Sameer B  
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US Citizen

## SALESFORCE DEVELOPER

## **Professional Summary**

10+ Years of strong IT professional career with 6 years of experience in core Salesforce application development including Consulting and Configuration in an Agile driven environment.

* Participated in full Life Cycle software development in Application Design, Development, Integration and Testing phase in different modules of Salesforce based CRM Application.
* End to End expertise in developing and implementing business logic in **Sales, Service, Experience and NetZero Clouds**.
* Experience in designing and developing public portal using customer service template.
* Salesforce development experience with **Apex Classes**, Test Class, **Apex triggers**, **Batch** Apex, Controller Classes, Visualforce Pages and integrating with external source by developing REST web services.
* Used best practice to write apex calls for better **performance** and avoid the governor limit.  
  Have good working knowledge in querying Salesforce.com database using SOQL, SOSL queries using Force.com Explorer, Salesforce Inspector and **Workbench**.
* Experience performing data migration from Legacy System using Data Loader, Workbench, and Import Wizard.
* Experience in working with Debug Apex Scripts using **Debug Logs** and monitoring Exceptions and Governor Limits.
* Knowledge in migrating Salesforce Classic to Salesforce Lightning to support business process with new environment and used Salesforce LDS to develop UI.
* Developed Lightning App based **components** to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Experience working with salesforce.com **sandbox** and **production** environments.
* Proficient in authoring Business Requirement Documents into System Requirement Specifications and identifying **interface** and business process specifications.
* Executed various levels of Unit, Integration and User Acceptance using test cases to prove that system conform to specifications of business and quality requirements.
* Experience in Administration setup like manage Users, Security Controls and Data Management.
* Extensive work experience using **Web services** for implementing web services in the application for access to data from different users.
* Solid experience with Salesforce **AppExchange** Apps, configuration, and user security permissions in compliance with organizational needs.
* 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.
* Performed **Data Migration** from Applications to Salesforce using **Import** **Wizard**, Excel Connector, Data loader, Workbench, **Apex Data Loader** utility and **ETL tools.**
* Expertise in maintaining the Functional areas of Data Management, Accounts, Contacts Campaigns, Opportunities, Dashboards and Reports.
* Responsible for the creation of **custom Apps**, and Reports using the Salesforce CRM cloud computing model. Created **page layouts**, search layouts to organize fields, custom buttons, custom links, related lists, and other components on a record detail and edit pages.
* Experience in Release management & Deployments which includes migrating changes between different environments, maintaining source control systems.
* Extensive experience working with **VS Code, Eclipse IDE** with Force.com Plugin environment for writing Business logic in Apex code, Lightning web components.

### Areas of Expertise

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| --- | --- |
| Salesforce Technologies | Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Lightning Web Component (LWC), Visualforce Pages ,Aura Components, Apex Web Services, AJAX, Lightning Flow , Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects. |
| Salesforce Tools | VS Code, Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox, and Production) QA Sandbox testing. |
| Web Technologies | HTML5, CSS3, JavaScript, jQuery, XML, YAML |
| ETL/Integration Tools | Force.com, Data loader, Force.com Workbench, Jitterbit Data Loader |
| Microsoft Tools | Microsoft project, Microsoft Visio, World Documents |
| Tools | Git, Bitbucket, Jira, Jenkins, Source Tree |
| Methodologies | Waterfall, Agile Methodology |

### Certification

Salesforce Certified Administrator  
 Salesforce Certified Platform Developer 1

### Professional Experience

**Citi Mortgage Inc Dec 2020 – Current**

**Sr Salesforce Developer: Contract, Dallas, TX**

**Responsibilities**

* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering, Design and Development.
* Designed and developed **Customer Community** Portal to allow user to register with CitiMortgage to begin with application process.
* Configured Salesforce Digital channel (Live Agent) with Salesforce Call Center application and setup FAQ, Knowledge/Articles for external and internal users.
* Integrated the API and Web Services for extracting the data from **.NET** systems to display/store in Salesforce using the **REST services**.
* Configured **Change Data Capture** (CDC) to make the async update on the application record.
* Create record **trigger** flow that utilizes **invocable** APEX methods and variables for cross-object actions.
* Automate the Loan record creation process based on Complex business rule of CitiMortgage.
* Extensively used Apex coding concepts to deliver self-contained & robust code segments without dependency on existing workflows and validation rules.
* Used lightning web component (**LWC**) for custom page to render questioners section based to subsequent answer to question on the loan selection page.
* Created various interfaces and classes to handle the loan term calculation for different types of Loans.
* Involved in writing the Apex Batch jobs for data conversion for the Production data.
* Used **Spinners** in custom pages whenever page is updating any records for showing progress and created many **lightning Quick Action** buttons using lightning web component.
* Created Lighting components and server-side controllers, added CSS and design parameters for them, which improves performance.
* Automated Email Process to send installation instructions to new and existing customers
* Experience with **Web-to-Lead and Web-to-Case** scenarios along with Escalation rules and Assignment Rules.
* Defined, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, actions, Page layouts, search layouts, Visual Workflows (**flows**), and Visual Force Pages to suit to the needs of the application.
* Worked on Salesforce workbench to perform **SOQL** and other DML operation like Data Loader and Query Editor in developer console.
* Used Bitbucket and **GIT** for code version control and pushed changes by working on different branches to deliver high quality code on time.
* Participate and Meet the Business Users for Requirement Clarification and prepare technical design Documents.
* Involved in activities related to Saleforce.com setup, Configuration, customization, Administration, Development, Data Migration**,** and deployment of application to force.com ­­platform.
* Created Test methods to make sure the code coverage of apex class andtriggers is above 90%.

