**Professional Summary:**

* **8+** years of Experience in delivering critical solutions on various levels of Software Application Development with strong experience in Salesforce.com (**SFDC**) as Developer/Admin.
* Experience in Administration, Implementation, coding, Design, support, and Configuration experience with Force.com platform.
* Proficiency in **SFDC** Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Process Builder, Reports, Dashboards, Actions, Tasks and Events.
* Experience on administrative tasks like designing of custom objects, custom fields, email services, lookup and master detail relationships.
* Experience in developing Custom Objects, Custom Fields, Page Layouts, Tabs, Field Dependencies, Relationships, Validation Rules, Workflow Rules, Approval Process and Data Management.
* Experience in working Sales Cloud and Service Cloud, Custom Cloud, Chatter and App Exchange applications.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce custom objects, Junction objects, master-detail relationships, and lookup relationships.
* Good Experience in data migration and integration using Data Loader.
* Worked on different clouds such as Sales cloud, **Service Cloud** with Call Center Employees on the service cloud and supported Sales users on their sales cloud.
* Extensive experience in developing **Apex Triggers**, **Apex Classes**, **Test classes** and **Visual Force** pages employing standard and custom controllers, **SOQL** and **SOSL** queries as per the client and application requirements.
* Experienced in Web technologies like **HTML, CSS**, and **Java Script** and Java technologies like **JDK, J2EE**, and Servlets, **XML**.
* Hands on Experience on Salesforce Lightening for Customizing Reports and Dashboards for business use.
* Worked on implementing full life cycle of software development process (SDLC) in using version control tools like **SVN**, **CVS** (Concurrent Version System), **GIT**.
* Experience in creating Lightning Components and used Lightning Design System to convert existing Visualforce pages to lightning components.
* Used Jira for project management and bug tracking, Subversion for source code control, and Jenkins for deployment and continuous integration.
* Proficient in Salesforce developer toolkit including Apex Classes, Controllers, Triggers, Apex Web Services, Force.com IDE, **Visual force, Migration Tool, AJAX.**
* Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
* Prepared unit test cases using apex test classes and to fulfill the 75% of test cases for the development in Salesforce.
* Experience in working with both **Force.com IDE** and **Eclipse IDE** with Force.com Plug-In environment for writing Business logic in **Apex Programming Language**.
* Development experience in creating Lightning Applications on Salesforce.
* Worked on following deployment techniques Change Sets, Bamboo, Force.com Migration Toolkit
* Experience on implementing **Apex classes, Visual Force Pages**, Controllers, Triggers, and working with Force.com IDE.
* Have exposure in Customer Portal and Self -Service Portal.
* Have good experience in Trigger, Test Methods, and writing **SOQL and SOSL queries.**
* Good communication and interpersonal skills with ability to work well in dynamic team environment and excellent problem-solving skills under strict deadlines.

**Professional Certifications :**  
  
Salesforce Certified Platform Developer I.

### Technical Skills :

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| --- | --- |
| **Salesforce Technologies** | Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual force Pages/ Components, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual force Pages/ Compo, Apex Web Services, Apex Custom Controllers and Extension, Salesforce.com customizations like Workflow Approvals, Process Builder Custom Objects, Record Type, Role Hierarchy, Validation, Quotes, Formulae, Page layouts. |
| **SFDC Tools** | Apex Data Loader, Force.com IDE (Eclipse), Bamboo, Force.com CLI, Apttus CPQ, Conga Composer, Force.com Migration Tool |
| **Programming Languages** | APEX, SQL, and PL/SQL |
| **Java/J2EE/Web Technologies** | Java Script, J2EE, HTML, Angular JS, Bootstrap, XML, AJAX, WSDL and Web service, SOAP, REST. |
| **Development Tools** | Eclipse IDE, Force.com GUI, Apex Data Loader |
| **Version Control** | CVS, SVN, GIT |
| **Database** | Oracle, MySQL, SQL Server |
| **Operating System** | Windows XP, Windows Vista, and Window 7 |

