***PROFESSIONAL SUMMARY***

* 2 years of total Salesforce experience in Development and MuleSoft Experience.
* Hands-on experience of design and development using Force.com Platform
* Use MuleSoft-hosted Anypoint Platform to take a basic API through all the steps of its lifecycle: design, build, deploy, manage, and govern.
* Control event flow and handle errors in MuleSoft.
* Extensive experience using Sales force Administration (SFA), Profiles, Creating Roles, Page Layouts, Sharing rules, Workflows, Custom Objects, Approval Workflow, Validation Rules, Reports/Graphs and Dashboards.
* Salesforce admin, handling Profile, CPQ, OWD, permission sets, roles and hierarchy management.
* Hands-on experience of Apex Classes, Batch Classes, Triggers, Lightning Components, and Integration.
* Workable knowledge of REST and SOAP API.
* Experience in Email-To-Case, Web-To-Case, Milestones, Entitlements, Asset, Entitlement rules, CTI, Support Processes, Case Assignment rules, Case Escalation ules and Web-To–Lead implementation
* Worked on Data Migration for bulk records in the system using Excel, SQL DB and Salesforce Data loader.
* Integrated different systems for data migration such as Salesforce to SAP, SAP to Salesforce, Salesforce to Unit history, Salesforce to Oracle, SAP to SharePoint etc
* **Certification**
* Salesforce Administrator.
* Platform Developer-1.
* Service Cloud Consultant.
* MuleSoft Developer 1

***WORK HISTORY***

|  |  |
| --- | --- |
| **Client** | **Duration** |
| Watkins | Aug 2022– Apr 2023 |
| MongoDB | Jan 2022- Aug 2022 |
| Citrix | Feb 2021 - Nov 2021 |

***PROFESSIONAL EXPERIENCE***

**Client: Watkins Aug 2022 – Dec 2023**

**Role: Developer**

**Responsibilities:**

* Performed integration testing before launching applications.
* Wrote quality codes to program complete applications.
* Hands-on experience on MuleSoft Integration- Anypoint platform and Anypoint Studio, Postman.
* Use MuleSoft-hosted Anypoint Platform to take a basic API through all the steps of its lifecycle: design, build, deploy, manage, and govern.
* Debugged and troubleshot the applications for clients, solving technical issues quickly and accurately.
* Created procedures for system monitoring, recovery, backup, and optimization.
* Gathered and defined customer requirements to develop clear specifications for project plans.
* Integrated different systems for data migration such as Salesforce to SAP, SAP to Salesforce, Salesforce to Unit history, Salesforce to Oracle, SAP to SharePoint etc
* Designed, developed, and implemented software applications for websites based on analyzed requirements and understanding of industry technical standards.

**Client: Mongodb Jan 2022 – Aug 2022**

**Title: BISYS**

**Role: Salesforce Developer**

**Responsibilities:**

* Optimized the existing trigger and followed best practices.
* Updated the app exchange packages to enhance security.
* Created batch class for updating validation rules that contain hardcode values of profile/ user id.
* Created batch class to give access to fields, objects, Apex class, VF pages and Apps.
* Added permissions of Integration user to newly created permission sets to avoid large amount of user in org.
* Automated Case object functionality using Flows in Service cloud.
* Worked on CPQ objects like Quote, Product, Quote Term, EchoSign, and Opportunity.

**Client: Citrix Feb 2021 – Nov 2021**

**Title: Wrike**

**Role: Salesforce Developer**

**Responsibilities:**

* Org Analysis during the requirement analysis phase.
* Design planning and RTM analysis.
* Worked on objects like Cases, Entitlements, Asset, Contacts, Knowledge, Task, Chatter, Opportunity and leads.
* Created Lightning Component according to the requirement and added the component in service console.
* Solved JIRA tickets for Service Cloud, did changes in Case Trigger.
* Made changes to the softphone layout using MITEL and minor configuration changes as requested by the client.
* Created Workflow Rules, Email – to – Case functionality, Case assignment rule, Escalation rule, Flows, Case Auto Response Rule, Entitlement Management, CTI Management and Macros.

***EDUCATIONAL QUALIFIACATION***

* Bachelor of Engineering in Mechanical from Priyadarshini College of Engineering, Nagpur.