**NARESH GOUD**

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Over 8 years of IT experience with 5 years in salesforce which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of Projects in [Salesforce.com](http://Salesforce.com). This involves working with configuration, customization, integration, deployment, communities and classic to lightning migration, lightning components, lightning design system and vlocity development.

**PROFILE SUMMARY**

* **Around 8 years of experience as an IT professional,** committed to maintain cutting edge technical skills and up-to-date industry knowledge including **5 years** of experience as a **Salesforce CRM** Administrator, Developer and Consultant, Configuration and Customization, Requirements Implementation, **Data** **Migration** and Support of **Salesforce** **CRM**. **4 years** of experience in **Java/J2EE** technologies.
* Experience in developing the **Apex Classes**, **Apex Triggers**, **Asynchronous Apex, Visual force pages** and **Web services** enforcing best practices of apex programming.
* Certified **Salesforce Platform Developer 1** and **Certified Salesforce Administrator**.
* Designed and implemented **workflow rules**, **validation rules**, and **custom workflows**.
* Expertise at administrative tasks such as User management, creating **Profiles**, **Roles** and **Permission Sets**, **Workflow**, **Tasks** and **Events**, **Email notification** and **templates**, **Reports** and **Dashboard**.
* Expertise in SFDC Development using **Lightning Application, Apex Language**, **Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Workflows**.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, Junction objects, master-detail relationships** and **lookup relationships**.
* Acquainted and well versed with CRM processes like **Sales, Marketing**, **Customer Service** and **Customer Support**, Business Processes and recommended solutions to improve their processes using SFDC.
* Expertise in using **SOQL queries** and **DML operations** in apex programming respecting the salesforce governor limits.
* Hands on experience on creating custom **Objects** and **Tabs**, Creating **Custom/Standard Objects** **Custom Fields**, assigning **Validation Rules** and **Field-Level Dependencies**, **Approval Processes**.
* Experience in Salesforce point and click configuration using **workflows**, **validation rules**, sales process setup, **roles** & **profiles**, **reports**, and **dashboards.**
* Implemented various advanced fields like **Picklist Fields**, **Master-Detail Fields**, **Custom Formula Fields**, and defined **Field Dependencies** for custom picklist fields.
* Experience in handling **Process Builder**, **Visual Flows**, **Schema Builder** and **Roll-up Summary fields** to aggregate data.
* Hands on experience on working with **Apex classes, Apex triggers, Visualforce pages, Unit tests**.

Experience with SQL and **data modeling**, **SOQL / SOSL** query languages and related technologies preferred.

* Implemented various modules in **Sales**, **Service** and **Marketing** clouds and worked on different salesforce features in application development.
* Familiar with Familiarity with agile development methodologies and tools like JIRA, Git, and Bit Bucket.
* Lead and collaborated the team to design, develop and deliver the best solutions to clients.
* Maintained and worked on enhancements in salesforce, vlocity and different clients.
* Experience in designing, developing, and implementing salesforce applications using **Aura Components**, **Lightning Component Framework**.
* Hands on experience in writing queries using **SOQL**and**SOSL** in Apex Classes and Triggers.
* Experience in setting up service features according to client’s unique business needs. This includes installing field service lightning managed package and field service lightning mobile app.
* Experience in setting up FSL data models (Work orders, Service appointments, Service resources, Territories etc.)
* Ability to configure Service rules and objectives in support of field service business processes.
* Involved in data migration by using data loader, workbench and command line data loader.
* Worked as module lead conducting scrum meetings and giving transition to newly joined associates.
* Experience in Salesforce 1 mobile with out of box using lighting.
* Experience developing solutions for the **Apttus Contract Lifecycle Management (CLM) and Configure, Price Quote (CPQ)** systems including X- Author for Word & Excel, development of clause libraries and contract templates.
* Experience with both **Sales and Service Cloud** that provides Salesforce Customer Support and Customer Management.
* Experience in **marketing Campaigns** and **Email Campaigns**with **Eloqua and Salesforce Communities**respectively**.**
* Creating Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, **Approval Processes, Lightning Process Builder**, Page layouts and search layouts.
* Hands on experience in deploying the components using **Eclipse force.com IDE** and **Change sets**.
* Experience in implementing **Live Agent, Web-to-Case and Email-to-Case.**
* Hands on Experience in installing and configuring App exchange products such as **Timba Surveys, Mail chimp** etc.
* Hand on Experience on **SOAP API, REST API, Call outs, Batch** and **Schedule Apex Programs.**
* Involved in Data Integration and Migration using Force.com **Apex data loader**, **Dataloader.io** and **web-based import wizard**.
* Hands on experience in developing pages using web technologies such as HTML, XML, CSS, JQuery, Bootstrap, JavaScript and AJAX.
* Involved in developing Custom **Web Services** for handling inbound requests and outbound calls to external Web Services.
* Experience in writing **Apex Test classes** to achieve75% code coverage before deploying the code to production.
* Provided customers with best practice solutions as related to **Salesforce CRM.**
* Excellent **analytical**, **debugging skills** and documentation skills.
* Wrote **Shell** **scripts** and Perl scripts for day-to-day Administration and create Perl scripts to automate the deployment.
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and actions**.
* Extensive experience in data migration and integration using **Data Loader.**
* Gained a strong knowledge of synchronization, data-modeling, data extraction, transformation, data loading, **scheduling, monitoring, and reporting in a cloud computing environment.**
* Experience in web technologies **like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.**
* Proficiency in Object Oriented Languages like **Java, J2EE, C, C++, C# and other Java technologies.**
* Hands on experience on vlocity salesforce using components like **vlocity omniscripts**, **vlocity cards and integration procedures**.
* Experience in developing applications using **data raptors**, **integration procedures** with less coding.

