**Name: Bharat Kumar**

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**Professional Summary:**

* **6 years** of experience in the IT Industry, with **5+ years** of experience in working with **Salesforce CRM platform** as developer and administrator using **Force.com, Apex** and **Visualforce,** and other web tools implementing software solutions.
* Experience in **Administration**, **Configuration**, **Customizatio**n, Development, and support on **Salesforce.com Platform.**
* Ability to setup, customize and deploy to Salesforce.com from the ground up for large user groups, perform hands on customizations using Apex, Visual force, custom reports Salesforce.com **Web services API**.
* Developed **Lightning** apps using lightning Components and made them compatible with **Salesforce1** mobile app.
* Developed **Lightning Flows** and **Process Builder** for sending automatic email responses to prospective Customers.
* Developed **Custom Record Pages, Home Pages** using **Lightning App Builder.**
* Experience in building a **custom Record Page** for the Lightning Experience by using **Lightning App Builder.**
* Created **many app pages, home pages** integrating the custom components for **Salesforce Lightning and Salesforce1 Mobile app.**
* Implemented **Salesforce Lightning** Components for small set of users for customizing reports and dashboards.
* Developed **Websites** and **Community Portals** using **Lightning Communities**.
* Worked on **Salesforce 1 Platform** to build Mobile App by enabling Lightning Components to make **Lightning Application Mobile**.
* Good experience in Developing Business Logic Services Using **Custom Objects, Controllers**, **Visual Force/APEX Classes** and **APEX Triggers.**
* Proficient in Data Migration from Traditional Applications to Salesforce Using **ETL Tool** **Data Loader Utility.**
* Strong Experience in creating, managing Applications, Custom Objects, Custom tabs, Fields, Relationships, Page Layouts, Record Types, Validation Rules, Email Templates, Report Types, Workflow Rules, and Approval Process.
* Hands on experience in developing and configuring Dashboards, Reports and Report Folders for different user profiles based on the need in the organization.
* As a part of development process, **refreshing sandboxes** and performing post and **pre deployment steps** for each environment based on the project needs like **QA, Training** and End to End Testing.
* **Coordinate Production release and** send release status to relevant distribution list.
* Ability to fully leverage the power of Visual Force through custom pages, components, controllers, and sites.
* Advanced knowledge of APEX, including but not limited to scheduling, **web services API, triggers, custom controllers, Design Patterns, Dynamic Apex**, and **Batch Apex.**
* Experience in converting **Visualforce Pages to Lightning Web Components.**
* Well versed with analyzing company processes, translating business workflows into accurate Salesforce.com workflows, assignment rules, and configuring Salesforce.com to meet business needs.
* Ability to effectively translate Salesforce data into business understandable metrics using Reports (Matrix, Summary, and Tabular), Analytical Snapshots and Dash Boards (Static and dynamic).
* Experience on **Salesforce Communities**, HEDA and Form Assembly.
* Experience on upgrading some Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages.
* Experience on Deploying Salesforce Components using Change Sets.
* Experience in implementing **Apex Language, Visualforce pages, Classes, Controllers, Handlers, Triggers,** Web Services, **SOSL** & **SOQL queries,** Lightning platform, Lightning Components.
* Experience working with Force.com IDE and SFDC Sandbox environments.
* Developed Apex classes, Lightning Component, Lightning Web Components, Apex Triggers and Visualforce Pages on Force.com platform to customize application according to the functional needs.
* Extensive Experience in Salesforce Integration within house legacy systems using Web services API like **REST, SOAP** and third-party tools like Informatica-on-Demand.
* Developed Apex classes, **Lightning Component**, **Lightning Web Components**, Apex Triggers and Visualforce Pages on Force.com platform to customize application according to the functional needs.
* Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles, roles, and configured the permissions based on the organizational hierarchy.
* Good understanding of **Salesforce.com Governor Limits** with an ability to optimize code to respect those limits.
* Well versed in Business Analysis, Requirement Gathering, Customer Facing Presentations, Business Processes and Methodologies.
* Extensive experience in developing enterprise applications using Java and J2EE technologies such as **JSP, Servlets, Tiles, Struts, Spring, XML, XSL**, **HTML, JavaScript, JDBC** and **CSS.**
* Experience in developing web interfaces for clients both through force.com Sites and standard web technologies including but not limited to **HTML, CSS, XML**, and **JavaScript.**

