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Salesforce Administrator/Developer

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CAREER SYNOPSIS

- ✓ Intuitive Apps Inc July 2022 – Present
- ✓ Aplusify - Salesforce® Managed Services Nov 2021 – 7 June 2022
- ✓ Intuitive Apps Inc October 2020– 25 Nov 2021 (1 years)
- ✓ Freelance Developer July 2018 - June 2019 (6months)
- ✓ Software Labs IT Solution Web Developer June 2017 - July 2018 (1 year 2 months)
- ✓ Web puppies Web Developer December 2016 - May 2017 (6 months)
- ✓ Software Labs IT Solutions Web Developer February 2014 - January 2015 (1 year)
- ✓ PM College of Education Assistant Professor July 2011 - January 2014 (2 years 7 months)

PROFESSIONAL SUMMARY

- E-commerce project development & management using Magento and WooCommerce.
- Providing search engine optimization (SEO) practices for all websites.
- Involved in the development of the web pages according to the specifications using HTML
- Writing, designing, or editing the web page content, or directing others producing content
- Worked on various Lightning Aura Component and Lightning Web Component related project responsibilities.
- Worked on Classic to Lightning migration process.
- Experience on Lightning Web Component which uses core Web Components standards. Developed Lightning Web Component with custom HTML elements, built using HTML and modern JavaScript.
- Developed Lightning Web Component framework to create web applications that run anywhere.
- Worked as an enhancement team member and performed the roles of Salesforce Developer on Lightning Framework
- Implemented Lightning Web Tabs as per the business user request which helps them in reducing the clicks and Navigation.
- Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Worked extensively on Lightning component building, worked on many components to convert. existing classic programming work like Visualforce into Lightning components.
- Experience in use of Standard and Custom controllers of Visualforce in development of custom Salesforce pages as expected by business requirements.
- the governor limits.
- Participated in all stages of Software Development Life Cycle (SDFC)
i.e., System Analysis, Design, Development and Testing Expertise.

- Experience in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects.
- Developed Apex classes using other platform-based technologies like Visualforce, Force.com IDE.
- Experience in creating various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders.
- Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.
- Experience in using declarative features like validation rules, workflows, approval process, dynamic approval process, sharing rules automation for satisfying complex business process automations.
- Experience in implementing 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 permission based on the organizational hierarchy.

TECHNICAL SKILL

<i>SFDC Technologies</i>	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE, CPQ
<i>Languages</i>	APEX, Visualforce, JavaScript, HTML, CSS, Core Java
<i>Tools & Technologies</i>	Force.com Data Loader, Force.com Platform, Nimble, Fonteva (Sandbox & Production).
<i>Operating systems</i>	Windows 98/NT/XP/Vista/7/8, Windows CE, Linux.
<i>CMS</i>	WordPress, Magento.
<i>IDE</i>	NetBeans, Adobe Dreamweaver, Notepad++
<i>Databases (RDBMS)</i>	MySQL, Oracle, MS-Access

PROFESSIONAL EXPERIENCE

Company: **Intuitive Apps Inc**

Client: USA based IT consulting company deliver leadership and directions to multiple teams within IT conferring to the strategic direction set by the organization. Managing the talent search, hiring, and provisioning functions and directs the initial coordination with new clients and partners. Maintains an efficient, effective department (workforce) to meet deadlines within budget guidelines while supporting the mission, vision, and values of the organization. Supervises and directs the activities of various levels of assigned personnel using both professional, supervisory discretion and independent judgment.

✓ **Roles and Responsibilities:**

- Developing Flows, Workflows, Process Builder, Lightning web components, Batch classes
- Testing Techniques – Project & Test Plan review, Test case execution, Test Plan creation, Manual Testing, UAT Testing, Defect Tracking Reports.
- Developing Flows, Workflows, Process Builder, Lightning web components, Batch classes.
- Resolving the PROD incidents and documenting its solution for its future usage.
- Fonteva Manage multiple business units, create an e-store to sell anything, and handle all revenue accounting needs such as sales orders, invoices, and refunds.
- CPQ for creating product bundles.
- AURA components and visual force for creating forms.

Company: Aplusify

Client: ASPB is a non-profit professional society for research and education in plant science in the USA. It is a renovated society in the USA.

Duration: Nov 2021 – 7 June 2022

✓ **Roles and Responsibility:**

- Gathering requirements from clients and providing suggestions in case required.
- Developing Flows, Workflows, Process Builder, Lightning web components, Batch classes.
- Developed number of surveys in Survey Force Lightning, also prepared the reports and email templates related to these surveys.
- Resolving the PROD incidents and documenting its solution for its future usage.
- Strong Team Player, help other team members to resolve their issues.
- Fonteva Manage multiple business units, create an e-store to sell anything, and handle all revenue accounting needs such as sales orders, invoices, and refunds.
- Strong Team Player, help other team members to resolve their issues.

Company: Aplusify

Client: CTBUH (USA)

Duration: Nov 2021- Feb 2022

✓ **Roles and Responsibility:**

- Use Fonteva to manage multiple business units, create an e-store to sell anything, and handle all revenue accounting needs such as sales orders, invoices, and refunds.
- Testing Techniques – Project & Test Plan review, Test case execution, Test Plan creation, Manual Testing, UAT Testing, Defect Tracking Reports.
- Responsible for gathering Business Requirements, Functional Requirements, and design documents.
- Maintained documents for audits of projects.
- Creation of test scenarios and scripts.

