***PROFESSIONAL SUMMARY***

* 3+ years of total Salesforce/Force.com and Lightning experience**.**
* Requirement gathering for Application design, build from business users for various System applications
* Worked on research, design, development, and integration of technology architecture and plans to align with business strategy, goals and objective.
* Hands on experience of automating processes using process builder, flows, trigger depending upon the use cases.
* Prepare scenario based on end-to-end test scripts and tested applications based on the scenario.
* Designed different Reports and Dashboards for different clients as per the requirements.
* Good knowledge in Reports and Dashboard generation requested by client.
* Good hands-on experience with custom lightning components.
* Good experience with working on Sales cloud.
* Good hands-on experience with using data loaders and data import wizards.
* Salesforce Customization, Custom Objects, Custom Apps, Page Layouts,
  + Tabs, Validation Rules, Workflow Rules, Sharing Rules,
  + Process Builder, Approval Process.
* Good Hands-on experience in ADMIN, Apex Classes.
* Salesforce admin, handling Profile, OWD, permission sets, roles, and hierarchy management.
* Security settings and code migration of independent projects.
* Writing test classes and preparing test scripts and test plans.
* Language: Java, HTML, Apex
* Tools: Salesforce, ServiceNow
* Salesforce Certified in Platform Developer 1, Administrator, and Service Cloud Consultant.

***PROFESSIONAL EXPERIENCE***

|  |  |
| --- | --- |
| **Client** | **Duration** |
| Delta Faucet | Jan 2023 – Present |
| ACCO Brands | Oct 2021 – Sep 2022 |
| Dormakaba | Dec 2020- Aug 2021 |
| Faro | Feb 2020 – Oct 2020 |
| Gyansys Inetrnal | Sep 2019 – Nov 2019 |

**Client: Delta Faucet Jan 2023 – Present**

**Role: Salesforce Developer**

**Responsibilities:**

* Created user Roles and Profiles and sharing settings.
* Good Hands-on experience on Omni Channel Routing, Live Chat
* Working experience on email-to-Case, Chat to Case, Bot Implementation in Chat**.**
* Reports, Dashboards, and joint reports for user data for the reference Client.
* Having knowledge in the Knowledge Article Management and Content Management System Implementation. Hands on Experience on Surveys, Web-forms, Chat Agent, User Management, Case Management, Lead Management, queue.
* Development of backend Apex code for handling data from Salesforce Database
* Good Hands-on Experience on Asset, Product.
* Worked on the configuration part including Lighting Record page, Validation rule, Page layout, permission set, Approval process, Record type and profile assignment
* Developed Aura Components for developing user Portal.
* Resolved Multiple support/Enhancement Tickets and aware of JIRA.
* Documentation and deployment.

**Client: Acco Brands Oct 2021 – Sep 2022**

**Role: Developer**

**Responsibilities:**

* Managed user stories, tasks, and issues, for validity and feasibility.
* Creation of test scripts considering all possible scenarios.
* Worked as a salesforce developer having the responsibility of setting up salesforce Org for Data migration from Kensington global org to global sales cloud
* Using Interface tools workbench, Vs code and change sate, data Loader, data import for the migration of data and meta data.
* Worked on the configuration part including Lighting Record page, Validation rule, Page layout, permission set, Approval process, Record type and profile assignment.
* Setup for both pre and post deployment
* Resolved Multiple support/Enhancement Tickets and aware of JIRA.

**Client: Dormakaba** **Dec 2020- Aug 2021**

**Role: Salesforce Developer – Business Analyst**

**Responsibilities:**

* Org Analysis of existing implemented functionalities.
* Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Onboarding and offboarding of users.
* Created user Roles and Profiles and sharing settings.
* Communicated between business and technical personnel to certify mutual understanding of developments and applications.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Reports, Dashboards, and joint reports for user data for the reference Client.
* Good Experience in Workorder, Revisit Work Order, Scheduling workorder to the Technician, Part, Labour, Travel expense for Technician and Service Team.
* Good Hands-on Experience on Account, Contact, Location and Install Product.
* Documentation and deployment.

**Client: FARO Feb 2020 – Oct 2020**

**Role: Tester**

**Responsibilities:**

* Org Analysis of existing implemented functionalities.
* Dashboard development, report & list view development, process flows and documentation.
* Managed user stories, tasks, and issues, for validity and feasibility.
* Executing test plans against all development phases
* Creation of test scripts considering all possible scenarios.
* Used data loader to import .csv files into salesforce.
* Validating assignment rules.
* Ensured that various appropriate infrastructure elements, including documents, are kept up to date and are available.
* Provide timely solutions.
* Code testing using test class and code optimization.
* Report and manage defects to ensure that all issues are resolved according to established guidelines and expectations.
* Designed, deployed, and tested Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Develop and maintain test data as necessary to support testing efforts.
* Documentation of the business process and development process for client reference.

**Client: Gyansys Sep 2019 – Nov 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed data model by adding new custom objects and custom fields.
* Worked with process automation tools like process builder, workflow rules to automate the sales process.
* Developed new Role Hierarchy structure.
* Worked with approval process and added new members in approver’s queue.
* Worked with case assignment rules and lead assignment rules.
* Worked with all types of email templates.
* Worked with case assignment rules and lead assignment rules.

***EDUCATION***

* Bachelor of Computer Science and Engineering.