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | Apex Triggers, Apex Classes, SOQL, SOSL, Visualforce Pages, Components, Lightning Design and Components, S-Controls, Apex Web Services( SOAP, REST , Bulk API and Metadata API), Lightning Communities, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects. |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading. |
| **Force.com tools** | Force.com IDE, Force.com Explorer, Data Loader,  Outlook connector, Excel Connector, Workbench. |
| **Programming Languages** | C, Java, Java Script, jQuery, SQL, UML, HTML, XML, XHTML, DHTML, CSS, C#, CSS, PHP. |
| **Web Technologies** | HTML, CSS, XML, WSDL, AJAX, Java script. |

**Certifications**:

Certified Salesforce Platform Developer II

Certified Salesforce Platform Developer I

Certified Salesforce Administrator

Certified Salesforce CPQ Specialist

**Education Qualifications:**

**Bachelors:**

University: SRM University

Degree: Electronics and Communications Engineering

Year of Completion: 2015

**Masters:**

University: University of the Cumberland’s

Degree: Master of Science in Information System Security

Year of Completion: 2020

**Professional Experience:**

**Client: FM Global, Johnston, Rhode Island  Jan 2020 – Till Date**

**Role:** **Salesforce Developer**

**Responsibilities:**

* Developed **Lightning** apps using lightning Components and made them compatible with **Salesforce1** mobile app.
* Developed **Lightning Flows** and **Process Builder** for sending automatic email responses to prospective Customers.
* Developed **Custom Record Pages, Home Pages** using **Lightning App Builder.**
* Experience in building a **custom Record Page** for the Lightning Experience by using **Lightning App Builder.**
* Created **many app pages, home pages** integrating the custom components for **Salesforce Lightning and Salesforce1 Mobile app.**
* Implemented **Salesforce Lightning** Components for small set of users for customizing reports and dashboards.
* Developed **Websites** and **Community Portals** using **Lightning Communities**.
* Worked on **Salesforce 1 Platform** to build Mobile App by enabling Lightning Components to make **Lightning Application Mobile**.
* 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.
* Used **SOQL** and **SOSL** statements within **Governor Limits** for data manipulation needs of the Application using Platform database Objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using **Data Migration** tool called **Data Loader**.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Worked with External objects in **Salesforce** which is another feature introduced with **Lightning** components.
* Knowledge on the **Field Service Lightning Mobile App** how it works and aids on-site management to a mobile workforce.
* Configured **Omni Channel,** Queue Routing, Custom Settings, Roles, Profiles, Groups, Chatter, **IP Whitelisting, Omni Supervisor.**
* Good knowledge on set up **Field Service features** according to client unique business needs. This includes installing the **Field Service Lightning managed package** and **Field Service Lightning Mobile App**.
* Good Understanding on how to create Service Resources in **Field Service Lightning App** and details about their skills, service territories, and availability.
* Designed, developed and deployed **Apex Classes, Controller Classes** **and Apex Triggers**, packages for various functional needs in the application.
* Designed, developed and deployed Apex Classes Extension Classes to support Visualforce pages development, **Test Classes**for Unit testing and **Apex Triggers** for various functional needs in the application.
* Experienced with **Salesforce.com Web Services APIs- Force.com SOAP**  and REST based Web Services APIs, the **Bulk API** and the **Metadata API**.
* Experience in Converting **Visualforce Pages to Lightning Web Components**.
* Experience in Salesforce.com data structures like Data Entry and usability, Reporting, **Data Migration and App Integration.**
* Involved in Setting up or create Admin options, User Interface, **organizationwide defaults, role hierarchy, workflows** and workflow rules.
* Developed **Visualforce Pages,** Visualforce Custom Controllers Components, Advanced Search  Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Extensive Experience in**Salesforce Integration** within house legacy systems using Web services API like

