**Salesforce developer**

An overall of 7 years of experience in the IT industry including 5+ years in Salesforce.com CRM and Force.com platform with proficiency as a Developer and Administrator. A systems analyst, salesforce administrator and promising developer with a zeal to enhance my technical and analytical ability and thus broaden my current skills and knowledge in the salesforce space.

**Expertise**

• Accomplished in end-to-end Salesforce Configuration, Customization, and Development in Full and Developer Sandboxes.

• Proficient in SFDC Configurations/Customizations, including Page Layouts, Custom Objects, Relationships, Tabs, and Validation Rules.

• Expertise in Apex, SOQL, SOSL, Triggers, and Lightning Web Components (LWC) for SFDC development.

• Skilled in Scheduler and Batch classes, driving efficient system performance.

• Orchestrated streamlined processes via Salesforce automation tools, particularly Flows.

• Adept at generating Reports, Dashboards, and advanced data analysis.

• Experienced with Force.com IDEs, JIRA, Gearset, Flossum, and Copado.

• Versed in navigating Service and Product-based organizational contexts.

• Proven integration of external web systems using REST web services.

• Proficient in Data Migration using Import/Export Wizard and Apex Data Loader.

• Expertise in adhering to Salesforce.com Governor Limits and optimizing code accordingly.

• Skilled in Data Migration from legacy systems leveraging Data Loader Utility.

• Experience integrating Salesforce.com with diverse platforms via middleware such as MuleSoft.

**Certifications**

Salesforce Certified Platform Developer – I

Salesforce Certified Administrator

Salesforce JavaScript Developer I

Salesforce Certified Platform Developer – 2

Salesforce Advanced Admin

Salesforce App Builder

Certified MuleSoft Developer

**Professional Experience**

H and R block – Sr, Salesforce Engineer (Nov 2022 to present)

HW Kauffman - Salesforce Engineer (2021 November to 2022 December).

QUICKEN LOANS (Jan 2020- Present)- Salesforce Engineer

COMPUWARE (Aug 2019 to Jan 2020) - Salesforce Developer

PERFICIENT, Inc (Sep 2015 to 2019 July)- Business Consultant / Salesforce Developer

**Project Details**

**H and R block**

**Sr, Salesforce Engineer (Nov 2022 to present)**

* Designed and implemented a robust triggers framework to enhance the efficiency of case management processes.
* Utilized Apex triggers to automate and streamline various aspects of case handling, ensuring adherence to best practices and maintaining code cleanliness.
* Implemented trigger handlers following industry best practices, promoting maintainability, scalability, and code readability in the case management framework.
* Integrated triggers seamlessly into the overall case management architecture, optimizing the handling of data and events triggered by user actions.
* Established and enforced coding standards within the triggers framework to ensure consistency and facilitate collaboration among development teams.
* Conducted regular code reviews to identify and address any potential issues, ensuring the triggers framework aligns with Salesforce and case management best practices.
* Collaborated with stakeholders to understand evolving case management requirements and fine-tuned the triggers framework to accommodate changes effectively.
* Documented the triggers framework comprehensively, providing clear and accessible documentation for future development and maintenance reference.

**HW Kaufman**

**Salesforce Engineer (2021 November to 2022 December).**

• Collaborated extensively with Vlocity, utilizing Omni Scripts, Integration Procedures, Flex Cards, and Lightning Web Components (LWC) to construct and enhance community pages.

• Leveraged LWC to design community pages for the seamless insertion of agencies and agents.

• Streamlined system processes by transitioning from process builders to efficient flows.

• Engineered Apex triggers and classes to fulfill user-specific functionalities, ensuring comprehensive test coverage through meticulously crafted dependent test classes.

• Facilitated productive interactions with diverse business user groups to elicit and analyze requirements for Salesforce implementation. Methodically documented both Business and Software Requirements.

• Executed successful deployments using the Copado deployment platform.

**QUICKEN LOANS – Michigan**

**Salesforce Engineer (2020 Jan to 2021 November)**

• Designed and deployed essential components including Custom Objects, Custom Tabs, Entity-Relationship Data Model, Validation Rules, Workflow Rules, Auto-Response Rules, and Page Layouts, tailored to application requirements.

• Developed and implemented multiple batch jobs to achieve efficient round-robin assignment of contacts to users, including dynamic scheduling for processing records at different times of the day.

• Created batch processes to update custom date fields on Account records based on Case Updates, subsequently triggering email reminders to stakeholders on a weekly basis.