- Developed number of surveys in Survey Force Lightning, also prepared the reports and email templates related to these surveys.

Company: Aplusify

Client: ASM (USA)

Duration: Nov 2021 – 7 June 2022

✓ **Roles and Responsibility:**

- Responsible for gathering Business Requirements, Functional Requirements, and design documents.
- Testing Techniques – Project & Test Plan review, Test case execution, Test Plan creation, Manual Testing, UAT Testing, Defect Tracking Reports.
- Involved in SFDC application setup and customization to match the functional needs of the Company.
- Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
- Involved in setting up field level access for each custom object created based on the user's role within the organization.
- Integration with WordPress and other tools.

Company: Freelance work (Singapore client)

Client: Rt-Shivay, a Singapore based client - Homecare Products and Solutions. This is an online retail store offering an array of high-quality home care products and appliances.

✓ **Roles and Responsibilities:**

- E-commerce project development & management using WooCommerce.
- Providing search engine optimization (SEO) practices into all websites on a weekly basis
- Involved in the development of the web pages according to the specifications using HTML.
- Writing, designing, or editing the web page content, or directing others producing content.
- Designed master-page and used themes, skin and sitemap to make consistent look throughout the website.
- Developing online marketing and promotional strategies

Company: Freelance work

Client: The Acroon Press (USA client) - This is an online bookstore covering a wide variety of fields, especially spirituality.

✓ **Roles and Responsibilities:**

- E-commerce project development & management using WooCommerce.
- Providing search engine optimization (SEO) practices into all websites on a weekly basis

- Involved in the development of the web pages according to the specifications using HTML.
- Writing, designing, or editing the web page content, or directing others producing content
- Designed master-page and used themes, skin and sitemap to make consistent look throughout the website.
- Developing online marketing and promotional strategies

Company: Web puppies

Client: Cooper Vision (Singapore Client). Client is an eyecare company in Singapore which caters to many activities related to eyecare. They serve 1000s of clients in Singapore on a yearly basis. They also have stores in Singapore retailing varieties of products related to eyecare.

✓ **Roles and Responsibilities:**

- Ensure cross-browser, cross-platform, and multiple device type compatibility for all web solutions and perform any necessary QA on finished products.
- Design and marketing materials development: enhance our brand presence.
- Monitor uptime, hosting, and databases to ensure site is performing at maximum capacity
- Development expertise with custom post types, custom fields, plugins and themes for high-traffic WordPress sites
- PHP and HTML development outside of WordPress for landing pages, microsites, etc.

Company: Web puppies

Client: Bread talk (Singapore Client). The Bread Talk blueprint of constant innovation and reinvention Incorporating natural ingredients, baking artistry and modern technology, the new concept store is the fruit of innovative product development efforts, and Bread Talk's answer to the global call by consumers for more natural food options.

✓ **Roles and Responsibilities:**

- Assist in the development of new websites and webpages and microsites, operating within brand style guidelines and coding standards.
- Assist in the development of functional specifications.
- Perform maintenance and enhancements to existing websites and microsites.
- Perform other duties as assigned.
- Development expertise with custom post types, custom fields, plugins and themes for high-traffic WordPress sites.

Company: Web puppies

Client: KKH Hospital (Singapore Client). KK Women's and Children's Hospital has evolved over the decades, since its founding in 1858, into a leader in Obstetrics, Gynecology, Pediatrics and Neonatology. Today, the 830-bed hospital is a referral Centre providing tertiary services to manage high-risk conditions in women and children.

✓ **Roles and Responsibilities:**

- Assist in the development of new websites and webpages and microsites, operating within brand style guidelines and coding standards.
- Assist in the development of functional specifications.
- Perform maintenance and enhancements to existing websites and microsites.
- Development expertise with custom post types, custom fields, plugins and themes for high-traffic WordPress sites
- PHP and HTML development outside of WordPress for landing pages, microsites, etc.

Company: Web puppies

Client: Mendis Aesthetics Clinic (Singapore Client). Mendis Aesthetics clinic is a very famous company capable of undertaking a wide range of technologically advanced procedures that will help you attain your ideal appearance and slow down the aging process.

✓ **Roles and Responsibilities:**

- Developed websites from front to backend using PHP, JavaScript, and HTML.
- Enhanced user experience and accomplish webpage objectives by creating site structure, navigation, page optimization, and graphics integration.
- Implemented enhancements that improved web functionality and responsiveness.
- Designed and maintained both corporate and client websites, using scripting languages and content management systems including WordPress.

PROFESSIONAL QUALIFICATION

- ✓ Masters in computer applications **from Indra Gandhi National Open University (January 2008 - June 2011)**
- ✓ Diploma in computer application **from Rajeev Gandhi Computer Saksharta Mission, Computer Science (August 2007 - January 2008)**
- ✓ Bachelor of Science (B.Sc.) **from Dr. B. R. Ambedkar University, Agra (July 2005 - July 2007)**