REST, SOAP and third-party tools like **MuleSoft.**

* Implemented Marketing Sales, Customer Service, Call Center & Support Administration with Service Cloud.
* Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, OpportunityForecast, Cases, Reports and Dashboards.**
* Designed, and developed the Custom objects, **Validation rules, Page layouts, Custom tabs, Components, Visualforce Pages** that suit to the needs of the application.

# Implemented “Email to Case”, "web to lead" and "web to case" for Lead and Case automation.

* Experience on **Deploying Salesforce Components** using Change Sets.
* As a part of development process, **refreshing sandboxes** and performing post and **pre deployment steps** for each environment based on the project needs like **QA, Training** and End to End Testing.
* **Coordinate Production release and** send release status to relevant distribution list.
* Worked with **AppExchange** to use managed packaged apps for improving application features.
* Increase functionality by installing AppExchange apps to enable Customer Service Surveys.
* Worked on migrating Metadata from one sandbox to another sandbox by using **Change Sets.**
* As a part of Development process, **refreshing sandboxes** and performing **post and pre deployment steps** for each environment based on project needs like QA, Training and end to end Testing.
* Experience in writing **Test classes** and making sure we are covering more than 75% code coverage before pushing them into production.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, Force.com IDE.
* Based on the organizational needs, developed and configured various Reports for different user profiles.
* Maintained data cleanliness and accuracy by adding custom **Validation rules**, **Custom formulas**, **reports and dashboards**.
* Extensive experience on **Agile Methodology of Software Development Life Cycle(SDLC).**
* Used **JIRA** to track bugs.

**Environment**: Salesforce.com platform, Service cloud, quotes, Service Cloud, Marketing Cloud, Role Hierarchies, Sharing Rules, Email Templates, Oracle, Reports, Dashboards, Custom Objects, Custom Tabs, Email Service, Security Control.

**Client: H&R Block, Kansas City, MO Sep 2018 – Dec 2019**

**Role:** **Salesforce Developer**

**Responsibilities:**

* Experienced in working on a **Lightning Component** to create a My Licenses page where the customer can directly select their account and generate licenses without involving Customer Support.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* I configured **product** and **pricing setup** using **CPQ/Product consoles**, which include price ramps

, Price Matrix, Price Rulesets, price list items and asset pricing.

* Worked with External objects in **Salesforce** which is another feature introduced with **Lightning** components.
* Interacted with various business user groups for gathering the requirements for **Salesforce** implementation and documented the Business and Software Requirements.
* Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles.
* Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.**
* Developed **Visualforce Pages** to include extra functionality and wrote **Apex Classes** to provide functionality to the visual pages.
* Designed, Developed & deployed various **APEX Classes, Triggers**, Test methods, Visualforce pages & also various Schedule, Batch and Future based **Apex classes** to implement the custom functionality. Developed **triggers** which added automatic templates to fire to the respective users.
* Involved in deploying the **AppExchange** applications and integrating with third party applications.
* Wrote **triggers** to process incoming service e-mail requests from customers to automatically create new case records.
* Integrated the Web Services for extracting the data from external systems to display in the pages of **Salesforce.com.**
* Imported data from excel sheets in to **Leads, Accounts, Contacts** and Opportunities using **Data Loader** and Import Wizard.
* Implemented **Web to Case, Email to Case** functionalities to provide a better customer support to the customers.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Worked on **Reports** and **Dashboards** in Salesforce Classic and Salesforce Lightning.
* Created multiple **Lightning Components**, added **CSS** and Design Parameters that makes the Lightning component look and feel better.
* Configured Omni Channel, Queue routing, Custom settings, Roles, Profiles, Groups, Chatter, IP Whitelisting, Omni Supervisor.
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Developed **Websites** and **Community Portals** using **Lightning Communities**.
* Worked on customization of Visual force to have **lightning** experience for desktop and mobile applications.
* Developed **Workflow rules, tasks, emails** and alerts to track customer related tasks and activities.
* Implemented and Consumed Knowledge Base **Dashboards** & **Reports AppExchange** for providing **Reports** and **Dashboards** that monitors the Knowledge Base.
* Involved in **data mapping** and **migration** of data from legacy systems to **Salesforce.com** Objects and fields.
* Involved in migrating the data from Oracle database to **Salesforce application** using **Apex Data Loader.**
* Wrote **SOQL** and **SOSL** statements within custom controllers, extensions and triggers by following the **Governor limits** in Salesforce.com.
* Used **Salesforce Lightning** combines the new Lightning Design System, Lightning App Builder and Lightning Components to enable anyone to quickly and easily create modern enterprise apps build on Salesforce1 Platform.
* Experience on Salesforce Communities, HEDA and Form Assembly.
* Implemented SFDC **Sales Cloud, Service Cloud**, **Community Cloud** Web Services, Created Group, Deal Rooms provisioning and marketing teams.
* Co-ordinate with various stakeholders and offshore team with daily status call.
* Leading the offshore team and was POC for any technical help/ training team.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.
* Conducted training sessions to the **UAT** users to use the Salesforce Knowledge application and developed a feedback custom report.
* Followed **Scrum Agile methodology** for the iterative development of the Application.

