**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). Worked as salesforce architect and lead team in application development. This involves working with configuration, customization, integration, deployment, communities and classic to lightning migration, lightning components, lightning design system. 2 years of experience on Java/J2EE.

**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**. **3 years** of experience in **Java/J2EE** technologies.
* Experience in **salesforce development** with expertise knowledge on sales, service and marketing clouds.
* Worked as salesforce architect for couple of projects and successfully delivered applications to the client.
* Lead team of 4 to develop applications with vast knowledge on salesforce and successfully delivered the products to the clients.
* 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 various salesforce solutions using business automation in salesforce **workflow rules**, **validation rules**, and **custom workflows**.
* Actively involved in salesforce app development with excellent Troubleshooting, Analytical and Debugging skills in Salesforce.
* 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**.
* 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**.
* 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.
* Experience in working with **Agile methodology** development specifically 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**.

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.
* 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 along with data preparation for Unit Testing.
* 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.**
* Hands on Experience implementing Continuous Integration for one of the Force.com applications. In-depth knowledge and vast experience in developing Salesforce SDK based Mobile solutions (Apps).Requirement Analysis and Salesforce Solution Recommendations.
* 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.**
* Self-sufficient, flexible, and motivated team player capable of managing several activities simultaneously.
* Extensively worked on **Hudson**, **Jenkins**, Team city and **Bamboo** for **CI** and for End-to-End automation for all build and deployments.
* Extensive experience using **MAVEN** and **ANT** as build tools for the building of deployable artifacts (jar, war & ear) from source code.
* A team player with effective interpersonal and communication skills, adapt at building productive relationships and building rapport with a diverse set of individuals.
* Lead the team and developed software solutions and delivered to the client on time.
* Hands on experience in Designing, building, and deploying B2B commerce solutions for large Salesforce customers along with experience integrating Salesforce.com with other applications via real-time, batch and sync/async
* Proficiency working in team/matrix organizations.
* Hands on experience on vlocity salesforce using components like vlocity omni scripts, vlocity cards and integration procedures.
* Experience in developing applications using data raptors , integration procedures with less coding.
* Knowledge on community cloud and using vlocity components.

**EDUCATION**

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

**CERTIFICATIONS**

* Salesforce Certified Administrator
* Salesforce Platform Developer 1

**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 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 2020 – Current

Role: Salesforce 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.
* Provided **recommendations in enhancing** and expediting business activities.
* **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.
* Experience performing on early-stage development of Sales Cloud instances for mid-market or enterprise size companies.
* 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.
* Enhanced functionality to Salesforce.com that included development of custom page layouts, user profiles, Queues, User Groups, Record types, custom objects, validation rules and workflow rules.
* create opportunities, contracts, projects, invoices, and resource plans in Workday from Salesforce events.
* Developed **Components**, Controller, and Helper Classes for Integration.
* Developed Integration for salesforce.com with Experian System for getting the Loan Details from the Users.
* 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.
* 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.
* Responsible for **Documenting Account and Contract processes** across different Vendors.
* 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.
* Implement general customizations and configurations in SFDC required for the User Interface to function as designed per the requirements.
* **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.
* Planned and implemented the requirements gathering strategy.
* Developed several **Apex Triggers**, Classes and **Apex API based** during the project lifecycle.
* Performed as lead for two months with two developers and a senior developer at the time of closing the project.

**Environment:**

APEX, Triggers, Visual Force, JavaScript, Validation Rules, HTML, WSAPI 19.0, 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 2018 – Dec 2019**

**Role: Salesforce Lightning Developer**

**Responsibilities:**

* 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**.
* Implemented **Sales cloud** and incorporated the enhanced features as required to streamline the business process.
* Developed pilot functionalities of related lists into lightning components for classic Salesforce
* Enhanced in communities by adding new fields, fields sets 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.
* 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.

**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**.
* Identified territory-based and business vertical based record access based on two or more factors such as geographical location and business department
* Leveraged Territory management for the organization to use customizable forecasting to model territory hierarchy and manage territory assignments
* Enabled, implemented, and tested Territory Management in a sandbox environment before enabling it in production

**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.
* 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.

***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.
* 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.

**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.