**Professional Experience**:

**Suncoast Credit Union, Tampa, FL** **Feb 2021 – Till Date**

**Salesforce Developer**

* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Created new custom objects, assigned fields, custom tabs, and components.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Customized dashboards, workflows, alerts, and custom validations using OOTB (Out-Of-Box) feature.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, and formula fields to the custom objects.
* Maintained organizational hierarchy, created profiles, roles and maintained sharing/security for field-level security, record-level security.
* Developed and Configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Developed apex classes, extension controller classes to searching adding records into other objects using DML methods.
* Developed custom Apex extension controllers (Dispatchers) and visual force pages to dispatch to visual force page and standard page layouts based on record type. Developed custom Visualforce components and implemented components at different visual force pages.
* Worked on supporting tickets in the following area: Roles, Profiles, Access Settings, Workflow Rules, Validation, creation and modification of fields and page layouts, upload of data.
* Supported the data migration and data export activities through various business centers using Apex Data Loader, Apex Data Export, Force.com Excel Connector, and Import Wizard.
* Developed integrations using REST API - Both Web Service Callouts and Publishing custom web Services and Apex Data Loader.
* Used Sandboxes for testing, migrated code using change sets to production instance; created test scenarios on Sandbox for complex business logic and used Force.com component deployment wizard for migration of data
* Apart from my salesforce work, worked internally to migrate our org to lightning and started building an app in it and worked on building websites and hosting them.
* Created several reports and designed different custom dashboards for various user groups based on their business functionalities and needs.
* Performed Unit, Integration, Regression and User Acceptance Testing.
* Defined documentation review cycles for the project and assign review tasks to the project team. Follow-up with reviews to see them through to completion.
* Designed various email templates for auto response to the sales and service management teams.
* Documentation as per the standards with respective SOP (Procedures)
* Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and “how-to” assistance
* Make recommendations for enhancements and modifications to improve system performance, efficiency, internal business process, and reporting.

**Environment**: Saleforce.com platform, Sales cloud, APEX, Visual Force, out of box applications, Reports, Dashboards, Triggers, Sharing Rules, Validation Rules, Standard and Custom Objects, Sharing Settings, Field level Security, Role, Profile, HTML, CSS, JAVA, JavaScript, JIRA, AURA FRAMEWORK.

**IBM, India** **Aug 2019 – Nov 2020**

**Salesforce Developer/Salesforce Administrator**

* Performed the role of Salesforce.com Developer and Administrator in the organization.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports and Custom Objects.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Good Knowledge on community cloud Module.
* Stored procedures and triggers are created for high performance.
* Implemented the requirements on Salessforce.com platform and Force.com IDE Plug-in using Eclipse and also Apex Classes, Apex Language Apex Triggers.
* Worked on Salesforce Community cloud like how to engage with employees, customers, partners.
* Created and used Email templates in HTML, Custom (without using Letterhead), Text and Visual force.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Involved in Business requirement meetings like gathering information for IT team and also analyzing the information provided by Business users.
* Interfaced with Business user to update the business requirement document as well as testing document.
* Upgraded some apps from Salesforce classic to lightening experience to develop rich user interface and better interaction of pages.
* Formatted and migrated the user data into Lightning Experience. Tested the Lightning components for small set of test users.
* Customized Lightning components were built using Java script on client side and Apex on server side.
* Replaced all standard buttons and actions with Quick Actions or Lightning Components.
* Retrieved customer data from third party APIs and migrated the data to be displayed on Salesforce Lightning Components.
* Worked on Service Cloud and involved in configuring and integration of CTI for Inbound and Outbound calls.
* Implemented call center on Salesforce with CTI integration. Resolved issues connected to Call Centers, usage of CTI adapters and Mobile applications.
* Developed Technical Design Document after analyzing the different scenarios.
* Created page layouts, organized fields and other components on a record detail and edit pages.
* Developed Apex Classes, Apex Triggers and Validation rules.
* Used Dashboards and reports to show the performance of the offices and also time taken to assign Leads.
* Implemented new enhancements including creation of custom objects, workflows, email alerts and templates
* Developed and maintain visual force, Force.com pages and integration to other third-party solutions
* Maintained multiple user roles, security, profiles, workflow rules, etc.
* Demonstrated ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally

**Environment**: Saleforce.com platform, Salesforce Lightning, Service cloud, marketing cloud, Apttus CPQ, Visual Force (Pages, Component & Controllers), CTI, Apex Language, Data Loader, HTML, Java Script, S-Controls, Dashboards, Reports, Production environment, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse, IDE Plug-in.

**Oracle, India** **Sep 2017 – July 2019**

**Salesforce Developer**

* Designed and deployed the Custom objects, Entity-Relationship data model, validation rules on the objects and tabs, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse and also Apex Classes, Apex Language Apex Triggers, Apex Web services.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
* Worked with field & page layout customization for the standard objects like Account, contact, Workflow Rules, approval Processes, Reports, Dashboards.
* Created custom service cloud application on top existing solution to improve the productivity of CRMs.
* Created Reports & Dashboards to view data from custom object.
* Worked on role hierarchy & sharing rules to configure visibility.
* Implement few Java Script& jQuery customizations for Visual force pages.
* Customized page layouts for Accounts, Contacts, Campaigns, Leads, Opportunity depending upon user roles and groups.
* Designed various HTML Email templates for Auto-Response to customers. Deployment of code from sandbox to production using Force.com IDE tool.
* Worked on XML, HTTP/HTTPS, SQL, JAVA SCRIPT, and JQUERY.
* Used GitHub, Jenkins, for code migration from Personal Sandbox to Dev.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Created Visual force pages and Visual force components to achieve custom functionality.
* Involved in discussions with Business Analysts about workflow and customizations of page layouts.
* Experience in using Force.com web service API for implementing WSDL in the application for access to data from external systems and web sites.
* Involved in business process reviews, regression testing with BA team and testing team.

