**Anil Kumar**

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**PROFESSIONAL SUMMARY:**

* **Around 8 years** of experience in the Salesforce CRM Developer/ Administrator.
* Involved in various stages of Software Development Life Cycle (**SDLC**) including analysis, requirement gathering, architecture design, development, enhancements, testing, **deployment**, **and** **maintenance**.
* Experience in working various SFDC implementations covering Sales Cloud, Service Cloud , and **App-exchange applications**.
* Good knowledge and experience in community cloud, marketing cloud & Commerce cloud.
* **Strong Knowledge in AppExchange** Applications and experience in integrating Applications.
* Experience in creating custom applications on force.com using Apex classes, Triggers, Batch Apex, **Visual force pages, and Components**.
* Strong expertise using VisualForce, **SOQL, SOSL, XML, Web-services, JSON, Workflow**, SSO
* Experience in **GUI** was designing using **HTML, CSS, JavaScript, Angular.JS and JQuery**.
* Involved in migrating data from legacy systems to Salesforce using Data Loader and **Dataloader.io**
* Experience in creating dashboards for Opportunity, **Accounts and Cases**.
* Experience with version control software like **CVS**, **GIT** **and** **JIRA**.
* Experience in implementing **SOAP**, **REST** based web services to integrate Salesforce with various third-party applications.
* Experience with UI **design** and **VisualForce** **pages**.
* Hands on experience in leveraging Change sets, **Force**.**com** **IDE** for deploying the metadata components between different Salesforce organizations.
* Proficiency in SFDC Administrative tasks like creating Profiles, Permission Sets, Roles, sharing rules, Page Layouts, Record Types, **Email Services, Workflows, Validation rules** and Approvals as required.
* **Experience in creating Reports**, Dashboards, and Custom report types as per business need.
* Involved in customizing standard objects like Accounts, Contacts, Opportunities, **Products, Cases, Leads, and Campaigns** as per requirement.
* Experienced in assisting users with **Chatter** **teams** and follow applications.
* **Implemented security and sharing rules** at object, field, and record level for different users at various levels of an organization.
* Experience in setting up Sales console, Service Console, web-to-lead**, web-to-case, email-to-case, etc.**
* Experience in creating and maintaining various sandboxes according to release dates and **organization norms.**
* Extensive experience working in an **AGILE and SCRUM** development environment.
* Expertise in moving datafrom a variety of systems and transforming it into Salesforce objects by using different tools in the agile environment.
* **Developed Salesforce Custom Web Services** for handling inbound requests and outbound calls to external Web Services.
* Extensive experience with developing Apex classes, triggers and visualforce pages. Extensive experience with Force.com sites, partner and customer portals.
* Worked on multiple Number of lightning Web Components and allowed the LWC to manipulate the DOM instead of JavaScript.
* Hands on experience in customizing Lightning Applications, **Components, and Aura Frame Work**.
* Worked on projects which had globalized APPs with all the custom translations loaded into Salesforce.
* **Capability to adapt and learn new tools**, techniques, and approaches quickly.
* **Ability to handle** multiple tasks and work independently as well as in a team.
* Superior communication and interpersonal skills, accustomed to working in both large and **little team circumstances**.
* A team player with a **strong work ethic**, a positive attitude and the ability to make the best use of individual resources.

**TECHNICAL SKILLS:**

**Salesforce.com:** Apex Triggers, Apex Classes, SOQL, SOSL, Visualforce Pages, Components, S-Controls, Apex Web Services (SOAP and REST), Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects.

**SFDC Tools:** Force.com IDE, Force.com Explorer, Data Loader, Informatica Cloud Connector, Outlook connector, Excel Connector, Workbench

