**PROFESSIONAL SUMMARY:**

* 5+ Years of Total IT Experience to Technically competent Salesforce Developer with an experience of 3+ years in Financial Service Cloud for managing each responsibility of gathering project information from clients, documentation, designing, developing, and testing.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, and Opportunities etc.
* Worked on of LWC (1.5 years).
* Worked on Salesforce Analytics like Report & Dashboard & Visualize into a UI
* Hands on experience in configuring and customizing the applications on Sales force platform
* Hands on Experience working with Data Loader & Dataloader.io & Import wizard Product Development experience using Apex.
* Involved in Developing and good knowledge on force Search Language (SOSL).
* Worked on Omni studio.
* Salesforce object Query Language (SOQL) and Sales.
* Performing database operations using Apex Data Loader to maintain the data quality and migration.
* Designed Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permissions based on the organizational hierarchy.
* Written Test Classes as part of Unit testing before move code into production environment.
* Experienced in deployment process from sandbox to production environment using change set.
* Involving in Client meeting and implementing the process, based on the client requirements.
* Well-Versed with all stages of Software Development Life Cycle (SDLC) and Software Testing Life Cycle (STLC).
* Hands on Experience working with Apex and SOQL.

**CERTIFICATIONS:**

* Salesforce Platform Developer I (401).
* Platform App Builder Salesforce Certified.
* Administrator Salesforce Certified.
* **Salesforce Financial Services Accredited Professional**

**EDUCATION:**

* Completed B.E from RTM UNIVERSITY, Nagpur.
* Diploma of Electronics and Telecommunication Engineering, MSBTE Mumbai.

**TECHNICAL EXPERTISE:**

CRM: Salesforce CRM

Cloud: Financial Service cloud, Service cloud, sales cloud

Web Technologies: Lightning aura, LWC, Visual Force, HTML, CSS

Languages: Java Script, Apex

IDE Environments: Apex Data Loader, Eclipse, Force.com

Databases: ORACLE, SQL, PLSQL

Operating System: Windows 10, Windows 8

**PROFESSIONAL EXPERIENCE:**

**Duration: July 2022 – Till date**

**Company: KPMG**

**Duration: April 2023 - Present**

**Client Name: Arvest BANK**

**Role: Salesforce Developer**

**Project: Arvest work on FSC (Financial Service Cloud) MODEL.**

**Description:**

Arvest Bank is a regional bank in the United States that operates in several states. Arvest Bank is a community-based financial institution serving more than 110 communities. Arvest provides financial services including loans, deposits, treasury management, asset management, wealth management, life insurance, credit cards, title insurance, mortgage loans, and mortgage servicing.

**Responsibilities:**

* Responsible for Customizing, Developing and Supporting Solutions on Salesforce.
* Responsible for Working Directly with Clients and Project managers to understand customer requirements, articulate and design solutions as well as collaborating on estimating the level of effort required for presales/proposal purposes.
* Understanding and articulating the unique benefits and features of Financial Services Cloud and applying this to the solutions we create in Salesforce.
* Understanding and explaining the limits of Salesforce Financial Services Cloud to define where and when integrations are best leveraged.
* Worked on lightning components, Component Bundle, Events, Interface, Toast Message, Tokens
* Worked on Omni studio.
* Highly Involved in Core Principles Craftsmanship, Creativity, Forthrightness and Perspective and Strives to build long-lasting partnerships with our customers.
* Written Test Classes as part of Unit testing before move code into production environment.
* Experienced in deployment process from sandbox to production environment using change set.
* Responsible for re-designing and implementing critical business legacy CRM tool to Sales Force.
* Develop and document application architecture, standards, and application roadmap.
* Guide development teams to comply with the architecture and development standards and ensure quality application is designed, developed, and delivered.
* Identify and develop process improvements and efficiencies.
* Used Data Loader to bulk import data, recommended a sequence for exporting and importing the initial objects.
* Integrating data from custodians, banking systems, financial planning, portfolio management, asset aggregation is a major implementation task.

**Duration: August 2022 - March 2023**

**Client: Truist BANK  
Role: Salesforce Developer**

**Project: Truist works on FSC (Financial Service Cloud) MODEL and Service Cloud**

**Description:**  
Truist Worked on unified Platform for agents to handle contact center call/chat be enabling Salesforce service cloud Voice, Chat and service Console capabilities with amazon connect. 360 views to Supervisor to monitor agents, queues, work, and backlog. Custom tailored dashboard for supervisor to monitor and barge agents call to enhance call quality. Pre-define content helps teammates to use canned responses to provide quick replies to client during chat interactions. Secure Forms designed to help teammates to obtain sensitive data from customer during the chat. Purging of sensitive data post process completion. Enable notes and attachment to boost teammate efficiency. Chat transcript displays client chat history to cater customer request timely.

