**Suprabhat Goud**

**Sr. Salesforce Developer & Administrator**

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**PROFESSIONAL SUMMARY:**

* Around 8+ years of IT experience in all phases of Software Development Life Cycle (SDLC) which involves requirement gathering, analysis, design, development, implementation & enhancement of projects in salesforce.
* Certified Salesforce Developer and Admin with 7 years of Salesforce application development.
* Proficient with understanding of CRM business processes like Account, Contact, Opportunity, Lead, Campaign and Case Management.
* Extensive experience with development life cycle, application design pattern, and deployment planning.
* Implemented salesforce development cycle covering Sales Cloud, Service Cloud, Commerce Cloud.
* Good experience with salesforce out of the box data model and modeling in salesforce by creating Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies, creating new relationships using Lookup, Master-Detail and Junction Objects.
* Experience working under Agile Environment, Scrum methodology.
* Constructed business process flows, developing use cases and user stories,writing requirements and solution design documents.
* Strong salesforce development experience with ApexClasses, Apex triggers, Batch Apex, Schedule Classes.
* Experienced using salesforce Lightning UI. Created Lightning Apps Combining Lightning design system and Lightning App Builder.
* Extensive experience in creating Visualforce pages and integrating with external source by developing SOAP, REST, Apex Web Services and Force.com API.
* Extensive experience in writing SOQL, SOSL queries, relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
* Worked extensively in developing, customizing of Visualforce pages with Visualforce components, Custom, Extension controllers and developed dynamic components.
* Good experience in rollout of Saleforce1 for mobile and customized visual force pages with Aura components.
* Expertise with salesforce.com administrative activities: Creating Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Flows, Approval Process, Reports and Dashboards.
* Proficient in building business logic using salesforce declarative programming like Validation rules, Formula Fields, Workflow Rules, Approval process and its actions Field update, Email alert, Outbound message and Creating Task.
* Strong experience in implementing salesforce new features like Lightning Flows, Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Good experience in setting up Organization Role Hierarchy, provisioning data visibility rules by configuring OWD, Criteria/Owner based and Apex managed sharing rules.
* Extensive experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility.
* Performed data analyst roles and used tools: Apex Data Loader, Informatica, Demand Tools, Import Wizard, Workbench and Excel for data analysis, transforming, importing and exporting.
* Interacted with Customers in requirements gathering, brainstorming sessions, preparing, BRD, Technical Solution Design (TSD) for Salesforce.com implementations.
* Proficient with Object Oriented Programming and development web-based applications using Java Technologies: HTML, DHTML, CSS, XML, JavaScript, and J2EE.
* Installed Apps from AppExchange, Configured and maintained user Security Permissions in compliance with organizational needs.
* Good experience in developing salesforce Apps, Components, Controllers and Events.
* Developed salesforce Lightning Apps, Components, Controllers, and Events.

**TECHNICAL STUFF:**

Salesforce.com Platform Apex Language, Apex Classes, Apex Triggers, Apex Web Services, Visual Force Pages, Workflow, Flow& Approvals, Lightning components, CPQ/CLM Reports, Dashboards, Data Loader, Reports, Analytic Snapshots, Custom Objects.

Salesforce.com Tools Force.com Eclipse IDE Plug-in, Data Loader, GIT /SVN, Force.com Platform (Sandbox and Production), Force.com Explorer.

Database Microsoft SQL Server, T-SQL.

Web Technologies: HTML, CSS, JavaScript.

Languages: Apex, Java, J2EE, SOQL.

Custom Integration: Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, AppExchange Package & Custom Application and Sandbox Data Loading, Force.com Migration Tool.

**CERTIFICATIONS:**

* Certified Salesforce platform Developer 1 Certification.
* Certified Salesforce Administrator 201 Certification.

**Education:**

* Master’s in Information Technology (Westcliff University)
* Bachelor’s in computer science (SBSP College)

