**Ashok Kumar**

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**Salesforce Developer/ Administrator**

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**Professional Summary**

* Around 6 years of experience in IT Industry experience on skills Administration, Configuration, Customization, Development, Integration, Production Support and Maintenance of various Applications using Sales Force CRM.
* Implementation and Integration experience using **Web service with SOAP & REST API’s**.
* Expertise in **SFDC Administrative** tasks like creating Profiles, Roles, OWD, Field Dependencies, Custom objects, Page Layouts, Validation rules, Approvals, Workflow rules, Security and sharing rules, Delegated Administration, Tasks and actions, Public Groups, Queues.
* Experienced in Developing **Triggers, Batch Apex, Scheduled Apex classes** **and Visual force pages.**
* Hands-On Experience in Implementing **Sales Cloud, Service Cloud, Chatter, Marketing, Customer Portal and Partner Portal** and recommended solutions to Improve Business processes using Salesforce CRM.
* Strong understanding of CRM Business processes like**, Campaign, Lead, Order, Account and Case Management**.
* Experience in working with Developer Toolkits like **Force.com IDE, Force.com Ant Migration Tool, Eclipse IDE, Mavens**.
* Worked on Production requests for **Salesforce.com on Service cloud, Sales cloud, Marketing cloud, Apttus CPQ, Managed Packages**.
* Gained Hands-on experience in **Lightning Connect** to access the real time data from third party system by using external objects in salesforce.
* Extensively worked on Salesforce.com Environments, which includes **creation of Sandboxes** and Configuring connections between Production and Sandbox Environments.
* Experience in Front-end Technologies like **HTML, CSS, HTML5, CSS3 and AJAX**.
* Apex and Visualforce page Development with JQuery and Java Script to avoid hitting Salesforce Limitations (Governor Limits) in Development Activities to fulfill Clients Requirement.
* Experience in **Agile Methodologies** and following the Sprint cycles for successful completion of the deliverables.
* Proficient in working on Custom Logics using Apex in Development of **Apex Triggers, Batch Apex.**
* **Coordinating Offshore with the Remedy/ALM Defects** on the Phase Wise Development in the way of building the Stand-alone Application.
* Experience in creating **Business Requirement Documents** (BRD) and Conducted **GAP and Risk Analysis** and made recommendations in the implementations certain features
* Experience in Data migration tools – **Apex Data Loader, Workbench, Excel Connector, Import Wizard, SFDC Data Export, Mass Delete** etc.
* Worked closely with Release Management teams to address the deliverables.
* Extensive experience in gathering Business/Functional user requirements, creating Use Cases as per Agile/Scrum environment.
* Involved in different stages of **SDLC life cycle** including Requirement gathering, Analysis, Estimation, Design, Development, Enhancements, Testing, Deployment and Production support.

**Technical Skills**

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| Salesforce.com | Apex, Visual Force, SOQL, SOSL, Apex Triggers, Workflows and Approvals,  Validation rules, AppExchange, Reports, Visualforce Page/Components & Controllers, Roles & Profiles, Case Management Automation, Analytic Snapshots, Web Services, Wave Analytics, Jenkins, S-Controls, HTML and XML. |
| Languages | HTML, HTML5, CSS, CSS3, Ajax, Aura, JavaScript, JQuery and Object oriented Programming, Apex and Visual force. |
| Operating Systems | Oracle10g/11g, MySQL, MS SQLServer, Windows2003/XP/2000/NT/98/95. |
| Databases | SQL Server 2008/05/2000, MYSQL, DB2 |
| Web Technologies | XML, XSL, HTML, CSS, Aura. |
| Tools | Eclipse, SQL Query Analyzer, Force.com Eclipse IDE Plug-in, Force.com Explorer, Data Loader, Workbench, ETL tools, Remedy, HP ALM, Jitterbit  Jenkins, Mavensmate, GitHub, JIRA, Salesforce Org Compare Tool, Informatica, Cast Iron |

**Certifications**

* **Salesforce Certified Administrator: 201**
* **Salesforce Certified Advance Administrator: 211**
* **Salesforce Force.com Certified Developer: 401**
* **Salesforce Certified Platform App Builder: 402**
* **CPQ Apttus certified.**