**EDUCATION**

* Bachelor of Engineering in Computer Science and Engineering, Jawaharlal Nehru University of Hyderabad – 2012

**CERTIFICATIONS**

* Salesforce Certified Administrator
* Salesforce Platform Developer 1
* Salesforce Platform App Developer

**TECHNICAL SKILLS**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Apex, SOQL, SOSL, DML, Asynchronous Apex Visualforce Pages, Triggers, Custom Objects, Custom Settings, Service Console, Lightning Process Builder, Service Cloud, Sales Cloud, Vlocity Omniscripts. Data Raptors and integrations procedures, Marketing Cloud, SOAP ,REST Web Services and Mule Soft. |
| **Salesforce Tools** | Apex Data Loader, Dataloader.io, Eclipse, Connect Offline, Workbench, Timba Surveys, Mail chimp. |
| **Databases** | MS Access, MySQL, Oracle, SOQL, SOSL |
| **Operating Systems** | Windows NT/2000/XP Pro/Vista, Windows Server 2000/2003/2008, Linux, Unix |
| **Languages** | JavaScript, HTML, CSS, AJAX, XML, DHTML, C, JSON |
| **Other Tools** | JIRA, Git, and Bit Bucket,MS Office Suite, MS Project, WebLogic, DocuSign |

**EXPERIENCE**

Medtronic Sep 2021 – Current

Role: Vlocity Salesforce Developer

**Responsibilities:**

* Expert in knowledge of Salesforce system architecture and developed best practices to Vlocity Managed package.
* Written Apex using industry standard best practices and **Omniscripts.**
* Configured complex **integrations** between **SFDC, Third party applications** and other systems through custom API.
* Developed and integrated functionalities using vlocity omniscripts, Vlocity cards and data raptors.
* Worked on integrated functionalities like address suggestions on screen using **google address suggestions** on omniscripts.
* Worked and developed various functionalities using **Data raptors** and **integration procedures**.
* Involved in **Conceptual design** for data warehouse development.
* Interacted with client for project requirement and studied the system requirement document.
* Attain the defects raised by end user and managed the **Defect life cycle** for solution.
* Analyzed the different systems with regards to business aspect and understand operational data flow process.
* Designed and defined the functionalities using vlocity components and integrated multiple portals into **single sign on portals**.
* Developed Integration the Work Order system with Salesforce.com application using Lightning framework.
* Developed **Components**, Controller, and Helper Classes for Integration.
* Experience performing on early-stage development of Sales Cloud instances for mid-market or enterprise size companies
* Experience in working with **Agile methodology** development
* Strong proficiency with Force.com Platform skills (Apex, Lightning, Visualforce, Unit Testing)
* Experience with Salesforce sites and Lightning Communities
* Experience integrating Salesforce with external systems (**REST & SOAP API, JSON & XML, etc.**)
* · Knowledge of Salesforce platform best practices, coding, design guidelines and governor limits
* Experience with C# (or Any OO languages, like JAVA), with a stress on interacting with Salesforce APIs
* Experience developing with **PostgreSQL and SQL Server**.
* Salesforce Platform Developer certification and Salesforce Admin certification.
* Hands on experience on deployments using **Changesets**, **Ant scripts**, **Jenkins**, **GitHub,** and **IDE** based deployment tools.
* Worked on Interfacing with Business and Technical teams to analyze **client requirements**, created **technical architecture** to meet **business needs**, and resolve **technical issues**.
* Managed API integrations and web services. Developed **workflows and triggers**.
* Met with customer operations managers to identify issues and areas of potential improvement. Supported business needs with **technical design documentation**.

