

Salesforce Developer/Administrator      Salesforce Developer/Administrator      Salesforce Developer/Administrator - Cisco Systems, Inc Chicago, IL      Over 9 Years of IT experience that includes over 5+ years of experience in Salesforce.com CRM Platform and Apex technologies and around 4 years of experience with Java/J2EE      Excellent working experience with Salesforce developer toolkit(Apex, Visualforce, force.com IDE, SOQL and WebServices/ Metadata API). Excellent knowledge on Apex development in creating Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions.      Extensive work experience in defining and managing custom Objects, Creating page layouts, designing of custom fields, role based page layouts, custom Tabs, custom reports, report extractions to various formats and various other components as per the client and application requirements.      Experience in working with Eclipse IDE with Force.com Plug-in and MavensMate environment for writing Business logic in Apex Programming Language.      Proficient in administering the organizational setup using Salesforce administration.      Good experience in working with Cloud computing / SaaS technologies. Experience in designing junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.      Experience in implementing 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.      Working knowledge on ETL tools like Informatica Power center , SSIS and Reporting tools like OBIEE      Excellent Working knowledge on web 3.0 technologies like JavaScript, JQuery, Angular Js , HTML5 and CSS 3.0      Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.      Experience in the Product data management for controlling and tracking the records      Had experience with the CRM integration for the data entry and engaging them.      Experience with Apttus CPQ to oversee design, estimating, citing, rebates, motivating forces, and recommendations on any gadget.      Proficient in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.      Experience in designing skills with E-R Diagram and UML Diagrams.      Working experience

on tools like fisheye for reviewing the code, sensei for sprint retrospection and planning poker for estimating the story points. Extensive experience in developing enterprise applications using Java technologies such as JSP, Servlets, SpringMVC, XML, JDBC and CSS. Good exposure to RDBMS, SQL and PL/SQL, writing SQL scripts for efficient report generation. Highly organized and dedicated with a positive attitude, capable of producing results immediately on hire. Great involvement in creating salesforce Lightning Apps, Components, Controllers and Events. Altered existing Visualforce to adjust to salesforce new Lightning UI encounter. Customer centric with effective interpersonal, organizational and problem solving skills. Work Experience Salesforce Developer/Administrator Cisco Systems, Inc - San Jose, CA February 2018 to Present Description: Cisco Systems, Inc. is an American MNC that manufactures, develops, and sells networking hardware and telecommunication products. Cisco is currently the largest networking company in the world. Responsibilities: Designed, developed and deployed Visualforce Pages, Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application. Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic. Created workflow rules and defined related tasks, email alerts, field updates and time triggered tasks to implement business logic. Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects. Worked on changing global picklist value sets, and migrated them from one org to the other as per the customer's requirement. Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes. Managed ongoing support request and administrative needs of users. Hands on Experience in creating custom Objects, Custom Fields, page Layouts, Custom Tabs, Reports and various other components as per the client and application requirements. Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization. Used SOQL & SOSL for data manipulation needs of the application using platform database objects. Used field level security along with page layouts to manage access to certain

fields. Used Data loader to load the records on to the force.com platform. Worked with Setup Audit Trail to gather information about client usage and then Migrated Accounts, Leads, Contacts, Opportunities and sales data from external systems into Salesforce.com instance using Data Loader. Worked on the Quoting for the management process and billing the data. Worked on Product data management for maintaining the standards and quality controls. Used money process, oversee income accurately and create constant monetary examination and consistence report with FinancialForce Accounting on Salesforce. Worked on the accounting principles for reporting of the financial data Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications. Made new feature enhancements on Service cloud console view and developed some Visual force components. Experience in Unit Testing, for the customizations and developments done during the project. Used the sandbox for testing and migrated the code to the deployment instance after testing.

Environment: Salesforce.com, , Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE. Salesforce Developer/Administrator Brocade Communications Systems - San Jose, CA May 2017 to January 2018

Description: Brocade Communications Systems is an American technology company that is known for its specialized data and storage network products. Brocade also helps organizations manage their information assets by offering data center networking solutions. Brocade Communications Systems., was recently acquired by Broadcom Limited following a closed deal by the latter for data center market growth.

