 |
| **IDE** | SVN IDE, Force.com IDE |
| **Other Tools** | Jitter bit, Workbench, Force.com Explorer |

**Professional Experience:**

**Client: Invesco, Atlanta GA Aug 2018– Till date**

**Salesforce Lightning Developer/Admin**

**Roles & Responsibilities:**

* Interacted with various business users to gather the requirements, documented the requirements, and developed design documents to suit business needs. Created custom applications on Force.com Platform for multiple business requirements. Created a user interface for custom applications using the Custom Objects, Custom Tabs, Page Layouts, Record Types and Customization options.
* Familiar with **PROS Smart CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with CPQ.
* Hands on experience on CPQ lifecycle Implementation.
* Strategically design, build, and support Salesforce Lightning processes to increase the efficiency of the organization.
* Worked on development of the lightning web components in the process of migration from classic to lightning.
* Experience in **Lightning web components** and Strong hands-on experience in lighting application and component development Asynchronous operations and effective **unit testing Test Class**.
* Collaborate with **Stakeholders** and **SFDC Architects** to understand the implementation requirements and deliver with quality Hands on development of solutions built on **SFDC platform using Apex and Visual Force**.
* Hands on **development of solutions built on SFDC platform** using lightning Aura or Web Components.
* Participate in the **full application life cycle from technical design** to development.
* SFDC production support, **Ongoing project-based development and enhancements**.
* Developed and maintain SFDC objects, fields, validation rules, workflow rules, process flows and visual workflows, **Created Custom Fields, Custom Reports, Triggers, Field help, Custom Formulas and Field History Tracking**.
* Participate in a cross-functional team meeting to address strategic business issues, including prototyping, feature prioritization, agile meetings, code review and architecture discussions.
* Worked with **Salesforce development and similar technologies such as Java, JavaScript Frameworks, APIs, etc.**
* Experienced in problem-solving and root cause analysis skills, Able to debug product code, customizations, and configurations to resolve complex issues.
* Used Master-Detail relationship, Lookup relationship, Lookup filters, Roll-Up Summary in master detail relationships. Created Workflows rules with field updating actions and validations. Created complex Validation rules based on business requirements.
* Written Apex Classes, Controller, Extension Controllers and **Apex Triggers in the application for various Business/functional requirements.**
* Worked on **Salesforce platform and migration to Salesforce cloud Platform also from salesforce Classic to Salesforce Lightening.**
* Developed Web Service Callouts from **Salesforce to External Applications using SOAP and REST API.**
* **Take pride of ownership in all projects you touch; leave code better** than you found it and contribute to documentation, tests, design, performance, security, etc.
* Formatting and migrating user data into LE, Implemented Salesforce **Lightning Components, Lightning Web Components Lightning Events for small set of users within the organization**.
* **Built customized Lightning components replacing the existing ones; using JavaScript** on the client side and Apex on the server side.
* **Environment**: Salesforce.com, Force.com, Apex, Data Loader, SOQL, SOSL, Communities, CRM, Import Wizard, Aura Framework, Informatica, Eclipse IDE, Sales Cloud, Service Cloud, Jenkins, GitHub, Controllers, Visual force Pages, GitHub, jQuery, XML and Triggers.

**Client: Boeing, Hazelwood, MO Aug 2016– June 2018**

**Sales force Developer/Admin**

**Responsibilities:**

* Interacted with **various business team members to gather the requirements** and documented the requirements.
* Familiar with **Steel Brick CPQ** for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick CPQ.
* Performed **APP Exchange Integration** of CPQ to configure and ensure the pricing & quoting accuracy.
* Contractor personnel shall, in conjunction with the Project Manager **or Business Analyst, maintain and update System Documentation including but not limited to:**
* **Design Document, Interface Control Documents, Source Code Documents.**
* **Test Data and Test Cases, Test Reports with Results, User Guides, Administrator Guides**
* **Implementation Plan, Release Notes, Security Procedures**
* Created **page layouts**, search layouts to organize fields, custom links, related lists, and other components on **record pages**.
* **Involved in development of the Salesforce.com to include business requirement development, dashboard development, report & process flows and documentation**.
* Provided custom reports and **dashboards to support the needs of the users and executives**.
* Designed and deployed **Custom** tabs, validation **rules**, **Approval Processes** and Auto-Response Rules for automating **business** logic
* Designed the solutions for business and technical requirements by customizing various standard objects of Salesforce.com (SFDC).
* Worked on **Lightning Components Objects, Lightning Field Services**.
* Worked on the **third-party services for different services** which are used in the application.
* Created WSDL files/Class for the integration of services and responses.
* Created workflow rules and **defined related tasks, email alerts**, and field updates.
* Built **Visualforce pages with JavaScript Remote objects**.
* Designed custom objects, tabs, records, and views within SFDC to support new workflow processes.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Built reusable **components, customized Salesforce1 mobile app using Lightning component aura framework and writing advanced Apex classes, Triggers, Web Services with SIG integrations, Batches, Test classes.**
* Participated in **CPQ/CLM Implementation lifecycles, end to end implementation of Apttus CPQ, Salesforce CPQ, and CLM**
* Created POC on Pardot Automation and B2B Market Solution.
* Expertise in aura framework, **Lightning Components and Salesforce Lightning Design System (SLDS), Field Service Lightning on Mobile Device**.
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Handled Different Portals and use of difference Tab’s and Profiles.
* Handled Prod and **Non-Prod code Deployed on daily bases** for the Agile teams.
* Working closely with **Sales, Service, Community clouds -business users and product owner** to gather the requirements based on business functionality, implementing user friendly and easy navigation applications as required.
* Participating in **daily standups and Sprint planning/Retrospective/Code Review meetings.**
* Exposed Knowledge Articles for **non-salesforce users on public domains using communities and customized the communities, themes, community pages, components**.
* Handling **Go-No -Go Meetings and coordinating offshore deliverables**.
* Extensively Worked as an **Environment Support coordinator/Release Manager.**
* **Worked as a Release Manager for the Multiples and Supported in all the deployments**
* **Experience as Release Manager and Support emergency fixes in Prod.**
* Track down the Production incidents and debug the or troubleshot the incident depending on the priority.
* Handling the **Non-Prod URL’s and setting up Passwords coordinating with the WAS admins** and DBA’s.
* Handled **day-to-day administration, maintenance and support of salesforce modules for users**.
* Worked environment integration environments issues and worked with **third party venders for the fix.**
* **Coordinates Testing Teams for the daily deployment on Smoke Test.**
* Created POC on Work Orders **Using Field Service,** **Efficient on-site service to Meet the features of Field Service Lightning.**
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Developed Web Service Callouts from Salesforce to External **Applications using SOAP and REST API**.
* Hand On experience UI development with JavaScript
* **Used Force.com Eclipse IDE for developing Visual Force pages, Controller classes and Triggers**
* As a Salesforce Developer from Onsite, I used to write Test Cases, Check the Code Coverage, run the Force.com Security Scanner and direct the team to make necessary Changes
* Involved with Salesforce.com Premier Support and handled the support cases with the help of Salesforce.com support.
* **Environment**: Salesforce.com platform, Apex Language, Visual force Pages, Data Loader, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Sales force, Sandbox.