**Web Technologies:** HTML, CSS, XML, AJAX, Java script, Web Logic, Apache Tomcat.

**Databases:**  Oracle, Microsoft SQL Server, SQL & PL/SQL

**Operating Systems:** Windows XP, Windows Vista, Windows 7, Unix

**Languages:** C, C++, JAVA, J2EE, Apex, C, SQL, HTML

**IDE:** Eclipse, Net Beans, Visual Studio

**PROFESSIONAL EXPERIENCE:**

**CenturyLink – Denver CO March 2020 – Present**

Senior Salesforce Developer /Admin

* Interacted with different business users for gathering requirements and prepared Technical Design Document for the business use cases.
* 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 various **Salesforce.com** Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks to implement Sales Cloud to sell their different products .
* Worked on Salesforce1 Platform to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Involved in Salesforce point and click configuration activities like creating custom fields, formula, roll-up summary fields, **dependent pick lists, page payouts**.
* Developed custom Business logic using Apex Classes, Visual force pages and Lightning components.
* Developed Cascading Style Sheets (CSS) for creating effects in Visual force pages.
* **Customized Lightning component for Look up**, pick list, Record type, required field System Validation and other functionality which are not supported by Salesforce in Lightning till date by creating custom components.
* Performed data migration activities using Data Loader to insert, update and export of data from **Salesforce.com objects**.
* Created Workflow rules and defined related tasks, email alerts, and field updates
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects.
* Applied Design variations & custom Aura design tokens to the Base Lightning Components Aura components and Lightning web components.
* Implementing the REST call outs via **Triggers on the standard objects**.
* Integrated the Web Services (**REST/SOAP**) for extracting the data from external systems to display in the pages of Salesforce.com and facilitate bi directional flow of data.
* Maintained Sandbox environments and deployed components across dixfferent sandbox to production instances using Change Sets and **Force.com migration tool, Git Hub**.
* Used Jenkins continuous integration tool to do the deployments and to get feedback if the test fails.
* **Created Many-to-Many relationships** and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* **Used SOQL/SOSL** with consideration to Governor Limits for manipulation needs of the application using platform database objects from Salesforce.com objects.
* Implemented best practices and coding standards in developing Apex Controllers (**Custom, Extension**) and Apex triggers.
* **Supported around 1000 users** in the implementation of the Service cloud and Sales cloud.
* Worked with **Sales & Marketing Cloud** for supporting Consumer Sales.
* Developed rich UI visual force pages using **HTML5, CSS, JavaScript and JQuery/Ajax**.
* Written apex test classes for code coverage of all apex controllers**, triggers and web services**.
* **Created and configured custom report types**, custom Reports - Tabular, Summary, Matrix, and Joined using Salesforce Report Builder based on the business requirements from the business users.
* Assisted end users with administrative tasks - creating Users, changing permissions on Profiles, creating Permission Sets, **Groups and creating Reports, Dashboards**.
* Agile Development Methodology was followed for the implementation.
* Expert in Salesforce Sales and **Service** **cloud implementation**.

**The Hershey Company – Hershey, PA January 2018 – February 2020**

Senior Salesforce Developer/ Admin

**Responsibilities:**

* Involved in Salesforce.com application setup activities and customized the applications to match the functional needs of the organization.
* Experience in acting as a liaison between offshore team and the Business performing meeting facilitation, work plan creation, task management.
* Experience in **aura framework**, **Lightning components** and **Salesforce Lightning** **design** **system** (SLDS).
* Created many Lightning components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Used **community cloud** to build deeper relationship with customers to provide better service and assist them through online.
* 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.
* Perform mass update to update data in SFDC using Commerce Cloud (Demandware) Excel spreadsheets using Apex Data Loader .
* Worked on multiple Number of **lightning Web Components** and allowed the LWC to manipulate the DOM instead of JavaScript
* Design SQL Server to Salesforce integration SSIS packages and schedule to run daily.
* Performed **data migration** from **Microsoft CRM to Salesforce.com** .
* Configured salesforce and marketing cloud integration user along with configuration in salesforce.
* Worked on application CI deployments & environment configuration using Puppet & Chef configuration management tools.
* Experience with **commerce cloud** product services and improve customer's impact.
* Used **Lightning framework** to integrate with legacy systems like **SAP, Microsoft and oracle**.
* Development, implementation and update focusing on **Sales cloud** and **Service cloud**.
* Developed SharePoint site with number of pages and integrated with salesforce.
* Integrated with Salesforce by using Marketing cloud connector (V5).
* Implemented continuous integration with AutoRabit and GitHub .
* Applied Design variations & custom Aura design tokens to the Base Lightning Components Aura components and Lightning web components.
* Scheduled deployments in the Salesforce Marketing Cloud application and providing completion communications to the client .
* Participated and conducted daily standup meetings as per Agile Scrum Methodology as well as participated in client meetings.
* Experiencein community cloud. Worked on many community to create branded sites that connect customers, partners, and employees. Hands on experience in lightning components for Lightning communit.
* Received approval to design and develop POC custom Data Integration Framework to prove viable options to replace Vlocity DataRaptor usage for high volume interfaces.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* Integrated **Salesforce CRM** and the legacy system using cast iron integration systems
* Strong experience with CI (Continuous Integration) and CD (Continuous Deployment) methodologies using **Ansible, AWS, Jenkins .**
* Customized Salesforce.com user profiles by setting standard and custom objects layouts, custom app, field-level security, permission sets for client services and marketing.
* Develop Database applications using technologies/tools like T SQL, SSIS, Salesforce, Visual Studio, Excel, SQL Server which integrates with data pipeline solutions for searching and viewing the ingested data.
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity and Custom Objects.
* Built CTI adapters with Salesforce CRM call center uses to integrate with their Salesforce Softphone.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
* Visual force pages using standard controllers, custom controllers, extension controllers & web services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Managed multiple market risk and credit risk development projects, led BI developments in BusinessObjects Webi and Universe, SSAS OLAP cubes, ETL and data warehouse, and a risk reporting adjustment tool, and provided global production support to business users .
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.