**Client: Workday, Pleasanton, CA Jan2019-Apr2020**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Responsible for customization of Salesforce.com Classic to Lightning.
* Setup and deployed Salesforce.com from the ground up for 1250+ users.
* 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 **Salesforce1 Platform** to build Mobile App by enabling **Lightning Components** for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design** System, **Lightning App Builder** and **Lightning Component** features.
* **Tested** apps by appending multiple components to a **Lightning Application** thereby **deployed** Applications from **Sandbox to Production**.
* Used refined global search in **Lightning** by developing Apex classes and Controllers.
* Designed and defined the Organization **Role Hierarchy** and assigned users to those roles.
* Configuration of Workday’s business process framework configured conditional rules to guide workflow or validate data as required to accommodate desired outcomes.
* Integrating Salesforce CRM and Sales Cloud with Workday Financial Management using a prepackaged connector and Updating customers in Workday when accounts are updated in Salesforce.
* Configuring the mapping of all sales and custom objects in Salesforce to objects in Workday.
* Implemented Security and record level access using **Role Hierarchy**, **Organization Wide Defaults (OWD)**, **Sharing rules** and Manual Sharing.
* Defined **profiles** and configured the Object level access settings and field level access settings to each profile while creating the fields for an Object.
* Developed Integration the Work Order system with Salesforce.com application using Lightning framework.
* Responsible for providing solution and **Implementation of Apttus CLM & CPQ** for different business internally.
* Worked closely with **Business Stakeholders** and **Product Owners** for prioritizing Epics like **Marketing strategies and Email Campaigns** within and outside salesforce Platform.
* Responsible for **requirement gathering from business** and developing User stories for the dev team.
* Responsible for performing all tasks required to develop, implement, and support the Salesforce.Com application integration of the Apttus CLM and CPQ.
* Configured the **Contract management** and **revenue management** with using of Apttus CPQ.
* Configured and developed the Salesforce application with **Apex** coding and **using Custom metadata**
* Customized tab worked with various standard objects including **Accounts, Contacts, Leads, Campaigns** and **Cases**.
* Designed, Implemented and deployed the **Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs in the application.
* Integrated Salesforce Classic and Lightning with 3rd Party System to get the Conformation for the Callout was Successful with an Email confirmation.
* Maintenance of installed **Managed Packages** in **Lightning** using Apex. Experienced in using **Data Migration** tool called **Data Loader**.
* Visualforce Pages for **Lightning Experience**, Alternates for **Java Script Codes**, Sharing Visualforce pages between **Classic** and **Lightning**.
* Worked on **Lightning Process builder**flows**, Connect API**, **Chatter** and **quick Action.**
* Built **Lightning Component** Tab for Salesforce 1 Navigation and Custom Applications in **Lightning Experience.**
* Used **field level security** along with page layouts in **Lightning** to manage access to certain fields.
* Used **Apex Data Loader** service for loading the data into Salesforce Application using CSV files.
* **Build Apex code to Integrate Multiple 3rd party System XML generation**
* Involved in writing the **APEX Test Class** for Test coverage for the **Production** **data**.
* Actively involved in **integrating the Classic and Lightning for the opportunity record to get the record Data of Transaction**
* Created **Custom Objects** and defined **lookup** and **master-detail relationships** on the objects. Also created **junction objects** to establish connectivity among objects.

**Environment:**

Vlocity Omniscripts, Data Raptors, Integration procedures, SOQL, SOSL, Web Services,

AppExchange, XML, Workflows and Approvals, Apex Data Loader 18.0, Eclipse, Jigsaw, Visual Studio 2008, C# and MYSQL.

