Amar

**Sr. Salesforce Developer/ Admin**

**Haslet,TX**

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Summary

With over 7 years of in-depth experience in Salesforce.com, proficient in Apex, developing Visualforce Pages, Custom Components, Controllers, and Extensions. My expertise includes creating and managing Roles, Profiles, Email Services, Custom Page Layouts, Fields, Workflow Alerts, Actions, and Approval Processes, along with maintaining, enhancing, and initiating workflows and validation rules. I have extensive experience in creating Objects, Fields, Record Types, Triggers, and conducting data migration activities. Additionally, I am knowledgeable in Configuration, Custom Application Development, Administration, Data Migration, and deploying applications to the Force.com platform. My competence extends to managing data, Forecasting, Campaign Management, and developing Salesforce Lightning Apps and layouts, reflecting a well-rounded and comprehensive mastery of Salesforce tools and technologies.

# Technical Proficiency

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| Salesforce Technologies | Salesforce, Apex Language, Apex Salesforce CRM, Apex Triggers, Visual Page Components, Formula Fields, Standard Controls, Workflow Rules, Approval Rules, Class/Controllers, Lightning UI, REST API, SOQL, SOSL. |
| Salesforce Tools | Force.com Editor, Eclipse IDE Plug in, Force.com Explorer, Data Loader, Force.com Platform, Aura. Conga Composer |
| Programming Web and Graphics | JavaScript, CSS, HTML, XML, SQL |
| Source Code Control and Deployment Tools | Team Foundation Servers (TFS), GIT-Tower |

# Certifications

# Certified Salesforce Administrator

* Certified Salesforce Platform Developer 1

# Education

## Arizona State University, Masters in Information Technology Aug 2023

## Jawaharlal Nehru Technological University, Bachelor’s in technology May 2018

**iRhythm Technologies Inc, TX Aug 2022-Present**

**Sr. Salesforce Developer/ Administrator**

**Responsibilities:**

* Customized Service Cloud through the development of custom objects, triggers, workflows, and service-related customizations.
* Configured Omni-Channel, Service Consoles, and other essential Service Cloud features.
* Developed Visualforce Pages, Apex Classes, and Lightning Components to meet business needs.
* implemented business logic using Process Builder, Workflow, Approval Processes, and Validation Rules.
* Developed and managed APIs for integration between Salesforce and external applications.
* Ensured integration solutions were scalable, maintainable, and aligned with business requirements.
* Defined and implemented data migration strategies, including mapping, and transforming data.
* Developed scripts/tools for data migration and ensured data integrity.
* Developed and executed comprehensive test plans with systematically documented test cases.
* Conducted unit testing, integration testing, and facilitated user acceptance testing to validate solution quality.
* Managed deployment plans and coordinated with different teams for production deployment.
* Monitored and resolved any issues arising during the deployment phase.
* Monitored system post-deployment and optimized performance through necessary adjustments.
* Provided ongoing support and maintenance, including troubleshooting and bug fixing.
* Maintained effective communication with project managers, business analysts, administrators, and other stakeholders.
* Collaborated with cross-functional teams to ensure the successful delivery and implementation of the project.

**Environment: Apex Classes, Triggers, Aura Bundles, Java Script, Agile Methodology, Data Loader, Workflow & Approvals, Reports, Custom Objects, Email Services.**

**Quadramed Medical Patient Index, TX July 2020 – July 2022**

**Salesforce Consultant**

**Responsibilities:**

* Utilizing Apex Data Loader and Data Import Wizards to maintain data integrity, strategic data migration initiatives were orchestrated to transfer valuable data in an efficient manner from old to new Salesforce instances.
* supported simplified data access and relationship management inside the platform by leading the creation and optimization of data models and mapping for the new Salesforce implementation.
* Engineered and refined Visualforce pages utilizing Lightning styles, enhancing user interfaces, and optimizing user experiences, including the development of specialized pages for identifying duplicate Contacts/Accounts.
* Adopted Agile methodologies, specifically a 2-Week Sprint Scrum model, to drive iterative development and continuous refinement, while diligently tracking and reporting bugs through JIRA for timely resolution.
* Utilized tools such as Standard Data Loader and Workbench for adept data manipulation, ensuring accurate and efficient data management across Salesforce instances.
* Provided expert guidance to the team in analyzing existing data models and played an instrumental role in formulating a robust data model tailored for Salesforce migration.
* Crafted and implemented automated workflow rules for dynamic field updates and email alerts, optimizing system efficiency and enhancing user communication.
* Tackled and resolved multifaceted data issues, such as data duplication, format inconsistencies, presence of special characters, and incomplete data, fortifying data quality and reliability.

**Environment:** Apex, SFDC, Apex Data Loader, Data Import wizards, Agile Accelerator, Workbench,

Visual Force, lightning styles, JIRA, and Agile/Scrum Methodology.

**Prolific Technologies, Atlanta, GA June 2018 – July2020**

**Salesforce Developer/ Administrator**

**Responsibilities:**

* Designed, developed, and implemented complex Workflow rules, Approval rules, Validation rules, and Assignment rules to streamline Salesforce automation and user assignment.
* Created and managed queues and users, ensuring appropriate assignment through designated profiles and Roles for optimized user access and data security.
* Developed and refined Assignment and Escalation rules, ensuring accurate and efficient routing of cases to the respective case teams.
* Actively contributed to Agile/SCRUM activities such as daily stand-ups, retrospectives, iteration planning, estimate/reporting, and defining acceptance criteria, promoting iterative development and team collaboration.
* Demonstrated proficiency in data security and management through the implementation of Roles, Role Hierarchy, Profile, and Sharing Settings, ensuring secure and structured access to Salesforce data.
* Fine-tuned Triggers, Apex Classes, and Visualforce pages for enhanced user experience and adherence to Salesforce governor limits.
* Gained hands-on experience in migrating to and building components in Salesforce Lightning, enhancing UI responsiveness and feature availability.
* ANT Scripts were used to migrate code and information, allowing seamless changes and improvements within Salesforce.
* Utilized managed packages such as DocuSign and SKUID for creating responsive web pages and facilitating document signing processes.
* Configure important Sales Cloud objects such as Account, Contact, and Opportunities to optimize and enhance business operations.

**Environment:** Apex Classes, Triggers, Visualforce (Pages, Component & Controllers), Web Service, Apex Callouts, HTML, Data Loader, Workflow & Approvals, Reports, Custom Objects, Email Services, and Security Controls.

**Nipun Net Solutions Pvt Ltd., Hyderabad, IND September 2017 – May 2018**

**Salesforce Administrator (Intern Part - Time)**

**Responsibilities:**

* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards
* Created several Validation Rules, workflow rules, time triggered tasks, email alerts, filed updates to implement business logic.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response
* Rules for automating business logic.
* Create auto response emails including suggested solutions for cases raised via email and web-to-case.
* Maintained Object permissions, Field permissions, and User permissions, Tab settings, App settings, Apex class access, Visual force page access, Page layouts, Record Types, Login hours & Login IP ranges.
* Wrote Apex web services to get real time data from 3rd party systems.
* Used Apex 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.

**Environment:**  **Saleforce.com platform, Agile Environment, Data Loader, HTML, CSS, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading.**