

**Mukesh Khanna Endal**

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### **Career Objective:**

Software Developer with **Salesforce CRM** experience with skills in client service, leadership, organization and technical ability can be translated into improved customer satisfaction, growth and profitability.

### **Education:**

Done **B.Tech (CSE)** From JNTUH in 2007.

### **Work Experience:**

**KloudData Pvt Ltd, Nagpur** from **October 2014** to till date.

### **Experience Summary:**

- ✓ Having 3+ years of experience as a certified SalesForce.com (**SFDC**) Developer and Administrator.
- ✓ Having good exposure in **Administration and Developing** in Salesforce CRM.
- ✓ 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.
- ✓ Worked on the designing of **Custom Objects, Custom Tabs, Custom Fields, role based Page Layouts, Custom Reports and Report Folders**, Report extractions to various formats, design of **Visual Force Pages, Dashboards** and various other components as per the client and application requirements.
- ✓ Created the **Validation Rules, Approval Process, Workflows** for automated lead routing, lead escalation and Email Alerts.
- ✓ Extensive experience in developing applications within SalesForce.com platform. Strong experience in **Apex, Visual Force pages, API, Triggers, Sites** and all declarative frameworks like **Objects, Relationships, Reports**, etc.
- ✓ Hands on experience on SalesForce.com developer tool kit (Force.com IDE), Pages, and working experience of **Apex classes, Controllers, SOQL & SOSL, JSON**.
- ✓ Experience in Flows and plugins for writing business logic.
- ✓ Hands on experience in schema programming.
- ✓ Developed SFDC Customized Reports and Dashboards.

- ✓ Experience of Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox Environments.
- ✓ Extensive experience in SalesForce.com CRM Configuration, Customization, Testing and Production and support of applications.
- ✓ **Experience on Basic Lightning Components.**

### **Technical Skills:**

<b>Languages</b>	: Sales Force, Apex, Visual Force, SOQL, SOSL & DML.
<b>Web Technologies</b>	: HTML, XML, Visual Force.
<b>Applications Tools</b>	: Force.com IDE, Data Loader, Apex Explorer
<b>CRM</b>	: Salesforce.com
<b>Operating Systems</b>	: Windows 2000/XP/7

### **Projects Handled:**

#### **Project#1**

<b>Title</b>	: <b>Delphi Automotive Systems</b>
<b>Client</b>	: Delphi Automotives, USA
<b>Role</b>	: Salesforce Developer
<b>Duration</b>	: Sep 2016 – Till Date
<b>Technologies used</b>	: Salesforce CRM, Force.com, Apex Classes, Visual Force, Data Loader, Eclipse IDE, SOSL, SOQL, HTML.

#### **Description:**

Delphi Corporation is an automotive parts company headquartered in Troy, Michign, USA. Delphi is one of the world’s largest automotive parts, hybrid and electric vehicle manufacturing company. Delphi designs, engineers and manufactures wide variety of components, integrated systems and modules on a worldwide basis, and is the largest and most diversified supplier of automotive parts distribution companies in Brazil, China, France, Germany, Italy, Mexico, Turkey etc. EDI project is a migration project from Inovis to Sales force. We have implemented Sales Process and Service process of the Manufacturing process.

#### **Responsibilities:**

- Customization of the Organization Profile, creation of custom objects, custom fields, formula fields as per the Requirement
- Creating Workflow Rules, Tasks, Email Alerts, and Components to suit to the needs of the application.
- Involved in designing, development and testing of the given requirement using Visual Force Pages, Apex Classes, Apex Triggers as per the requirement
- Involved in Writing Test Classes for Code Coverage and Unit Testing activity
- Involved in code review, Bug Fixing
- Involved in preparing the deployment plan and Back-out procedure
- Created **SOQL & SOSL** for data handling using platform database objects.
- Implemented **Agile – SCRUM** methodology for the development

#### **Project #2**

<b>Title</b>	: <b>Hospital Management</b>
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**Client** : Clare Hospital, Australia  
**Role** : SFDC Developer  
**Duration** : Dec 2015 – August 2016  
**Technologies Used** : Apex, Workflows, Triggers, Visual force pages, Apex Data Loader

**Description:**

Scope was to create Hospital Management, Scheduler, Billing, Inventory and Reporting application that resides on the Salesforce.com platform. The aim of the project is to establish the relationship between Doctors and Patients and to maintain patient details, doctor details and tracking the appointments in the cloud.

**Responsibilities:**

- Created objects, fields, page layouts
- Applied Workflows to custom objects
- Creating relationships between the objects using lookup and Master - Detail
- Creating Apex classes and Triggers
- Involved in creating visual force pages as per user requirement
- Using data loader for insert, update and delete data
- Involved in creating reports and Dashboards as per user requirements

**Project #3:** Mckensey

**Client** : Mckensey, Brazil  
**Role** : Salesforce.com Developer/ Administrator  
**Duration** : Nov 14 – Nov 15

**Description:**

This application maintains Marketing process and how to estimate for project budget and planning. It has two types of user that is Internal and External users with different roles. The resources of this app are Plan, Budget, Allocated and Outcome, with these you will track reserved, purchase order, and invoice etc. Milestones are an object and it will tell status of project, subproject. Mckensey has a important page it wills shows or indicator to the status of a project in color icon.

**Responsibilities:**

- Uploading managed and beta managed packages and patch org creation.
- Customizing and developing the applications as per requirements.
- Creation of Reports and Dashboards.
- Working with burp suite tool and Checkmark tool.
- Worked with workflows and approval process and field update.
- Worked with page layouts, components, and custom applications.
- Bulk data migration using Data loader tool.
- Worked with Custom labels and custom setting permission set, Custom profiles.

- Worked with security through apex class.
- Creating Apex Classes and Triggers and Visual force pages

**Responsibilities:**

- Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements.
- JAD sessions, analysis development, test inspections, and other project meetings throughout project life cycle.
- Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- Created the Reports and Dashboards.
- Applied Validation Rules on Standard Fields.
- Developed Custom Objects, Custom Reports
- Created profiles and implemented Object level, field-level and record-level security.
- Created email templates and inbound emails using Visual force for the clients and customers.
- Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications by using the home grown web services.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.

**(Mukesh Khanna Endal)**