**SunTrust Bank, Atlanta, GA Dec 2019 – Aug 2021**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* Designed and developed various functionalities using omniscripts, vlocity cards.
* Implemented business models using Vlocity Insurance manage package and worked on the integration of salesforce and google services.
* Developed address integration using vlocity OOB functionality and successfully implemented auto address suggestion.
* Designed community pages and hosted omniscripts and vlocity cards to give best user experience.
* Salesforce implementation using Account/ contact, Opportunity, Case, Activity, Interaction Log, Email/ Mass Email, Reports and Dashboards.
* Used agile methodology for drafting functional requirements for computer systems using models and diagrams to represent the functions and processes included.
* Used Data Loader for insert, update, and bulk import or export of data from (SFDC) Salesforce.com objects.
* Migrated data from Salesforce to SQL Database using **Data Loader** Command Line
* Designed, developed, and deployed Apex Classes, Controller Extension Classes to support Visualforce Pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Participated in JAD sessions involving Business Users and Sponsor groups to analyze and understand the business requirements by **AGILE methodology**.
* Enhanced in communities by adding new fields, fields set using Salesforce Lightning. Used S3 API for BETTER RESOLUTION and also to UPDATE automatically
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Worked on Sales Cloud, Service Cloud and Apex Programming on **Force.com Platform**.
* Development of **Triggers and APEX Classes** on Account and Opportunity objects
* Created Custom buttons, Record types, page layouts, Profiles, Custom Setting and Assignment rules.
* Used Import wizard to import Lead, Account and Contacts
* Used Eclipse with Force.com plug-in for sandbox backup, components validation and deployment to support development, QA, UAT and Production rollouts
* Good understanding on CPQ integration tool using to configure the price.
* Good with **Configure Price Quote** (APPTTUS-CPQ) Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard Quote/Proposal creation process.
* Implemented custom API functionality in APPTUS-CPQ to update pricing and product discount and reflecting it in the sales order and opportunity line items as part of **Sales Cloud**.
* Implemented **case management automation** (on Case Object) to track and solve customer's issues.
* Performed POC for Customized UI/Screen navigation requirement for the business
* Worked with Salesforce premier support to resolve technical challenges & governor limits
* Developed Salesforce.com custom application using Apex, Visual force, and AppExchange.
* Used the sandbox for testing and migrated the code to the deployment instance thereafter.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created **workflow rules** and defined related tasks, email alerts and field updates.
* Implemented and used Salesforce.com web services to transfer data from SAP to Salesforce using SAP API integration.
* Created various **Reports** and Report folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the needs of the organization.
* Created custom **Dashboards** for manager’s home page and gave accessibility to dashboards for authorized people.

**Environment:**

Core Java, J2EE, JSP, Servlets, Struts, Hibernate, EJB, JavaScript, Eclipse, Rational Application Developer, MS SQL2008/2012, Web services.

**Fannie Mae, Reston, VA Apr 2016 – Dec 2018**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Develops work plans or reviews other work plan timelines and manages workflows to meet project timeframes.
* Seek out ways to utilize **SFDC** to improve processes and productivity and make recommendations to support an organization scaling at a rapid pace.
* Working with management and end-users to create and manage workflow rules, data validation, processes and flows.
* Worked on **Salesforce1** Platform to build Mobile App by enabling **Lightning Components** for use in **Salesforce1** mobile platform to make **Lightning**Application mobile.
* Created custom fields, pick lists, dependent picklists, and validation formulas to the custom objects.
* Work directly with Business **POC's** and independently perform development, testing, implementation and documentation relates to the **SalesForce**.**com** development.
* Experienced in Data Migration using **Apex** **Data** **Loader**, and **Third** **Party** **ETL** tools like **MS**-**SSIS**, Informatica.
* Created page layouts, search layouts to organize fields, custom links, related lists and **VF** Pages on a record detail and edit page.
* Experience working on the permission set to Enable update to Managers fields without triggering the Standard Opportunity **Validation** rules.
* Process knowledge of CRM processes like **Sales, Marketing, customer service** and **customer support, Business processes** and recommended solutions to improve their processes using **Salesforce.com**.
* Configured and Customized the **Salesforce Sales Cloud, Service Cloud, Marketing cloud** and Opportunity Management for business support for customers
* Having experience on REST API in Salesforce. Well versed with the usage of methods such as **Put (), Get (), Post() and Delete**() .
* Good understanding of key Salesforce architectural concepts (E.G. **API and governor limits**, security models and techniques) and how they influence design.
* In-depth understanding of Salesforce.com, **Sales Cloud, Service Cloud and Force.com** product offerings.
* Created the email templates to be used in **Workflows, Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud**.
* Experience working in **service cloud, supporting cases, developed workflows and triggers** for automated case resolution.
* Experience working on Apex, LWC, flows, Salesforce and Vlocity data model, security model, and sharing rules and Salesforce development tools.
* Conduct Release Management tasks required to promote tested functionality from sandbox into a production environment.
* Migrate Child org customizations like Custom objects, Custom Tabs, Record Types and Page Layouts to Parent org using **Eclipse** **IDE**.
* Created various charts using **Lightning component**
* Worked on cross platform usage of the project functionality using **Lightning.**
* Created a user interface in Lightning using **Aura components, CSS, Bootstrap** for a user to enter case details and submit into Salesforce.
* Used **Salesforce Lightning** Inspector to debug the lightning components during the development process.
* Migrate Child org **Reports**, **Report** **types**, **Dashboards**, Email templates to Parent org using Eclipse IDE.
* Created a Batch Class for the Deletion of the unwanted files Every Day.