**Anthem Inc- Norfolk, VA August 2016 – December 2017**

Senior Salesforce Admin/ Developer

**Responsibilities:**

* Performed the role of **Salesforce Administrator and Developer** in the organization.
* Interacted with various business user groups for gathering the requirements for **CRM implementation**,
* Customized dashboards to provide daily forecasts and track opportunities, deal registrations and customer engagement.
* Created workflow rules and defined related tasks, **email alerts, and field updates**.
* **Customized Reports** to track usage for productivity and performance of our sales teams.
* Worked on Setting up the business users access so they can login to **Salesforce** using **SSO (Single Sign On) , Siteminder.**
* Used the **Java Ant** for testing and migrated the code to the deployment instance after testing.
* Moved Code from **Sandbox** to Production using **Jenkin**s and **Change Sets**.
* Interacted with **Salesforce.com** organizations using Workbench via the **Force.com APIs**.
* **Managing Users, Public Groups, Profiles and Role Hierarchies** within the **Salesforce CRM**.
* Defined **Lead Assignment rules** based on **Territory Management rules**, Granted Access to Accounts based on the Characteristics of Accounts using Territory Management.
* Involved in building **Lightning Components Apps** to provide better and more interactive interfaces to end-users, which helps in Sales enhancements.
* Extracted Data from the Database using **My SQL Developer** tool and **Toad**.
* Created **JavaScript** remoting in **Visual force pages** and call that methods in **Apex controllers** **from JavaScript**.
* Created **visual force pages** with complex, dynamic components with the standard **Visualforce AJAX components**.
* Worked on **Ajax tool** kits and **java script rest tool kits** with the **SOAP API** to call **JavaScript** on **visual force pages**.
* Responsible for all activities related to configuring **Data Loader, uploading data** in CSV files into **Salesforce.com**, checking for correctness of Data.
* Created Training Documents for users to better understand our Application.
* Supported End users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Working on **CMIS Trouble Tickets, ACSR’**s with the users and help them resolving their issues.
* Involved with **Salesforce.com** Premier Support and handled the support cases with the help of **salesforce.com support.**