**Responsibilities:**

* Responsible for Designing, Building and Implementing Salesforce Solutions for Financial Services Customers.
* Has Experience and Capabilities to interface directly with customers to understand their business requirements.
* Has Confidently Designed Solutions on the Salesforce Platform, including but not limited to Financial Services Cloud.
* Has Experience on many Components of the Salesforce Platform including Sales Cloud, Service Cloud and Financial Services Cloud.
* Capable Translating Industry Knowledge in Financial Services into valuable Salesforce solutions.
* Has End-to-End Salesforce Implementation Experience.
* Has Experience on Salesforce Lightning web components, Lightning, JavaScript, Workflow, Custom object development.
* Has Experience on Apex coding, Apex Data loader, REST and SOAP API, Triggers.
* Has Experience on CICD process execution for Salesforce.
* Has Sales, Service and Financial Service cloud functionality experience.
* Have Experience in Salesforce application Functional and Technical Solution and Architecture Design.
* Has Experience in migrating from one service platform to the other CRMs to Salesforce.
* Has Experience in Financial Services Cloud and Analytical Cloud.
* Handled Business functionality to SFDC out of the box and potential places for customization of Service Cloud.
* Handled and evaluated app exchange products.

**Duration: MAY 2021 - July 2022**

**Company: Cognizant Technologies**

**Duration: May 2021 - July 2022  
Client: KEYBANK  
Role: Salesforce Developer**

**Project: KEY BANK works on FSC (Financial Service Cloud) MODEL**

**Description:**  
Key Private Bank is a leading provider of wealth management solutions and advice for high-net-worth and ultra- high-net-worth families. It has a multi-disciplinary team of professionals that work together to deliver solutions, including an entire suite of private banking products, investment management and trust, through an advice-led delivery model.

**Responsibilities:**

* Involved in Requirement Gathering, Analyzing and Designed as per Requirement.
* Worked on Financial Service Cloud to develop the application.
* Built the data model by setup the configurations like objects, profiles, security settings.
* Involved in creation of lightning components.
* Work on Component Bundle, Events, Interface, SSC, Toast Message, Tokens and Overridden the standard button.
* Involved in creating assignment rules.
* Overridden the lead pages.
* Involve in writing triggers to handle the duplicate leads.
* Involve in writing Apex class.
* Overridden the Standard Lead Convert button with custom functionalities.
* Write aggregate functions.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Activities, Dashboards and Reports.
* Having Experience in creating the Validation, Workflow Rules, Approval Process, sites and Customer Portals.
* Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
* Involved in POC's, Requirement analysis, Application maintenance and Development.
* Wide level of work experience on designing of the objects, custom tabs, fields, page layouts, record types, custom reports and design of dashboards as per the client and application requirements.

**Duration: Jun 2018 – April 2021**

**Company: HCL Technologies**

**Duration: July 2020 - April 2021**

**Client: Proctor & Gamble (P&G)  
Role: Salesforce Developer**

**Project: P&G is an online application design to create Lead, Maintain lead conversion.**

**Description:**

Process and provides Partner portal as well as customer portal for to communicate with the industry. As well as it also analyzes the growth of industry by considering which Distributor, dealer, Retailer is good in which product and how much revenue he/she has generated. Key Private Bank is a leading provider of wealth management solutions and advice for high-net-worth and ultra-high-net-worth families. It has a multi-disciplinary team of professionals that work together to deliver solutions, including an entire suite of private banking products, investment management and trust, through an advice-led delivery model.

**Responsibilities:**

* Strong knowledge & experience working in teams.
* Responsible for solutions scaling and handing unforeseen use-cases or problems.
* Ownership of both strategic and functional design solutions.
* Experience in the Salesforce.com CRM space that includes Business Analysis, Administration, Configuration, Implementation, Development and Support experience.
* Strong IT experience in Software Development that includes all phases of Requirement Analysis, Design, Development, UAT and maintenance of Product / business applications.
* Extensive experience in Salesforce.com Apex Classes, Apex triggers, Apex Web Services, Visual force, Custom components, Custom Settings, Aura Framework, LWC programming model, Force.com API, Lightning Flows.
* Hands on experience in developing and deploying custom integration Salesforce.com CRM solutions.
* In-depth experience in Force.com technology stack: APEX, Visual Force, SOQL, SOSL, Asynchronous Apex.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks and Events.
* Implemented Financial Force PSA package.
* Extensive experience in analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.

**Duration: October 2018 – April 2020  
Client: ALSTOM.  
Role: Analyst [End User Support]**

**Description:** Alstom is a French multinational company operating worldwide in rail transport markets, the project involved configuring and maintaining the Customer Relationship Management of our client and its stake holders all over the world. Developing and enhancing the existing Salesforce.com Configuration setup and map it to the “as is” Business Process. Developing in the monthly release of the up gradations to the system, continual production support and providing timely resolutions to the issues (cases) rose by the business users.