**NARESH G**

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10 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, vlocity and omnistudio.

**PROFILE SUMMARY**

* **10 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**. **3 years** of experience in **vlocity/omnistudio** technologies.
* Experience in **salesforce development** with expertise knowledge on sales, service and marketing clouds.
* Experience in developing the **Apex Classes**, **Apex Triggers**, **Asynchronous Apex, Visual force pages, Omniscripts, Data raptors** and **Web services** enforcing best practices of apex programming.
* Certified **Salesforce Platform Developer 1**, **Salesforce Platform App Developer** and **Certified Salesforce Administrator**.
* Designed and implemented various salesforce solutions using business automation in salesforce **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, Vlocity components, omnistudio and integration procedures**.
* Worked closely with **Business Stakeholders** and **Product Owners** for prioritizing Epics like **Marketing strategies and Email Campaigns** within and outside salesforce Platform.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, Junction objects, master-detail relationships** and **lookup relationships**.
* Expertise in using **SOQL queries** and **DML operations** in apex programming respecting the salesforce governor limits.
* Experience in working with **Agile methodology** development especially on salesforce applications.
* 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**.
* Hands on experience in writing queries using **SOQL**and**SOSL** in Apex Classes and Triggers.
* 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.
* 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**.
* Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and actions**.
* Experience in web technologies **like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.**
* Hands on experience on **vlocity salesforce** using components like **vlocity omni scripts, vlocity cards and integration procedures**.
* Vast knowledge on **omniscripts, Data raptors**. Successfully implemented multiple applications using **OOTB vlocity** features and implemented less code approach for developing the app.
* Experience in developing applications using **data raptors, integration procedures** with less coding.
* Knowledge on community cloud and using **omnistudio** and **vlocity components** in configuring the application on community side with portal configuration.
* Implemented Community unity which enable user to Single Sign on feature using vlocity omniscripts and community portal.
* Worked on transitioning the **vlocity to omnistudio** package as part of salesforce Omnistudio upgrade which salesforce enforced in future releases.
* Configured various dashboards using **vlocity cards, flex cards** to show the data of applicants on the Community portal.
* Implemented and ensured less code configuration in many modules to stabilize and fast performance of the application with **Vlocity and omnistudio** components.
* Involved in knowledge sharing sessions on **omniscripts and vlocity components** which helped newly joined resources in firm to develop the soft skills.
* Worked on integration procedures of **vlocity** to implement various business model to reduce the code.

**EDUCATION**

* Masters in Computer Science Engineering, University Houston Clear Lake Houston, Texas- 2020
* 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 Builder

**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, Flex cards and integrations procedures, Marketing Cloud, Vlocity, Omni studio, SOAP and REST Web Services |
| **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** | MS Office Suite, MS Project, WebLogic, DocuSign |

**EXPERIENCE**

Medtronic Sep 2021 – June 2023

Role: Salesforce/Vlocity Developer

**Responsibilities:**

* Expert in knowledge of Salesforce system architecture and developed best practices to scale implementations across multiple Lucid business units
* Written Apex using industry standard best practices and **style patterns.**
* Configured complex **integrations** between **SFDC, Dynamic Signal** and other systems through custom API.
* Successfully implemented various business model into the application with vast knowledge on **vlocity and omnistudio.**
* Worked on multiple modules in the application to configure and develop UI and backend logicusing **vlocity omni-scripts, Integration procedures, flex cards** and **data raptors.**
* **Collected, compiled, and interpreted business data and drafting reports.**
* Developed test procedures, test plans, and test cases for clients.
* 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 Organization **Role Hierarchy** and assigned users to those roles.
* Developed Integration the Work Order system with Salesforce.com application using Lightning framework.
* Developed **Components**, Controller, and Helper Classes for Integration.
* Worked on integrating Salesforce with external systems (**REST & SOAP API, JSON & XML, etc.**)
* Developer multiple modules using 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**.
* Worked on **data raptors** and **integration procedures** to develop application on communities.
* Developed various modules with vlocity OOTB features along with **Flex cards, Omniscripts and vlocity cards**.
* Implemented complex features like single sign on for multiple portals using **vlocity** features.
* Developed complex business requirements like integrating Salesforce & **DocuSign** to show data on Final Agreement for end user signatures.
* Successfully integrated **USPS address validation** with user address suggestions on **Vlocity Omniscripts**.
* Successfully migrated **vlocity to omnistudio** in multiple instances after salesforce took over vlocity.
* Integrated omniscripts and LWC’s for single application to have both **custom** and **OOTB** functionality.