**Department Of Energy**

**Salesforce Developer: Contract, Arlington, VA Oct 2018 - Dec 2020**

**Responsibilities**

* Worked as Salesforce Developer and performed configuration, customization, and Integrationactivities for various salesforce applications.
* Have good understanding of application features, participated in Design sessions withArchitects and other developers to assess the scope and impact of business needs and technical Solutions.
* Configure the **NetZero** cloud to allow system to auto update the various emission factor and its related Greenhouse gas **(GHG)** percentage.
* Created screen flow wizard to provide various environmental source and categorize the **emission scope** ranging from 1 to 3.
* Working on various NetZero cloud object such as Emission factor, Stationary Asset carbon footprint, Stationary asset environmental source and Stationary Asset Energy Use and other standard objects.
* Created **apex trigger** to override the default scope allocation on a fuel-by-fuel basis for a specific asset source.
* Created **Scheduled apex** to update the total GHG emissions and total renewables consumption based on the environmental source by every month.
* Create before save record trigger **flow** to prepopulate the balancing authority based on the zip code entered by the users.
* Used **Apex Trigger** to update all subsequent Emission Factor Line Items when Renewal Status are set to Dropped and Asset Energy Use is set to Closed.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments using VS Code and Source Tree.
* Packaged and deployed the code developed in the Dev Sandbox to the Stage Sandbox and the Production sandbox.
* Designed, and deployed the Custom Objects, Custom Tabs, Validation Rules, Workflow Rules, Auto-Response Rules, and Page Layouts to suit to the needs of the application.
* Customized the dashboards to track usage for productivity and performance of business centers and their sales team.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments using Change set, Eclipse and Force.com Migration tool.
* Worked extensively with Flow builder, Screen Flow, formula, Approval Process to implement business logic.
* Enable Aura Framework by adding Aura Attributes and Aura Handlers for events to focus on Logic and Interactions in Lightning Applications.
* Worked closely with senior management on a Specific track to meet goals and Documented process workflows reflecting interactions between all software within IT identifying how information is processed and what forms of communications are used.
* Built package.xml and deployed components to lower sandbox and using ant migration tool, Workbench and Change Sets.

Cardinal Health Feb 16- Oct 18

Salesforce Admin/Developer, San Diego CA

**Responsibilities**

* Administered and monitored the company’s Salesforce CRM application.
* Interact with various business user groups to increase the user adoption for helping them use the software.
* Developed sales methodology that helps to rank **leads** according to their ‘sales-readiness’ and notified the sales reps for the quality leads.
* Configured sales process and set the appropriate Probability percentage for each corresponding Stage and dynamically update the Probability with higher Probability if the deal has closed in the past year.
* Developed sales methodology that helps to rank **leads** according to their ‘sales-readiness’ and notified the sales reps for the quality leads.
* Configured sales process and set the appropriate Probability percentage for each corresponding Opportunity Stage and dynamically update the Probability with higher Probability if the deal has closed in the past year.
* Designed **Opportunity** and developed retriggering rules and mechanism for data and transient errors.
* Built custom **sharing rules** and role hierarchies for users.
* Worked with **Production support** team and fixed the issues on OnDemand basis.
* Added error handling functions to existing code to make it more robust and to make it easily expandable to handle future requirements.
* Created the workflows for automated lead routing, lead escalation and email alert.
* Created **Profiles, Roles based on Organization** role hierarchy and implemented Record- Level and Field-Level security and configured their sharing settings.
* Involved in creating gap analysis document, clearly identifying the data, business process and workflows of the organization with respect to salesforce implementation.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports.
* Implemented picklists, dependent pick lists, validation, and formula fields to the custom objects.
* Implemented the workflows and approvals for various functional requirements.
* Implemented the searching and tagging functionality and developed various custom reports and dashboards for data analysis.
* Developed **Visualforce** pages to include extra functionality and wrote **Apex Classes** to provide functionality to the visual pages
* 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 closely with customer and Mainframe team to translate business needs into functional/technical requirements and defining technical solutions.
* Extensively used Designer to design various universes for different business groups. Created complex reports using filters, conditions, breaks and alerts.
* Worked extensively with the joins, loops and aliases, contexts, traps.
* Worked on Supervisor to create the users, profiles and enable the permissions required.
* Scheduled reports to users on daily, weekly, and monthly basis to different destinations like email, printer etc.

Agilent Technologies June 14 - Feb 16

IT Analyst, Santa Clara, CA

**Responsibilities**

* Chaired requirement gathering workshops with business owners and SME’s
* Involved in designing the application that is in line with organizations strategy
* Developed an initial business process document to facilitate the software development process
* Created the functional specification document defining the application work procedure
* Developed the solution framework for the application
* Prepared the enterprise resource diagram detailing the database structure
* Work closely with the business and testing teams to facilitate a better communication and understanding
* Supported the development team for all their query clarifications through the entire build of the project
* Involved into Salesforce Admin Activities and participated in various backlog grooming session.
* Developed approval process for quote approval to support laboratory workflow.
* Created various custom object and relationship field as per the defined object model.
* Created new custom Fields, designed page layouts, custom tabs and custom reports.

### Education & Training

University of Bombay , Bachelor of Science , 1988