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Platform Developer I

## Salesforce Developer

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### Professional Summary:

- Experienced Certified **Salesforce professional** with **7+** years' hands-on experience in **Salesforce.com CRM** and Force.com platform as **Salesforce Developer**.
- Has comprehensive understanding of **CRM Business** processes and involved in various **SFDC** implementations covering **Sales Cloud, Service Cloud, Call** and **Financial Service Cloud** applications.
- Well acquainted with all phases of **Software Development Life Cycle (SDLC)** and **Software Testing Life Cycle (STLC)** with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
- Complete understanding of the **Salesforce.com CRM** business process and its phases for translation of business requirements into systems design.
- Experienced in salesforce configuration, customization, integration, deployment, classic to **lightning migration, lightning components, lightning design system** and **lightning Web Components**.
- Experience in implementing **Apex Classes, Triggers, Batch Apex, Test Classes, Visualforce** pages, **Web Service APIs** to achieve complex business functionalities.
- Expertise in using tools like **Data Loader CLI, python API's** in migrating of data.
- Update Application Platform Interfaces (API's) of Clarios to communicate with various real time interfaces to perform synchronous calls which enable users to perform certain actions from the community.
- Involved in **CPQ (Configure, Price & Quote)** design and mapped to salesforce custom objects and involved in Advanced Workflow Approvals.
  - Experienced with **Steel Brick CPQ** for subscription, billing, and invoicing and can take control of the sales process from Quote to Cash. generated Revenue recognition status automatically with **Steel Brick CPQ**.
  - Involved in testing the **CPQ** integration with **ERP**.
  - Extensive experience with **Salesforce CPQ** pricing using list, Cost/markup, Percent total, block, price rules, calculator plugins, filter rules, systems, and user discounts.



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- Solid Experience in Building **Salesforce Lightning Components** from scratch. Created Aura based Components, Attributes, and **Controllers** the custom created components can be accessed through Lightning App builder.
- Experience in creating modern Enterprise **Lightning Apps** utilizing **Lightning Design System, Lightning App Builder** and **Lightning Component** features
- Solid Experience in Platform Events used during the real time integrations.
- Experience in wide range of languages and technologies such as **HTML, CSS, JavaScript.**
- Worked **on VS Code, Eclipse IDE** with Force.com Plug-in for writing Business logic in Apex programming language.
- Extensive Experience in deploying code from sandbox to production using deployment tools **ANT, GIT, Jenkin's** and **Change Sets, VS Code.**
- Experience in **SSO (single sign on).**
- Used Force.com **REST API Web services** and SOAP Methodologies to interact with third party applications like Managed packages, Smart correspondence, **Mule soft, IVR.**
- Strong **Database (RDBMS)** development experience in writing queries, functions, stored procedures, triggers, and views in **Oracle, SQL, PL/SQL** and MS Access.
- Capability of learning new technologies and implementing them in the project successfully.
- Experience in administration, configuration, Implementation, and Support of **Salesforce CRM** and **Salesforce SFA applications** based **on Apex** Language and leveraging Force.com Platform.
- Experience in Upgrading from **Salesforce Classic** to **Salesforce Lightning.**
- Created **Lightning Components**, added **CSS** and Design Parameters which improves performance.
- Technical experience in **Lightning & Lightning App builder.**
- Experience with developing a complete Case Management System using Lightning Components, **Controllers, Helper Methods**, and Style Sheets
- Experience in **Force.com Web services API** for implementing web services in the application to provide access to **Salesforce data** from external systems.

**Technical Skills:**



<b>Salesforce Technologies</b>	Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, Component & Controllers), Standard objects, Workflow & Approvals, Sales Cloud, Apex Data Loader, AppExchange, Web Services , Reports, Dashboards, Force.com IDE, SOAP,POSTMAN, Eclipse, SOQL, SOSL, Custom objects, S-Controls, Analytic Snapshots, Sandbox development and Testing.
<b>Salesforce Tools</b>	Force.com Eclipse IDE Plug-in, Force.com Explorer, Offline Edition, Force.com Platform (Sandbox and Production), Data Loader
<b>Programming Languages</b>	Apex, Java, JavaScript, PL/SQL, SOQL, SOSL.
<b>Web Technologies</b>	HTML, XHTML, CSS, XML
<b>Operating Systems</b>	Windows 7/2003/XP, UNIX
<b>Databases</b>	SQL Server, MYSQL, Oracle 10g/9i, MS Access
<b>Methodologies</b>	SDLC , Agile
<b>Tools</b>	Eclipse, Apache Tomcat, MS Visio, Jmeter
<b>Service Cloud</b>	Cases, Solutions, Ideas, Customer Portal, Customer Self Service portal, web to case, email to case