**Environment:** Salesforce.com, Force.com, Apex Classes, Lightning, Triggers, Controllers, Visualforce pages, Custom Objects, Records, Page Lay outs, Roles, Work flows, SOSL, SOQL, Sales Cloud, Service Cloud, Dash Boards, Data Loader, Data Migration and Windows.

**Client**: **Mohawk Industries, Calhoun, Georgia Jan 2018 – Aug 2018**

**Role:** **Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Worked on **Salesforce Lightning** (Lightning Design Systems, App Design and Lightning Components).
* Involved for creating the Validation Rules, Workflow rules, Approval Process and Process Builder.
* Used **Sales Cloud** to get the customer information together in an integrated platform that incorporates marketing, lead generation, sales, customer service and provides access to applications through the **AppExchange.**
* Created multiple **Lightning Components**, added **CSS** and Design Parameters that makes the Lightning component look and feel better.
* Involved on creating **Lightning** Pages inside Lightning **community** Builder.
* Build lightning components, lightning apps, record pages, home pages and use events for dynamic use cases.
* Developed Custom objects, customizing tabs, Apex Triggers, Test classes for unit testing and code coverage.
* Developed Lightning UI using **AJAX, JavaScript, jQuery** and **HTML**.
* Used **HTTP Call** out using **JSON** to fetch records/data from other system and display them on the fly in the **Visualforce** Page each time the page opens.
* Managing dependencies, risks and planning for contingencies to ensure minimal effect on deliverables. Creation of Junction Objects, roll-up summary fields, cross object formulas, validation rules, dependent picklists and complex page layouts.
* Implemented **Salesforce Lightning** Components for small set of users for customizing reports and dashboards.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects in lightning experience.
* Worked with External objects in **Salesforce** which is another feature introduced with **Lightning** components.
* Developed Web Service Callouts from **Salesforce** to External Applications using **SOAP** and **REST API**.
* List views available on a page were implemented using hardcoded SOQL statements. They cannot be modified by an end- user and do not correspond to the standard List Views available within Salesforce. Confidential User Interface.

# Designed Custom objects, Custom tabs, validation rules, Workflow Rules, Page layouts, Components, Visual Force Pages and Approval Process to suit the needs of the application.

* Worked on Migrating data from third parties like cloud box, **NetSuite, Oracle, SQL Server**, local system files **(CSV)** to **Salesforce** using **Informatica.**
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects.
* Deploy changes between different environments and work on **sandbox** refresh process.