**Environment**: Saleforce.com platform, Visual Force (Pages, Component & Controllers), service cloud, Apex Language, Data Loader, Jenkins, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows

**Indus Infotech, India** **Nov 2015 – Aug 2017**

**Salesforce Developer**

* Involved with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements
* Work on customization of standard objects like Lead, Account, Contact and Opportunity.
* Perform day to day User Management on SFDC Org by configuring Sharing Rules, Permission Sets Roles and Profiles.
* Created Custom objects, Custom Fields, Validation Rules, and Formula fields.
* Used Conga Composer for storing historical reporting data.
* Custom login VF page for the dealers to access the application.
* Creating Workflow Rules, Tasks, Email Alerts and components to suit to the needs of the application.
* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Implemented Case Assignment Rules to direct the case to appropriate group such as Stories and PCS Central Support.
* Created Page Layouts to organize fields, custom links, related lists, and other components on records.
* Involved in designing, development and Testing of UI Applications using VF Pages and Apex classes, Apex Triggers as per requirement.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Involved in Service Cloud, Sales Cloud Application Setup activities and customized the apps to match the functional needs of the organization.
* Created Triggers for email update for any new offer is released and Developed Batch apex along with combination of schedule apex to reduce the data for space utility.
* Used the sandbox for development, testing and code migration to Production.
* Created custom settings for seasonal offers like spring, summer etc.,
* Used data loader and data loader.io to store data into the database.
* Worked on Agile environment, in this we developed High-value features and delivered more quickly with short cycles.
* Updating of email and automated email will be send to the reps if any issue is raised by reps.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.

**Environment**: Salesforce.com, Conga Sales Cloud, Service cloud, Composer, Workflows, Rest, Soap, Apex, Visual Force, Triggers, SOQL, HTML, JavaScript, Web Services, CSS, jQuery, Bootstrap Data.

**Osiya Tech Comm Private Ltd, India** **June 2014 – Sep 2015**

**Salesforce Developer/Salesforce Administrator**

* Created various Custom Objects and Custom Fields
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Cases, Activities, Dashboards and Reports.
* Implemented security settings, object level security, field level and record level security
* Extensively used Tab permissions, Record Type and Page Layout permissions
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Customized Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.
* Implemented pick lists, dependent pick lists, lookup and master detail relationships
* Managed all new user set-ups and deactivation, including following approval process and transferring ownership of account/contact/opportunities for deactivated users.
* Developed Apex Triggers, Apex Classes and Test Methods using Sync/Async methods.
* Created page layouts search layouts to organize fields custom links related lists and other components on a record detail and edit pages.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects
* Created modern Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Involved in project technical design plan, conversions, Mapping, configuration of portions of the SFDC application.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Designed and developed Apex classes, controller classes, extension and Apex Triggers for various functional needs in the application.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Leads, Campaigns, Reports and Dashboards.
* Designed and deployed the custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow rules, Email alerts, Auto-Response rules, Page Layouts.
* Designed and deployed Visual Force pages to suit to the needs of the application.
* Involved in Deployment, Deployed all the classes, Triggers, Objects, Components, Pages from one environment to another environment.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Worked on Salesforce.com Application to Setup activities and customized the apps to match the functional needs of the organization.
* Maintained existing applications working with other developers and business analysts.
* Worked closely with Business Analysts to perform detailed analysis of business and technical requirements.
* Used ANT tool to deploy components to higher environments.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Designed various Webpages in Visual Force for customers to select a variety of services offered by the org and integrate them with the pricing team.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Maintaining test coverage for all the classes and triggers and supporting deployment activities

**Environment**: Saleforce.com platform, Apex Language, Visual Force Pages, JavaScript, Custom Component, Custom Controllers, Workflow & Approvals, Custom Objects, Custom Tabs, Page Layouts, ANT tool, Email Services, Security Controls, HTML, Data Loader, Reports, CSS, Web Services, SQL.

**EDUCATION**

* Bachelor’s in information technology, JNTU Hyderabad, Telangana, India.