**PROFESSIONAL EXPERICENCE:**

**BCBS, Detroit, MI May’20 - Present**

**Sr. Salesforce Developer/ Administrator**

**Responsibilities:**

* Worked on various Salesforce.com standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Worked with Velocity Omniscript and its input and action components.
* Hands on experience on nCino
* Developed and implemented declarative automation solutions, architected Apex based solution.
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Worked on Manual and custom document placeholder in nCino.
* Functioned as solution Architect for large marketing initiative using Sales Cloud and Marketing Cloud.
* Design and develop customer solutions in Vlocity, Visualforce, Apex, CSS and Java Script.
* Worked on Field sets and Field level security using nCino.
* As a Salesforce Developer, involved in implementing Sales Cloud and Service cloud along with customizations to provide a complete view of Enterprise-wide data to the customers and to reduce data duplicate on Account, Contacts and Opportunity object.
* Optimize and improve the overall runtime of Omiscripts, Dataraptors and Vlocity integration procedure using best practices.
* Experience in creating Lightning Components and used lightning Design System to convert existing Visualforce pages to lightning components.
* Built complex and reusable components in Vlocity.
* Worked on Lightning Web components (LWC), Converted buttons to LWC.
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Experience with migration of Vlocity components using data packs and manage connected Orgs.
* Implemented custom Cascading Style Sheets (CSS) for Visual force pages.
* Involved in using lightning Flows, Process Builder and Workflows. Worked on customization of visual force to have Lightning Experience for desktop and mobile applications.
* Co-ordinate with the test team and provide the application flow demo before thet test team start testing.
* Worked with SOQL, SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Implemented Collaboration support teams on the Case Lightning Components Using Lightning Flows and Custom Metadata.
* Experienced in Object Oriented Analysis, design, and Design Pattern under Model view controller (MVC).
* Strong Experience in Salesforce Lightning components design, Lightning Web components (LWC) design and designing compact layouts using Apex triggers, Page layouts, workflows for Mobile platform.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Created multiple lightning components and Lightning Web components (LWC) to enhance the existing functionalities.
* Extensive Salesforce skills in configuration, customization and development using Service Cloud, Sales cloud.
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data cleanup and/or Data migration to/from salesforce.com.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* Developed lightning components, Lightning Web components (LWC) and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.

**Environment:** Salesforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightning design system (LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP

**Ryder Systems Inc, Medley, FL                                                                                                              Oct’18 – April’20**

**Sr. Salesforce Developer**

**Responsibilities:**

* Worked with the business group for requirement gathering throughout the planning and implementation.
* Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Developed Apex Classes and Apex Triggers for various functional needs in the application.
* Created various Scheduled and Batch apex jobs based on the business requirements.
* Setup & Download HR Organization structure and employee master using ALE, IDOCS.
* Worked on Soap API and Rest API to design and support Web services platform.
* Implemented sales cloud and service cloud to improve customer retention and service delivery process improvement application experience.
* Provided production support to the business by reviewing/analyzing failed IDOCS and Re-processed the IDOCS.
* Implementing Sales Cloud, Service Cloud, Chatter, and custom applications in Force.com.
* Worked on Inbuilt features like Flows, Process Builder, Workflows flows to performed actions like Creating / updating Records, posting a outbound messages, Email Alert, Invoking an Apex Class.
* Used Http request methods to call external applications SOAP Api, REST Api endpoint and Apex callouts.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quality and consistency.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Experience in working with Aura Framework, by adding Aura attributes and Aura Handlers for Events to focus on logic and interactions in Lightning Applications.
* Created Lightning Record Pages while enabling Salesforce Lightning to Users and Created and customizes Lightning Compact pages and mini page layouts for actions and important fields to be highlighted.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Worked on data migration’s using Informatica and Data loader Depending on the use cases.
* Will be using Informatica extensively to integrate a Data Base outside salesforce to maintain data integrity and for other downstream applications.
* Created Multiple Lightning Components and Lightning Web components (LWC).
* Implemented Visualforce pages with public-facing websites by using Force.com Sites. (Service Cloud)
* Involved in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Involved in migrating the components in different stages (SIT, UAT) before moving into Production.
* Assisted Email to case, Web to case, customized case page layouts and case assignment rules.
* Executed security & sharing rules for Field, Record Level & Object for distinctive users at different levels of organization.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Involved in Agile process with development and co-ordination within very short span of time.

**Environment:** Salesforce.com, Apex, Visual force, triggers, Custom Objects, Custom Tabs, Email Services, Sandbox Data loading, Integration Techniques, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE, Lightning, Informatica.

**ACI Universal Payments, Omaha, NE                                                                                                  Jul’18- Oct’18**

**Salesforce Developer**

**Responsibilities:**

* Performed the detailed analysis of functional and technical requirements; designed & deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects. Demonstrated ability to translate customer requirements into specification.
* Developed Visual Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Deployed code and configuration to sandbox and production environments using Change Sets and Ant Migration Tool.
* Used Apex data loader to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* As part of enhancement worked on classes, triggers, visual force pages, Java Script.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visual force pages to develop custom business logic.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Developed the UI for the client interactions to fill the required forms using HTML5, CSS, and JQuery.
* Used SOQL &SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud, Commerce cloud.
* Involved in developing, implementing & testing on the Sandbox environment.
* Involved in authoring Business Requirement Documents (BRD) into System Requirement Specifications (SRS) and identifying interface and business process specifications.