**Professional Experience**

**Salesforce.com, Hillsboro, OR Sep’15 – Till date Salesforce Developer/Administrator**

**Responsibilities:**

* Worked Extensively with Salesforce.com internal instances like Org62, Support-force, GUS and People force.
* Served as SME for the Team and worked collectively in Implementing Sales/Service/Marketing Clouds Solutions for better design in the Project.
* Customized over 200+ User Roles/Profiles for 25000 Active users for setting up Standard and Custom object Access, Field-level Security, OWD, Permission Sets, Sharing Settings, Record Types,
* Hands-On Experience in Apex for Implementing Triggers, Custom controllers and Controller extensions, Batch Apex, Web-Service for functional needs of the application.
* Implemented Web-to-case and Email-to-case functionalities.
* Deployed Meta data API files from one Sandbox to Production using Force.com IDE tool, Change Sets and Eclipse IDE.
* Created various Scheduled and Batch apex jobs based on the business requirements.
* Created VF Components used repeatedly in VF pages to reduce the redundancy.
* Optimized existing Apex classes and Triggers to be within Governor Limits and Improved its Test Coverage for Deployments.
* Experience in Implementing Sales Cloud and Quote (CPQ) with Apttus and Setting up the Products and Pricing related to Quotes and Quote Line Items.
* Experience with Quote Creation and Quote Approval Process Integrated Doc sign composer and Apttus contracts for submission by agents.
* Integrated Salesforce Applications with Oracle using SOAP API.
* Worked on Sales Cloud Implementation and Apttus managed package for CPQ.
* Worked on Wave Analytics cloud for uploading Large Data sets and Lenses.
* Providing the Test Cases to QA’s of existing developed application.
* Created Reports, Dashboards and Custom Report Types for Business Analysis.
* Worked on Data remediation whenever it is needed in the production with no down time in the application.
* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Configured Analytical Snapshots to dump the data on a regular basis for sales performance and lead generation statics.

**Environment:**Saleforce.com Org62, Lightning, SOSL, SOQL, Apex Language, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, ETL tools, Eclipse IDE Plug-in, Windows XP

**Renegade Furniture Group, Irving, TX Jan’15–Aug ‘15**

**Salesforce Administrator/Developer**

**Responsibilities:**

* Created Custom objects, Custom tabs, and Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules and Page layouts.
* Designed and Developed Visual Force Pages, Apex Classes and Apex Triggers based on the business requirements.
* Utilized cloud integration tools such as Informatica as middleware to Manage Integrations between SalesForce.com and its connected systems.
* Transferred User stories to Functional and Technical requirements.
* Used SOQL and SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Created Field Sets, Custom Label and Custom settings for the business administrators to change the functionality or make enhancement when required.
* Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
* Experience in working with automating opportunities, quotes by CPQ tool.
* Worked on community management and worked on customizing community pages.
* Consolidated multiple triggers into single trigger on an object using Trigger handler.
* Developed Validation rules, Workflows, Approval Processes and Auto-Response for automating Business requirements.
* Implemented and deployed the Visualforce Pages, Visualforce Custom Controllers Components, Advanced Search Functionality, Custom Objects, Reports, Analytic Snapshots, Page Layouts, Dashboards, Tabs, Tags and Components.
* Developed Web Service Callouts from Salesforce to External Applications using SOAP and REST API.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Expertise in setting up process like Jira, Jenkins, GitHub.
* Created Visual force and HTML Email templates to be sent to the customers depending on the action.
* Developed Custom Reports & Dashboards to better assist managers and also report folder to provide report accessibility to appropriate personnel
* Worked on Unit testing, for the customizations and developments done during the project.
* Used the Sandbox for UAT and deployed the code to the Production instance after UAT.

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

**Client: Wipro Technologies, India Feb’13-Nov’13**

**Position: Salesforce Administrator/Developer**

**Responsibilities:**

* Deployed Apex Classes, Triggers, and Validation rules for various functional needs in the application.
* Created custom objects and Lookup relationships associated to Cases.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created workflow rules and defined related tasks, email alerts, field updates to implement business logic.
* Created custom cloning for the record by copying certain field sections of the record and creating as a new record after modifications.
* Used Cast Iron WebSphere in Integration and Migration.
* Developed and deployed Workflows and Approval processes for custom objects for different request types as per the requirement.
* Developed Visual force pages using Standard and Custom controller and controller extensions.
* Created Permission Sets to provide access to certain users depending on the business criteria.
* Worked with QA to prepare test cases for testing the functionality during various test cycles.
* Worked on various defects/bugs during various test cycles and fixed them in very short turnaround time.
* Experience in Data cleansing by writing apex classes and identifying in MS-excel.
* Used Dataloader to bulk load data into Salesforce.com.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Deployed application from Sandbox to staging environment and to the Production environments.

**Environment**: Saleforce.com platform, Force.com Migration Tool, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Informatica On Demand, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services.

**Client: Wipro Technologies June’11-Dec’12**

**Location: India/Bangalore**

**Position: Project Engineer**

**Responsibilities:**

* Assisted in Integrated with Siebel to maintain real time data synchronization using outbound messages and web services.
* Responsible for developing the application level flow by utilizing Java, JSP and Struts.
* Responsible for developing the OS specific scripts (Shell Scripts) for automating the closing doc Process.
* Designed several UI pages, flowcharts, detailed screen designing, HTML, CSS changes for all the pages required for the enhancement according to the business requirements.
* Worked with QA team in Debugging & Applying code fixes, Code deployment on DEV, UAT servers.
* Involved in creating a controller Servlet that dispatched requests to appropriate classes.
* Worked on SQL queries and PL/SQL stored procedures to access the information from the database.
* Updated the required data in the DB2 database to save and update the database using spring framework, corresponding to actions performed in the struts class.
* Involved in drawing the UML diagrams such as Use Case Diagrams, and Sequences.