**Client: Bank of America, Charlotte, NC, USA Sep 2015–Apr 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Interacted with various **Business User Groups** to gather the document requirements.
* Worked closely with **Business Analysts** to perform detailed analysis of business and technical requirements.
* Hands-on experience on **Salesforce** Cloud **functional** **testing**.
* Designed and deployed **Custom tabs**, **Custom Objects**, Components, **Visual Force Pages**, **validation rules**, **Approval Processes** and Auto-Response Rules for automating business logic.
* Worked with standard Salesforce.com objects like **Accounts**, **Contacts**, **Leads, Cases** and **Opportunities**.
* Created **workflow rules** and defined **related tasks**, **email alerts**, and **field updates**.
* Implemented pick lists, dependent picklists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented **Case Management Automation** to track and solve Customer’s Issues.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created **page layouts**, search layouts to organize fields, **custom links**, **related lists**, and other components on record pages.
* Customized user Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users
* Used Force.com developer toolkit including **Apex Classes**, **Apex Triggers** and **Visualforce pages** to develop custom business logic.
* Integrated the **Web Services** for extracting the data from external systems to display in the pages of salesforce.com.
* Implemented **SFDC CRM** to deliver various reports in departments of **Sales, Administration and Marketing** etc.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created **custom objects, Visual Force pages, triggers, validation rules** to help track internal help desk cases, customize campaign budgeting and lead qualification.
* Created **custom controllers** implementing complex code for retrieval from Salesforce to **VF pages.**
* Wrote **SOQL and SOSL statements** within custom controllers, extensions and triggers.
* Used SalesForce.com **Ajax** **Toolkit** to make asynchronous calls to the **SFDC** data store for optimizing data retrieval speeds.
* Created mashups to include data from many external endpoints such as including financial information from 3rd parties in the customer’s profile (Accounts) using **WSDL** and **XML** Stream Reader.
* Successfully **customized** **SFDC** interface Responsible for performing administrative functions in **Sales Force** **CRM** such as create/modify picklists and lookup fields.
* Worked with **Apex Data loader** for loading the Leads, Opportunities and their related activities into [salesforce.com](http://salesforce.com).
* Created various **summary reports, matrix reports, pie charts, dashboards** and setup report folders to authenticate users based on their profiles with permissions.
* Managed **users, hierarchical roles, profiles, security controls and territory management.**
* Created and deployed complex **workflow rules** according to the business requirements.

**Environment**: Saleforce.com platform, Apex Language, Visual Force Pages, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, ETL Tool, Email Services, Security Controls, HTML, Web Services, WSDL, SOAP, Reports, Sandbox, Eclipse IDE Plug-in.

***Heritage, India, (Jan/2012 – Feb/2015).* Jan 2015 to Sep 2015**

**Role: Java/J2EE Developer**

**Responsibilities:**

* Involved in Requirement Analysis and Design and documentation.
* Extensively used the J2EE design patterns like Business Delegate, Service Locator, Value Object (Transfer Object) and Data Access Object and Session Façade.
* Involved in writing EJB's/Web services.
* Worked on generating the web services classes by using RESTful web services.
* Implemented EJB(Enterprise Java Beans) and Web services
* Designed and developed the application using Java Server Faces (JSF) framework.
* Developed Rich Enterprise Application using ICE Faces.
* Implemented the Hibernate frame work to interact with database.
* Implemented portal page level Access and login using LDAP.
* Involved in Requirement Analysis and Design and documentation.
* Extensively used the J2EE design patterns like Business Delegate, Service Locator, Value Object (Transfer Object) and Data Access Object and Session Façade.
* Involved in writing EJB's/Web services.
* Worked on generating the web services classes by using RESTful web services.
* Implemented EJB(Enterprise Java Beans) and Web services
* Designed and developed the application using Java Server Faces (JSF) framework.

**Environment:** J2EE, EJB, ,JSF, ICE Faces, Web services, XML, XSD, Microsoft Visio, Clear Case, Oracle 9.i/10.g, tomcat 5.5, WebSphere5.1, LDAP, Cassandra, Spring Integration, Hibernate, RAD, LOG4j, Servlets, JSP, Unix.