## Experience:

**Salesforce INC, San Francisco, CA.**  
**Salesforce Developer**

**May 2023 to Till Date**

### **Responsibilities:**

- Created Custom Objects and fields for transactional and contractual information.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- Experience with custom application development in Force.com, utilizing **Visualforce** and **Lightning Components/Framework**.
- Performed the role of **SFDC Developer, Lightning Developer** and interacted with various business user groups for gathering the requirements for salesforce.com, Lightning and CRM implementation.
- Worked on **Service Console Lightning application** which contains multiple number of Lightning web components (LWC).
- Developed multiple number of **Lightning web components (LWC)** regarding service case console pag.



- Created multiple **Lightning Web Components**, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
- Experience in **Force.com Apex Classes, Apex triggers Integration, Visual force**, and Force.com API. Development using custom **lightning web components (Aura and LWC)**.
- Created **Lightning web components (LWC)** and apps combining **Lightning Design system, Lightning App Builder** and Lightning Component features.
- Implemented **Salesforce Lightning web components (LWC)** for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
- Migrating existing Aura Components and Visual force page to Lightning web components (LWC) to improve application performance by following web standards, shadow DOM, custom elements, templates, ECMA Script, events.
- Developed applications visually using custom-built **Lightning web components**.
- Leveraging the rich features and flexibility of Salesforce Files from standard Salesforce objects and custom objects using the **lightning framework**.
- Developed Lightning web components and **Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Written **SOQL, SOSL**, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from sObjects.
- Ability to write complex **SOQL, SOSL queries** across multiple objects within the **SFDC database**.
- Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
- Implemented **Salesforce web** services like **SOAP** and **REST API, Java, XML**.
- Integrated Salesforce data with external systems by writing Salesforce **REST Web Services** for Inbound classes and used Http Request methods to call external application **REST API endpoint**.
- Requirement analysis, estimation, design, development, unit testing, implementation, and support of **SAP Callidus CPQ, CRM** and Web based applications.
- Consulted on designing and implementing **Salesforce CPQ Cloud** and Salesforce solutions.
- Used the pricing rules to build the discounting logic and reduce the complexity of existing process.
- Developed and executed marketing campaigns using **Marketing Cloud, Email Studio**.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Apex, XML, JavaScript, Controllers, Sharing Rules, Visual Force Pages, Workflows, Email Updates, Web Services API

**JPMorgan Chase & Co., Dallas, TX.**  
**Salesforce Developer**

**March 2022 to April 2023**

**Responsibilities:**



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- Performed the roles of **Salesforce.com Developer** in the organization.
- Interacted with various business user groups for gathering the requirements for **Salesforce.com CRM** implementation.
- Experienced in sales cloud by adding object, Fields, Tabs, Reports and Dashboards and migrate data into Salesforce.
- Involved in **Salesforce.com Application Setup activities** and customized the apps to match the functional needs of the organization.
- Creation of Wave dashboards on all the Campaigns.
- Created Custom objects, custom fields, pick list, role-based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual force Pages, Snapshots, Dashboards, and Email generation according to application requirements.
- Worked with various **Salesforce.com** objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
- Monitored functional and integration test execution on **Salesforce CRM, Veeva CRM** - Offline iPad application based on the Salesforce.com, and interfaces interacting with Salesforce.
- Experienced in creating Visual Work flows for automation in **Sales and Service Clouds**
- Implemented the requirements on **Salesforce.com** platform and Force.com IDE Plug-in using **Eclipse**.
- Worked with third party applications such as Exact Target (**Salesforce Marketing Cloud**) on AppExchange to manage marketing activities, consulting and implementation.
- Configured product and pricing setup using **CPQ/Product consoles** Formatted and migrated the user data into **Lightning Experience**. Tested the Lightning components.
- Worked with **Angular-Js** during the time of development environment.
- Expertise working on **Visual force** pages, **HTML, CSS, JavaScript**, and **jQuery**.
- Worked on the different requirements from user on **Salesforce.com** platform and **Force.com** IDE Plug-in using Eclipse.