# Implemented “Email to Case”, "web to lead" and "web to case" for Lead and Case automation.

* Created custom **Dashboards for manager’s** home page and gave accessibility to dashboards for authorized people.
* Experienced in **Agile Methodologies, Scrum** software development processes as well as Waterfall model.

**Environment:** Salesforce.com Platform, Force.com, Force.com Eclipse IDE, Lightning Experience, Lightning

Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOAP, REST, SOQL, SOSL,

Scrum, Custom objects, Custom fields, sandbox, Web Services, Oracle.

**Client: Fiat Chrysler Automobiles, Auburn Hills, MI April 2016 – Dec 2017**

**Role: Salesforce Administrator/ Business Analyst**

**Responsibilities:**

* Worked on Setting up the business user’s access so they can login to **Salesforce** using **SSO** (Single Sign On), Site minder.
* Created various **Custom Objects** and **Custom Fields**
* Worked on various salesforce.com standard objects like **Accounts,** **Contacts, Leads,** **Campaigns,** O**pportunities, Cases, Activities, Dashboards**and **Reports.**
* Implemented security settings, object level security, field level and record level security
* Extensively used **Tab permissions, Record Type** and **Page Layout permissions**
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured sharing settings.
* Customized **Company Profile,** **Security Controls** and Communication Templates of the organization as per the organization requirements.
* Developed **Case Assignment Rules**, **Escalation Rule,** **Auto Response Rules,** **Email to Case**, **Web to Case**.
* Created **Workflow Rules**, **Workflow actions** and time dependent actions
* Configured Validation Rules based on business requirement
* Implemented pick lists, dependent pick lists, lookup and master detail relationships
* Managed all new user set ups and deactivation, including following approval process and transferring ownership of account/contact/opportunities for deactivated users.
* Created various **Reports** and **Dashboards** based on company's requirement
* Configured and integrated Salesforce for Outlook
* Arranged weekly webinars and trained end users to use **SFDC application**
* Documented Salesforce fundamentals for easy understanding and navigation for business users
* Performed mass data imports using **Apex Data Loader** and Informatica Tool
* Developing, implementing and testing on the Sandbox environment
* Wrote Apex Triggers to meet business requirements

**Environment:** Salesforce, Apex Data Loader, Informatica Tool, Internet Explorer, Google Chrome, Microsoft Excel, Salesforce App Exchange.

**Client: CoMake IT Software Pvt Ltd, India  May 2015 – Nov 2015**

**Role: Software Engineer**

**Responsibilities:**

* Involved in various phases of **Software Development Life Cycle** (SDLC) of the application like requirements gathering, Design, Analysis and Code development.
* Responsible for Development team interaction and understanding the documents written by the business analyst.
* Developed various **UI** (User Interface) components using **Boot Strap, JSP, and HTML, CSS, JavaScript,**

**AJAX** and **AngularJS.**

* Implemented **Model View Controller** (MVC) Architecture based presentation using **JSF framework.**
* Extensive experience of developing Clients for**REST**and **SOAP**based **Web Services.**
* Developed user interface components using JSP and tag libraries.
* Used **MySQL** as database and Involved in the development of PL/SQL backend implementation and using

**SQL** created Select, Update and Delete statements.

* Involved in mapping the data from various vendors with the existing database.
* Responsible for performance improvement of batch processing using Core Java like **Collections** and

**Multithreading.**

* Used **SVN** for version control of the code and configuration files
* Experienced in writing Server-Side Components – Enterprise Java Beans (EJB) Session and Entity Beans.
* Designed tables in Oracle database and worked with database developers for implementing stored procedures in the application.
* Web Sphere Application Server was used as both the Application server in the development and production
* Involved in Agile methodology with respect to the successful development of the project.
* Supported in Regression testing, System testing, module integration testing and user acceptance testing.
* Worked on Defect logging and tracking using HP Quality Center.

**Environment:** Java, J2EE, JSP, spring, XML, Maven, Ms Visio, Web Sphere Application Server, RAD, My SQL, SVN,Windows.