**Adobe – San Jose , CA October 2014-July 2016**

Salesforce Developer

**Responsibilities:**

* Involved in entire life cycle of **Salesforce implementation** including business requirements gathering; documenting the business requirements; analyzing and proposing business process compliant solutions.
* Designed the user group and **role hierarchy tree**.
* Identified and implemented the lookup and master-detail relationships between **objects** and created junction objects.
* Expertise in writing the batch process using batch **apex process**.
* Developed **Apex Classes, Controller and Apex Triggers** for various functional needs in the application.
* Managed requests and calls from other **PAAS, SAAS** applications using **REST, SOAP** web services.
* Used **Sales Cloud** in Preparing and getting approval of design, functional and technical specifications from business.
* Maintaining test coverage for all the **classes** and **triggers** and supporting deployment activities.
* Developed and deployed complex workflows and approval processes relating to all recruiting activities - **Record status alerts, Email alerts, High priority approvals, Task delegation, time based workflow triggers, workload queues.**
* Simulating and debugging possible data migration and integration issues;
* Worked Mainly on **sales Cloud implementation**.
* Developed **Apex Classes, visual force pages** and **Apex Triggers** to develop the custom functionality as per the requirements.
* Developed various Custom Objects, Tabs, Components and **Visual Force Pages and Controllers**
* Hands on experience on **Sales Force Lightning** for **Customizing Reports** and **Dashboar**ds for business use.
* Assisting in migrating existing functionalities from **Salesforce** classic interface to **lightning interface**.
* Created a new login to identify any **MARKETO** modifications to Lead and Contact records within **Salesforce**.
* Responsible for Sprint deployments from DEV Instance to QA and **DEMO Sandboxes** and worked on Continuous Integrations and Deployment flows using **Changesets and Copado**.
* Implemented **Email-to-Case**, **Web-to-Case** entry and manual case entry for entering customer's cases in Cases Tab.
* Defects fix, reporting and defect management in **Jira**.
* Used **Change Sets** to deploy code from **sandbox** to **sandbox** and production environment.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Enhanced **Apex Class** and **Visualforce Page** to create a custom Related List, showing activities for selected contacts or clients.
* Designed and developed Test utility framework and used annotations **@isTest, @testSetup** and ensured to meet 75% of code coverage.
* Responsible for implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured permissions/settings based on the organizational hierarchy.
* Maintained data cleanliness and accuracy by adding **custom validation rules** and custom formulas.
* Provide software solutions that meet client and business deadlines
* Utilize teamwork to select the most cost effective and resilient solution

**PRA Health Science – Raleigh, NC December 2013 – September 2014**

Salesforce Developer

**Responsibilities**:

* Involved in **Salesforce.com Application** Setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on **Salesforce.com platform** and **Force.com** **IDE Plug-in** using **Eclipse**.
* Worked with various **salesforce.com** objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards**.
* Involved in **data mapping** and **data migration** from **Oracle database** to **SalesForce.com objects**.
* Developed various **Custom Objects, Tabs, Components and Visualforce Pages and Controllers**
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Worked on **GeoPointe application**, took part in designing and developing the functionality in order to generate maps for Standard and **Custom objects**.
* Created and deployed several Reports and Dashboards using **salesforce.com platform**.
* 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**.

**Zessta Software -India July 2013- November 2013**

Java Developer

**Responsibilities**:

* Used agile methodology for developing the application.
* Developed using new features of Java 1.5 like Annotations, Generics, enhanced for **loop and Enums.**
* Developed various generic JavaScript functions used for validations.
* Developed screens **using JSP, JavaScript, HTML and CSS.**
* Developed Web Services clients to consume those Web Services as well other enterprise wide Web Services.
* Created **DDL and DML SQL scripts** for creation of database objects.
* Created logical and physical data models putting to practice, concepts of normalization and RDBMS.
* Created and injected **Spring** services, Spring controllers and DAOs to achieve dependency injection and to wire objects of business classes and used Oracle as a database.
* Used Core **JavaDesign** Patterns like Singleton, Factory, **MVC, Intercepting Filter, Front Controller, Business Delegate, Service Locator, Session Facade and DAO.**
* Designed and imp**lemented Struts (MVC Paradigm) components such as Action** Mapping, Action class, Dispatch action class, Action Form bean, and a form set for validation and used JavaBeans to return dynamic information.
* Used Spring Inheritance to develop beans from already developed parent beans.
* Defined MultiAction, Abstract Wizard Form and Simple Form Controllers using Spring **MVC framework** providing very clean division between controllers, flexibility with the use of interfaces and providing **thinweb layer** over business layer.
* Used JSF framework in developing user interfaces using JSF UI Components.
* Worked in all the modules of the application which involved front-end presentation logic developed using Tiles,JSP, JSTL and **java script, XML** Business objects developed using **POJOs and data access layer using Hibernate**.
* Involved in configuring Hibernate mapping files and **POJO objects.**
* Involved in writing Thread Safe blocks for multithread access to make valid transactions.
* Exposed the Web Services to the client applications by sharing the **WSDL’s.**
* Database development required creation of new tables**, PL/SQL** stored procedures, functions, views, indexes and constraints, triggers and required SQL tuning to reduce the response time in the application.

**Education:**

Kakatiya University Warangal

* Bachelor’s in Computer Science

**Certifications:**

* Salesforce Developer Certificate (PD1)
* Salesforce Administrator Certificate (201)