**Environment:** Eclipse IDE, Salesforce.com, Force.com Sandbox, Apex, XML, JavaScript, Controllers, Sharing Rules, Visual Force Pages, Workflows, Email Updates, Web Services API

**Optiv, Denver, CO.**  
**Salesforce Developer**

**March 2021 to Nov 2021**

**Responsibilities:**

- Worked as an enhancement team member and performed the roles of **Salesforce.com** Developer and Administrator in the organization.
- Worked on creating new **Lightning** Pages and enhancing old pages in Classic to **Lightning** using Components. Built custom apps using new **Lightning App Builder**.



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- Hands on experience on **Salesforce Lightning** for Customizing Reports and Dashboards for business use.
- Added **Lightning Components** to Lightning Pages and Record Pages.
- Experience with **lightning components** and **lightning** bundle and customizing components according to the requirement. Good command on **JavaScript** to write **Apex Controllers in Lightning**.
- Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com** (SFDC) and other Platform based technologies like **VisualForce**, **Force.com API**, and **Web Services**.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Monitored functional and integration test execution on **Salesforce CRM**, **Veeva CRM** - Offline iPad application based on the **Salesforce.com**, and interfaces interacting with Salesforce.
- Experienced in creating **Visual Work flows** for automation in **Sales** and **Service Clouds**
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Worked with third party applications such as **Exact Target (Salesforce Marketing Cloud)** on AppExchange to manage marketing activities, consulting and implementation.
- Led integration, co-ordination, and configuration of Salesforce with **ExactTarget (Salesforce Marketing Cloud)**, **Geopointe**, and **Jitterbit**, a data migration tool.
- Used **Jira** for tracking issues and bugs.
- Involved in using **Lightning Design System**, Process builder and **Workflows**.
- Worked on customization of **visual force** to have **Lightning** experience for desktop and mobile applications.
- Written complex **Apex Triggers** and Classes to provide custom workflows to the organization as per the requirement following best practices.
- Customized the user interface using **Visualforce Controllers** and extensions.
- Written test classes in sandbox and migrated the code to production using change sets.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.

**Environment:** Salesforce.com, Service cloud, Apex, Visualforce, Apttus, Lightning, Controllers, Workflows, Approval Process, Web Services, SOAP, REST, Reports, Dashboards, Data Loader, JavaScript, HTML, AJAX, CSS, Force.com IDE, Git, Windows XP, windows 7.



**City bank, India**  
**SFDC Developer/Admin**

**Jan 2019 to Feb 2021**

**Responsibilities:**

- Worked in a large team, on new enhancements into tools and speaking with Business partners and designing solutions.
- Working as enhancement team member and performing the roles of **Salesforce.com Administrator** and Developer in the organization
- Involved in **Salesforce.com Application** Setup activities and customized the apps to match the functional needs of the organization.
- Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
- Worked on various **salesforce.com** standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards
- Designed the solutions for business and technical requirements by customizing various standard objects of **SalesForce.com (SFDC)**.
- Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, **Visual Force** Pages to suit to the needs of the application.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- Designed, and developed **Apex Classes, Controller Classes**, extensions and **Apex Triggers** for various functional needs in the application.
- Designed various Webpages in **Visual Force** for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
- Implemented the requirements on **Salesforce.com** platform and Force.com IDE Plug-in using **Eclipse**.
- Implemented web based case management automation – Web-to-Case and Email-to-Case (on Case Object) to track and solve customer's issues.
- Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.

**Environment:** Salesforce.com, Force.com Sandbox, Controllers, Visual Force Pages, Data Loader, Workflows, Triggers, Security Controls.





**Client: General Healthcare India (GE) Hyderabad, India**

**April 2016 to Dec 2018**

**Role: Salesforce Developer**

**Responsibilities:**

- Involved in **Salesforce.com Application** Setup activities and customized the apps to match the functional needs of the organization
- Interacted with various business team members to gather and document the requirements.
- Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using Eclipse.
- Closely worked with **SalesForce.com** consultants while implementing the solutions for the requirements.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
- Designed, Implemented and Deployed the Custom objects, Page layouts, Custom tabs, Components, and S Controls to suit to the needs of the application.
- Defined Lookup and Master-detail relationships on the objects and created Junction Objects to establish many-to-many relationship among objects.
- Customized Tabs among different business user groups and business centers.
- Created various Profiles and configured the Permission Set based on the organizational hierarchy requirements.
- Implemented various Custom Reports and deployed them for different business user levels.

**Environment:** Salesforce.com, Force.com Sandbox, Controllers, Visual Force Pages, Data Loader, Workflows, Triggers, Security Controls.