**SALESFORCE
CERTIFIED**

Administrator

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Profession Summary

- ➢ 3.5 years' experience in the Salesforce.com both as Administrator and Developer in SFDC Customization, Security Access, Workflow Approvals, Data Validation, Sales, Marketing, Customer Service and support

- ➢ Experience in SFDC development using Apex classes and Triggers, Visual Force, Force.com IDE, SOQL, SOSL.

- ➢ Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions.

- ➢ Experience in data exporting and importing using Import wizard, Apex Data Loader.

- ➢ Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity.

- ➢ Have good working knowledge in querying salesforce.com database using SOQL & SOSL queries using Force.com Explorer.

Technical Summary

Sales Force Tools	: Force.com IDE, Data Loader.
Languages	: Apex, Visual force.
Databases	: SOQL, SOSL.
Operating Systems	: Windows family.

Education Summary

BSc (IT) from Dr. BR Ambedkar University from 2004 – 2007

Experience Summary

- Currently working as Senior Software Engineer in Kony since Aug'12

Projects Summary

Project

Project Name   **:** EDGE (HRIS Application)

Environment   **:** Sales force CRM, APEX, Visual force, Force.com IDE.

Client   : Internal

Roles and Responsibilities

- ✓ Creating custom Apps, Objects, Tabs, Fields and Custom Field Relationships.
- ✓ Developed Apex classes and Triggers to support the custom functionality.
- ✓ Developed complete automated Daily Activity report and Customer Service Agreement forms with streamlined Leads and Accounts.
- ✓ Involved in development of user friendly environment by using visual force.
- ✓ Involved in development of validation rules.
- ✓ Primary job is to understand clients Business requirements and provide solutions to meet them.
- ✓ Handling CRM Configuration issues, analyzing business requirements and building custom logic.
- ✓ Handled issues with Data Sharing, Data Security, Permissions and profiles.
- ✓ Supporting issues with Workflows, Approval Processes and Validation Rules.
- ✓ Supporting issues with Process Builder, Creating processes as per business requirement.
- ✓ Creating and Modifying Record types and Page Layouts.
- ✓ Handling issues related to Data Management such as Bulk Import, Export, Update and Delete Data
- ✓ Creating Custom reports and Dashboards