**Client: TD Bank, NJ Oct 2014 - July 2016**

**ROLE: Salesforce Developer**

**Responsibilities:**

* Performed the role of SalesForce.com Developer and Administrator in the organization.
* Migrated data using Apex Data-loader to centralize data and processes across different divisions that were previously using decentralized systems / databases.
* Created multiple **Lightning** Components, added **CSS** and Design Parameters that makes the **Lightning component** look and feel better.
* Involved in designing, coding, debugging, and performance analysis as well as being involved with customer deployments, partner product integrations and competitive benchmarking.
* Created modern Enterprise **Lightning Apps** combining **Lightning** Design System, **Lightning App Builder** and **Lightning** Component features.
* **Salesforce Apex** development and related technologies on the **Salesforce.com** platform, such as **web service endpoints, triggers,** scheduled jobs, deployment, and packaging.
* Development experience in any object-oriented language such **as Java, C#, Python**, or more **Apex**
* Enterprise software architecture, object-oriented design and development.
* Used Agile methodology of daily standups, story pointing, and sprint planning.
* Working with product managers and business analysts to understand business needs and recommend technical approaches
* Revision control, continuous integration, and repository best practices. Used **Git**, feature-branching, and Code ship.
* The ability to communicate clearly in written documentation about desired functionality, technical design decisions, or application features.
* Upgraded some **Apps** from **Salesforce Classic** to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Extensively used Data Loader for insert, updates, and bulk import for Accounts, Contacts, Leads and Opportunities.
* Developed and configured **Reports, Dashboards** and Report Folders for profiles based on requirement of organization.
* Worked on integration web services features like **REST** and **SOAP APIs.**
* Updated the **APEX Controller** and Helper functions regularly making the Component Context Aware as per business requirement.
* Always wrote test methods with code coverage of 85-100%.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Deployed and debugged **Force.com** application in Eclipse development environment using **Force.com Eclipse IDE plug-in.**
* Designed various Webpages in Visualforce for customers to select a variety of services offered by the org and integrate them with the sales team.
* Implemented the Standard Set Controller and its attributes to paginate the records in Visualforce Pages.
* Developed interest plan template and automated outbound events using **Apex Classes, Controller Classes** and **Apex Triggers** in accordance with the Governor limits for various functional needs in the application.
* Experience in working with **Salesforce.com Sandbox** and production environments.
* Interacted and communicated with sales operation team, product management team and other stakeholders to gather the requirements.
* Experience working with **Scratch Orgs.**

**Environment:** Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Sales cloud, Security Controls, Sandbox data loading, Data Loader, SQL, and Eclipse IDE Plug-in, Git-Hub, Feature branching, Code-ship, Sublime for coding, Hip-chat.

**Client: Change Health Care (CHC) Feb 2013 - Aug 2014**

**Salesforce Admin, Irving, TX.**

**Responsibilities:**

* Created **de-duplication rules** to make sure no new duplicates are created.
* Documented all setup Audit trail changes and make sure they are documented refreshed sandboxes and communicated with development team on schedule and availability
* Developed various **validation rules** for all created and edited data Build **workflows** and **process builders** to perform various automations
* Attended various salesforce webinars to learn different new features and functionalities
* Made sure no changes occurred in profiles and encouraged the **permission sets** approach
* Created various reports for executives on monthly and quarterly basis
* Created and **scheduled dashboards** for various users Experience working in agile environment
* Develop **training materials** and provide training and support to SalesForce.com end users Evaluate new releases of Salesforce to determine functionality requirements and provide detailed information on how changes will apply to all affected departments/users.
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** in accordance with the **governor limits** for various functional needs in the application.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Created and used **Email templates** in HTML and Visualforce.
* Integrated the web services by generating the necessary stubs from the **WSDL files** for extracting the data from the home-grown applications by using the home-grown web services.
* Used the sandbox for testing and **migrated the code** to the deployment instance after testing.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Developed ETL mappings in Informatica for Integration between Salesforce and Oracle.

**Environment:** Salesforce.com platform, Apex, Visualforce (Pages, Component & Controllers), Apex Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Workbench, HTML, Java Script, CSS, WSDL, SOAP, AJAX, MVC Design Patterns.