Responsibilities: Worked closely with the business users and administrators and gathered the requirements for salesforce implementation. Worked on various Visualforce pages, Apex Classes, and Apex Triggers to resolve various issues raised by the clients. Picked tickets from Remedyforce Console and resolved them by gathering requirements from the users who raised the tickets. Worked on Command-Line Data Loader for exporting huge datasets from production to give to the customers. Using the command line data loader extracted millions of records related to the various Salesforce Standard, Custom, and package managed

objects and provided them to the client, during Brocade's Acquisition phase under Broadcom. Worked on changing the UI after Brocade became Broadcom, by making changes in the standard Documents object in Salesforce and Visualforce pages. Worked on the Partner Portal in Salesforce and made a lot of UI and functional changes in the portal during and after the Broadcom acquisition. Also used the Data loader command line for exporting objects' data from the partner portal. Used MS Word and MS Excel for different forms of Documentations for each of the extraction jobs made on different SFDC objects. Used tools built by the JS team to find the missing references on the extracted object data. This was done to make sure no data was ever missed by the clients. Also used tools to make CSV files out of the extracted objects with specific selected fields from the extracted data, which helped in future extractions. Using these tools saved a lot of time. Used Data Loader to delete OpportunityTeamMembers and AccountTeamMembers that were no longer valid, from the production environment. Also used the Data Loader Bulk API to update standard objects like Case, Contact, Leads, and various other custom objects while working for the refresh activities in the UAT environment. Worked on the salesforce email masking function while working on the UAT post refresh activities. Created both Immediate and time-dependent workflow rules to implement business logics. Created page layouts and record types to customize the content of record pages for the users. Used SOQL & SOSL for data manipulation needs of the application using platform database objects. Used field level security along with page layouts to manage access to certain fields. Made UI and functional changes on Visualforce Tabs such as Manager commit, which displayed the number of opportunities according to the entered field values.

Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users. Used Data Loader, Excel VLookups, and Salesforce Reports for multi-record Data Migration. Managed ongoing support request and administrative needs of users. Hands on Experience in creating custom Objects, Custom Fields, page Layouts, Custom Tabs, Reports, and various other components as per the client and application requirements. Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects. Worked on test coverage for

different Apex classes and Triggers by building and changing various Test classes. Used GITHUB and Change Sets to deploy changes made in the test environment (CORPUAT) to the Production environment. Salesforce Developer/Administrator Western Digital - San Jose, CA January 2016 to April 2017 Description: Western Digital Corporation is an American computer data storage company, which also serves as one of the biggest Hard-disk drive manufacturers in the world. It distributes various Software utilities called the Data lifeguard diagnostics, which come in help for use with its hard drives. Also, the Western Digital sells consumer storage products under the WD brand, with product families called My Passport, My Book and My Cloud. Responsibilities: Comprehensive understanding of Order Management along with Account, Contact and Opportunity Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing. Designed, developed and deployed Visualforce Pages, Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application. Developed Visualforce pages using UI libraries like JQuery and Angular Js Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic. Created workflow rules and defined related tasks, email alerts, field updates and time triggered tasks to implement business logic. Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects. Worked on customization of visualforce to have lightening experience for desktop and mobile applications. Architecture design of the jobs site development and provided support. Composed different WebPages in VisualForce for catching different client enquiries and Involved and actualized Partner Community. Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes. Managed the database for the team's region and performed basic administration, de-duping and cleanup procedures. Performed multi-record data migration for billion-dollar satellite company using Data loader, Excel Vlookups and salesforce reports. Managed ongoing support request and administrative needs of users. Hands on

Experience in creating custom Objects, Custom Fields, page Layouts, Custom Tabs, Reports and various other components as per the client and application requirements. Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization. Used SOQL & SOSL for data manipulation needs of the application using platform database objects. Used field level security along with page layouts to manage access to certain fields. Used Data loader to load the records on to the force.com platform. Extracted the data from Salesforce.com application into the external databases for generating large data reports using the Informatica on Demand. Worked on CRM integration for managing of the customer information and marketing of the products. Worked on Salesforce Communities and made VF pages for Communities. Worked on SOAP and REST API for Exporting the data from salesforce. Worked with Setup Audit Trail to gather information about client usage and then Migrated Accounts, Leads, Contacts, Opportunities and sales data from external systems into Salesforce.com instance using Data Loader. Worked on the Quoting for the management process and billing the data. Worked on Product data management for maintaining the standards and quality controls. Used money process, oversee income accurately and create constant monetary examination and consistence report with FinancialForce Accounting on Salesforce. Worked on the accounting principles for reporting of the financial data Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications. Made new feature enhancements on Service cloud console view and developed some Visual force components. Worked on ERP business forms: request to-money, producing, production network, worldwide financials, and appropriation. Experience in Unit Testing, for the customizations and developments done during the project. Used the sandbox for testing and migrated the code to the deployment instance after testing. Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support. Environment: Salesforce.com, , Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page

layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE. Salesforce Developer Wind Stream Communication - Little Rock, AR October 2014 to December 2015 Description: Wind Stream Communications is a FORTUNE 500 company that provides advanced network communications and technology solutions for consumers, small businesses, enterprise organizations, and carrier partners across the US. It offers bundled services, including broadband, security solutions, voice and digital TV to consumers. Along with these services, the company also provides data, cloud services, unified communications and managed services to business and enterprise clients. Responsibilities: Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements. Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application. Migrated data from external sources and performed insert, delete, upsert, export operations on millions of records. Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects. Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail. Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications. Made new feature enhancements on Service cloud console view and developed some Visual force components. Worked on the community cloud to connect with the customers, partners and employees for the data work that to be done. Worked on developing customer portal for Developed an Application for portal users Prepared reports and dashboards and analytical snapshots for executive levels as well as manager levels. Field Service management is the platform leverages both customer and asset data and provides all the relevant service functionality and business processes. Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader. Worked on release management for overseeing, arranging, booking and controlling a product work through various stages and situations; including testing and conveying programming discharges. Worked on change management for the progress and advancement inside a business or comparable association. Involved in Data Migration from Traditional Apps to Salesforce Using

Data Loader Utility. Worked on the financial Reporting for the managing of the financial status. Worked on forms that procedure, check, and acknowledge or decay charge card exchanges. Implemented Single Sign-On with SAML on force.com. Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users. Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes. Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database. Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process. Worked on the fiscal operations for the revenue and the measuring of the expenditures. Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers. Designed and developed Service cloud and integration. Worked with Apttus CPQ Quoting for analyzing the pricing of the products using the workflows. Worked on revenue management for analyzing and optimizing the products for the revenue growth. Implemented Data Loader through the Command Line Interface to extract the data from database. Configured Chatter for the Users in the Organization for collaboration. Extensively involved in Data Migration from three legacy systems to Salesforce. Migrated data from ACT CRM to Salesforce CRM using Informatica on Demand. Created workflow rules and defined related tasks, email alerts, and field updates. Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report. Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users. Environment: Salesforce.com, , Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE. Salesforce Developer Sonata Software - Hyderabad, Telangana May 2012 to September 2014 Responsibilities: Involved in identifying, planning and implementing new Salesforce.com features and functions new screens, workflow, force.com objects, reports, apex



code) to meet business requirements. Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers. Use of data-loader, data exporter and migrated the attachments from legacy CRM to Salesforce, and also worked on salesforce to salesforce. Involved in End to end testing and also gathering requirements to feedback from business users. Used Sales Force Automation (SFA) for Sales Lead Management, Account and Contract Management and Approvals and Workflow. Implemented SFDC based products, including contract management, revenue and rebate management, and other related solutions. Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs and implemented the business logic as per the requirements. Developed and deployed workflows and approval processes for opportunities and products/ assets management. Developed Unit test class for Apex class and worked for improving code coverage. Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects. Involved in building of the Customer Portal in the organization. Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files. Integrated Salesforce with Informatica on Demand for the proper mappings and extraction and transformation of data. Configured Chatter to track emails from Outlook to Salesforce by following a user. Worked with AppExchange Dup Catcher to filter and prevent duplicate records in the organization. Responsible for weekly and monthly data export, updates, and backup for the organization. Used Apex data loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com. Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse. Tuned ETL jobs/procedures/scripts, SQL queries, PL/SQL procedures to improve the system performance. Created and used Email templates in HTML 5 and Visualforce.

Environment: Salesforce.com, , Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE. Java Developer Syntel - Pune,

Maharashtra May 2008 to April 2012 Responsibilities: Involved in Analysis, Design and Development of different phases of the Process Flow module. Developed the web interfaces for Process Flow using JSP technology, which provides flexibility in page design and makes easy for maintenance and modifications. Scripting of Test cases based on the Specifications received for the request. Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies. Responsible for Coding using JSP, Java Servlets, Spring MVC and XML. Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases. Worked on Dynamic, object-oriented programming language RUBY Used PL/SQL extensively to generate stored procedures and functions to use with Java. Involved in implemented all components of the application including database tables, middleware designing, client-side web programming and server-side java programming. Solid understanding in Object-Oriented analysis and design. Worked on various Design Patterns, UML and Enterprise Application Integration. Environment: J2EE, Java Servlets, Java, SQL, PL/SQL, Apache Tomcat, XML, CSS, AJAX. Education Bachelor of Technology in Computer science and engineering Jawaharlal Nehru Technological University Skills WORKFLOW (6 years), APEX (6 years), FORCE.COM (5 years), LOADER (6 years), INTEGRATION (6 years), Salesforce, Salesforce Admin Additional Information Technical Skills: Salesforce Technologies Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visualforce (Page, Controllers) Custom Integration Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects ,Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading Force.com tools Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector Java/J2EE/Web Technologies J2EE, JSP, JDBC Java Script, XML, XML Schema, HTML5, DHTML, Web service, Angular Js, JQuery IDE Eclipse, Force.com Eclipse IDE plug-in,MavensMate with Sublime Text Tools MS Visual Source Safe, HTML Dream weaver, Microsoft Project, Sub Version and MS Visio, Platforms Windows (NT/2000/XP/Vista/7)

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