**Client: Workday, Pleasanton, CA Jan2021-Aug2021**

**Role: Salesforce Vlocity/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.
* 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.
* **Upgraded** some Apps from **Vlocity to omnistudio** as part of latest migration which salesforce suggested.
* Responsible for **requirement gathering from business** and developing User stories for the dev team.
* 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.
* 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**
* Deploy the solution from the sandbox to the production instance Test the production environment for new features to ensure existing SMB Pilot and National functionality is not negatively impacted.
* Created **Custom Objects** and defined **lookup** and **master-detail relationships** on the objects. Also created **junction objects** to establish connectivity among objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created mash up between salesforce CRM and Gmail through Force.com AppExchange’s Email integration engine.
* Used the **sandbox** for **testing** and **migrated** the code to the deployment instance after testing.
* Proficient in using **GIT and Visual Studio based Salesforce.com** to develop and deploy the Code for the Production.

**Environment:**

APEX, Triggers, Visual Force, JavaScript, Validation Rules, HTML, WSAPI 19.0, SOQL, SOSL, Web Services,

, Workflows and Approvals, Apex Data Loader 18.0, Vlocity and Omnistudio.

**SunTrust Bank, Atlanta, GA Dec 2018 – Dec 2020**

**Role: Vlocity Developer**

**Responsibilities:**

* Salesforce implementation using Account/ contact, Opportunity, Case, Activity, Interaction Log, Email/ Mass Email, Reports and Dashboards.
* Migrated an application from exiting custom object model of vlocity to Standard object model of Omnistudio which salesforce is transitioning into.
* Involved in migrating the **LWC’s, Vlocity components** in the new package of **Omnistudio** to UAT and production.
* Successfully converted and migrated the **vlocity to Omnistudio** in multiple instances.
* 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
* Good Knowledge of using omnistudio migration tool to migrate the implementation from **vlocity to omnistudio**
* 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**.
* Implemented **Service cloud** and incorporated the enhanced features as required to streamline the business process using **Omnistudio**.
* Developed pilot functionalities of related lists into vlocity components for Salesforce and extensively configured omniscripts, Vlocity cards and other omnistudio components.
* 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.
* Well versed with **Omnistudio package upgrade** steps and performed all post **upgrade** steps in multiple instances to streamline the migrated application.
* Developed various modules using **vlocity cards, omni-scripts and data raptors**.
* Worked on **Integration** **procedures** and **flexcards** to configure the applications using OOTB features.
* 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 **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.
* Integrating Salesforce.com with Marketo and facilitate bi-directional flow of data.
* Conducted GAP Analysis and enhanced business process by integration.
* Developed strategy for the mobile first approach for enterprise adoption to ensure Sales team on road had analytics supporting them.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation, and formula fields to the **custom objects**.
* Integrated Apttus and salesforce integration for automation quoting, contracting, and billing process. Salesforce.com standard object such as Accounts, contacts, opportunities, Campaigns, cases, and solutions.
* Used Salesforce Lightning Design Systems (SLDS) components in the Lightning Application.

**Environment:**

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

**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 sales and mostly on Standard opportunity & Account Object.
* 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**.
* Migrated Child org data like Accounts, Contacts, Activities to Parent org using Apex Data loader.
* Worked on numerous lightning components.
* 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.
* Created a Sharing rules to give the Read/Write Access to the **Manager**.
* Mostly Worked on the Admin Support Issues for the Team on Sales Support, Field access Issues.
* Experienced in **Sandbox Management**, **Data Management and User Management.**
* Experience in working on source control tools like Tortoise **SVN**, **CVS**, **IBM** Clear Case, **Perforce**, and PVCS.
* Participate in the training and implementation of new **CRM** software solutions (including **Salesforce**), acting as contact between **software** **support** teams and **clients**.
* Experienced working on the Validation rules & **Data** **Loader**.
* Experienced working on some of the Apttus Admin issues, Quotes Issues and **MDF** **Activity** issues on the Default **Currency** **Issues**.

**Client: Bank of America, Charlotte, NC, USA Jan 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.
* Developed complex **reports and dashboards** using HTML, PDF, Apex, Visual force page and mail merge.
* Experience in using Bootstrap, **HTML**, **CSS** and **JavaScript** Libraries in Visualforce pages.
* Extensively worked on Salesforce.com sandbox and production environments including creating Full Sandboxes for Testing and Deployment between Developer and Full Sandboxes using **Eclipse** and **Change Sets**.

**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.