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Visual Work flows, Apex Language, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in

**TriNet group Inc, Tampa, FL Jan’17 – Jul’18**

**Sr. Salesforce Developer**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards to suit to the needs of the application.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Designed, developed, and deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Performed AppExchange Integration of CPQ to configure and ensure the pricing & quoting accuracy
* Involved in Integrating Big Machines-CPQ using SOAP API.
* 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.
* Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
* Configured Steel brick quote-to-cash technology that makes it easier for salespeople to put together complex quotes and billings for potential customers.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Responsible for writing SOQL & SOSL queries with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* 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.
* Developed dynamic Salesforce.com Visualforce pages using Apex page functions and actions, designing them using HTML, CSS, and JavaScript.
* Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
* Worked in Administration, Configuration, Implementation and Support of service max and Salesforce Applications.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements. Designed the solution by customizing various standard objects of SalesForce.com
* Created Batch Apex classes for batch execution and updating of related fields.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Integrated the Web Services for extracting the data from external systems, and used the Sandbox for testing to ensure minimum code coverage for the application to be migrated to production.
* Involved in Agile methodology, Scrum which improved productivity and reduced errors.

**Environment**: Salesforce.com platform, Workflow and Approvals, CPQ, Reports, Custom Objects, Tabs, Reports, Dashboards, Email Services, Apex Language, Lightning, Visualforce Pages, Components and Controller, Data Loader, Apex classes, Apex triggers, JavaScript.

**CABOT CORPORATION, Alpharetta, GA Oct’15- Dec’16**

**Salesforce Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC)
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Assisted Email to case, Web to case, customized case page layouts and case assignment rules.
* Involved in creating gap analysis document, clearly identifying the data, business process &workflows of the organization with respect to salesforce.com implementation.
* Worked with various salesforce.com CRM standard objects Lead, Account, Contact, Opportunity and created custom Objects, Fields of various data types and established relationships using Lookup, Master-Detail and created Junction objects.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages (immensely customized using HTML5 and CSS3 for intuitiveness) to develop custom business logic.
* Worked on integration of two instances using Apex REST API callouts and parsed JSON responses provided by third-party systems connected via REST inside Apex classes.
* Deployed code across various sandbox using Force.com IDE, Change Set, Workbench and Force.com Migration tool, prepared package.xml for workbench and Force.com Migration tool.
* Managed the database for the team's regions and performed basic administration, de-duping and cleanup procedures.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Responsible for creating Queues, Workflows rules and tasks to share and automate work to the users in the Queue.
* Migrated data from external sources and performed insert, delete, upset, export operations on millions of records using data loader.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Managed search layouts and created page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created Page layouts to organize fields, custom links, related lists& other components on a record detail and edit pages.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Opportunity, Campaigns, Reports Dashboards.
* Performed various testing including Regression, integration, System Testing.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Created Dashboards and Dashboard Components and implemented multiple levels of Dashboards and scheduled Dashboard refresh.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Commerce cloud, Call Center, Chatter &App-exchange applications.
* Lightning Sync Outlook Integration with Salesforce in order to Sync Contacts and Events fromOutlook.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Created Visualforce pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* Used Informatic cloud service to integrate the data between systems.
* Created a complete Account Search Functionality using Controllers, Helper Methods, CSS and JavaScript.
* Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
* Performed Data Migration from home grown legacy system to Salesforce CRM.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Implemented data migration using Informatica on demand and data loading using Data loader, import wizard.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.

**Environment:** Salesforce.com, Apex, Visual Force, Sandbox Testing,Eclipse IDE Plug-In, Data Loader, Dataloader.io, Dream Factory, Lightning, Bristlecone ODI Adapter, Force.com Explorer, Link Point360, Backup, Enabler4Excel.

**TALBOTS,Hingham, MA     May’14 – Aug’15**

**Salesforce Developer**

**Responsibilities:**

* Followed Agile Scrum methodology that included iterative application development, weekly Sprints and stand up meetings.
* The existing .net application was moved into Salesforce.com as separate application.
* Developed and deployedworkflows and approval processes for opportunities and products/ asset management.
* Built Apex Classes implementing SOSL & SOQL statements within Eclipse to manage interaction with the database.
* Develop and execute multiple InboundMarketingstrategies.
* Created Dashboard, Reports which are sent to users by email.
* Extensively involved in Data Migration from three legacy systems to Salesforce.
* Built Visualforce pages to implement features not included in the standard page layout.
* Developed BULK API calls REST and SOAP to interact with the 3rd party tools.
* Used XML serialization for interacting with the database.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors Limits.
* Created Visualforce pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.
* Inserting, updating and querying Salesforce IDs for Account, Opportunity and custom objects using Salesforce.com connect to Microsoft excel and Macros for excel.
* Generated Reports using MS-excel, Pivot tables, summary tables into PDF format.
* Performed administrative tasks like configuring Profiles, Permission Sets, Roles, Users, sharing rules, Record Types, Public groups and Queues for the organization and setting up Field-level, Object-level security rules for each profile.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Developed custom UI using CSS, HTML, Visualforce components and used JQuery, Java Script for frontend validation.
* Developed the test plan, test conditions and test cases to be used in testing for this project.
* Performed code deployment using Eclipse and Deployment Change Set.

**Environment:** Saleforce.com platform, Visual Force (Pages, Component & Controllers), Visual Work flows, Apex Language, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in.