**Murari**

**Professional Experience:**

Salesforce Developer and Administrator

Over 10+ years of IT experience, with a passion for coding and developing scalable and reliable solutions. Certified Salesforce developer (401), Administrator (201,301) and Certified Data Architecture and Management Designer with over 10+ years of experience with Salesforce, skilled in Salesforce Consulting, Development and Administration. Experienced in business analysis, application design, development and customization.

* Security Access, Workflow Approvals, and Data Validation, Data Utilities, Analytics, Sales, Marketing, Customer Service and Support Administration in Salesforce.com CRM and Force.com Platform.
* Expertise in standard Salesforce configuration that include workflow rules, page layouts, Record Types, Approval Processes, Assignment rules, Validation rules, bulk Triggers, etc.
* Gathering requirements, functional deployment, rest api, workflow and technical, for several projects and involved in the design of prototypes.
* Hands on experience with Salesforce Lightning Builder, Salesforce lightning components.
* Strong Agile Methodology, Scrum Framework Experience.
* Worked with Apex Data Loader tool to migrate and update the data from External data base.
* Experience in creating detailed process documentation and deployment process on issues for Future Follow ups.
* Excellent written and verbal communication skills to keep executive staff and team members apprised of goals, project status, and resolving issues and conflicts.
* Excellent Leadership and Interpersonal skills, Team player with ability to work effectively with all levels of organization and individually as well.
* A quick learner to new concepts, Applications and implemented them in the project successfully.

**Areas of Expertise**

* Apex
* Web Service/Callouts
* AppExchange
* Triggers
* Visualforce
* Test Classes
* LWC
* Flows
* JavaScript
* Aura
* Agile
* Salesforce Consulting

**Professional Experience**

**Salesforce, San Francisco Nov’14 – Till Date**

**Salesforce Developer/Administrator**

* Developed engineer availability views with Aura and Streaming API, pages for skill metrics, Triggers and controllers, Future and Batch Jobs,SOAP and REST integrations.
* Chat, Omni and Case entitlement implementation and maintenance.
* SOQL query performance optimizations, CPU Limit errors, Heap Size errors, Message Queue issues, Row lock and concurrent errors.
* Sandbox environment management, release management, unit tests and test classes.
* Evaluating and installing new Salesforce releases, as well as providing training and support.
* Admin tasks – Flows, Reports and Dashboards, User Management, Permission Sets, Data Import/Exports using data loader and workbench.
* Wrote stories in agile methodology based on the business needs and requirements.
* Worked on chat implementation offline and online, when there are Agents not present.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Developed a Salesforce.com custom application using Apex, Visual force and AppExchange.
* Developed multiple Lightning web components (LWC) regarding service case console page.
* Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
* Implemented SalesForce for Outlook functionality and installed outlook integration with different user systems.
* Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Created Batch classes &amp; Schedule classes &amp; also Developed REST API services with external system.
* Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Used service cloud for creating cases in Salesforce from the feedback given by commercial card users.
* Worked with Visual force components to customize captions, headers and footers of a table and to embed a standard list view of an object.
* Worked with Apex Scheduler to invoke Apex classes at regular intervals.
* Developed AppExchange Application on LWC - <https://appexchange.salesforce.com/listingDetail?listingId=a0N3A00000G11paUAB&placement=a0d3u00000B4j8jAAB&tab=e>

**Academy of Art, San Francisco Mar’14 – Nov’14**

**Salesforce Engineer**

* Developed and designed student services process – Created Layouts, Record Types, Process Builder, Workflows, List Views, Reports and Dashboards, Triggers and Controllers.
* Integrated Salesforce with Peoplesoft (SOAP)
* Implemented Salesforce Best Practices.
* Avoiding Data Skews
* Merging multiple triggers into one per object.
* Cleaning of Hard Codes Values and implementing custom labels and custom settings.
* Improving Test coverage and quality.

**Aruba Networks, San Jose Jan’14 – Mar’14**

**Salesforce Engineer**

* Developed Sites which are integrated on to Aruba Partner Sites.
* Integrated Salesforce and SAP to complete Partner enrollment.
* Designed and developed dynamic form to capture lead data using VF, JS, CSS and HTML.
* Developed Triggers, Test Classes, Apex Classes (Utility’s) to facilitate the business process and development.

**J2 Global, San Diego Mar’12 – Dec’13**

**Salesforce Engineer**

* Developed My Fax application and put it on AppExchange, this application allows me to send and receive faxes from Salesforce.
* Developed Campaigner Playbook Application to extend Opportunity Stage functionality.
* Developed Login Screens, Custom Pages with an attachment option to send a fax using jQuery, JavaScript, CSS and Visual Force.
* In the campaigner playbook provided an option to see Phases and Phase activities in detail and summary view and toggle between views. In detail view provided Carousel effect using JavaScript remoting.
* Implemented inbound email interface to handle receiving faxes and attach in Salesforce.
* Implemented Apex Ajax to deploy settings on app installation.
* Test application before each release to ensure compatibility.

**USAA, San Antonio Apr’10 – Mar’12**

**Salesforce Engineer**

* Created web services and generated WSDL which was consumed by Java services.
* Implemented batch jobs to calculate the wealth managers commissions.
* Salesforce Integration with SOAP based Java Services.
* Implemented 2 end to end projects for Lead Management and Wealth Management.
* Implemented and designed custom lead assignment logic based on factors determined by business.
* Assisted team in requirement gathering and in designing.
* Designed POC’s for decision making and guided offshore teams.
* Code deployment using Change Sets, Eclipse and Dream factory.

**Education**

* Master of Business Administration, Silicon Valley University
* Bachelor of Science, Computer Science, Osmania University

**Certifications**

* Certified Data Architecture and Management Designer
* Certified Salesforce Developer PD1
* Certified Admin 201 and Adv Admin 301
* Service Cloud Consultant
* Super Badges Apex Specialist, Einstein Analytics, Flows.