• Crafted a visually appealing Lightning Component to facilitate the addition of unavailable start and end dates by users, optimizing the contact assignment process. Leveraged CSS and Design Parameters for an enhanced user experience.

• Engineered an Apex Controller Class triggered by Opportunity updates. This innovative solution automatically updated a rich text field on related contacts when specific Opportunity fields were modified, involving the complex task of reconstructing call reasons for each update.

• Successfully established an outbound integration using REST API, ensuring real-time transmission of contact information to a third-party system upon insertion or updates within Salesforce. Employed custom metadata types and custom labels for configurable endpoint management within the org.

• Implemented dynamic logic using field sets in an Apex class, triggering post actions based on the alteration of multiple fields, enhancing system value and future scalability.

• Introduced a constants utility class for streamlined and consistent use across multiple controller classes, promoting code organization and efficiency.

• Orchestrated outbound integration of case updates to a third-party system using the Queueable interface and REST API, bolstering data synchronization capabilities.

• Developed an inbound integration solution capable of parsing incoming contact data, checking for existing contacts tied to accounts, and dynamically creating new contacts as needed. Resulting success or failure statuses were captured in a dedicated custom object.

• Proficiently utilized SFDC data load tools and Workbench for seamless data migration from Sandbox to higher organizational tiers, including Production environments.

• Ensured robust code quality by meticulously crafting comprehensive Test Classes for Apex classes and triggers, achieving a minimum code coverage of 90% for each.

• Collaborated effectively on integrating data from SQL databases into Salesforce using the Mule integration platform, contributing to enhanced data consolidation and accessibility.

**COMPUWARE**

* Design, code, and support solutions to meet business needs in Salesforce, including configurations, customizations.
* Currently working on Sales Cloud, Service Cloud, creating visual workflows (Auto-launched flow, Screen based flow)-Example: Create a custom button to launch screen to allow users to enter details and further allow the flows to process the record in scope.
* Creating validation rules, workflow rules, workflow email alerts, and process builders.
* Set up Sharing settings like sharing rules, OWD, Profile permissions, permission sets, Custom Permissions.
* Strong working knowledge of APEX, Visual Force, Salesforce APIs, SOQL, Force.com platform. Trigger on standard objects such as Account, Cases, Campaign & some custom objects depending on the business needs along with Error handling.

**PERFCIENT, Inc - Michigan**

**Client: BCBS:**

* A thorough understanding of the Salesforce platform with the ability to interact with business users to understand requirements to translate them into user stories.
* Creating hierarchies, Objects, Fields, Profiles, roles, Sharing rules, public groups, security settings, validation rules, reports, workflows, process builder, relationships.
* Salesforce Administration, Release management and Deployment.
* Knowledge on how to develop high-quality and scalable application logic with Apex, Batch Apex, Visualforce, SOSL and SOQL.
* Operate and leverage Agile and Scrum methodologies.
* Data Migration and transportation both manual and scheduled, where manual includes creating records manually and import and export of data through migration tools like Data Loader, Data Import Wizard & Work bench.
* Ongoing effort gain knowledge and experience on: Customization through Apex and Visualforce to Salesforce platform. Apex coding for both Batch and normal apex classes, capable to handle both normal and bulk load per the requirements given. Apex triggers (Before and After Insert/Update/Delete). Achieve code coverage to maximum extent with the help of test class.

**Client: Electrify America**

* Setup and configuration of the Live Agent (Chat) for both Electrify America setup and Electrify Canada with changes to handle labels/verbiage, workflow, Omni-channel routing, deployment.
* Setup and configuration of Salesforce Service Cloud Knowledge Management tool, including approval
* Document Listing the test results of completed tests from Unit, Application, System Integration, and UAT tests
* Implemented new enhancements including creation of custom objects, workflows, email alerts, templates, and UI changes.
* Worked on Salesforce Lightning we Components for building customized components replacing the existing ones.
* Also embed Lightning web Components in Visual force page by using new Lightning Out feature by event-driven programming.

**Client: Ameren St Louis**

* Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application. Migrated data from external sources and DML operations on millions of records.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail.
* Designed and developed Test utility framework and used annotations @isTest, @testSetup and ensured to meet 75% of code coverage.

**Client: Ford Direct**

* Administered, configured, maintained Salesforce.com application user profiles, roles, assigning Permissions, Validation Rule, upgrade installation.
* Designed, and developed the Custom objects, Page layouts, Custom tabs, Components, Visual force Pages as a Salesforce consultant.
* Created and deployed Several Reports using salesforce.com platform.
* Worked with force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Assisted end users to use salesforce.com, also analyzed, evaluated complex business requirements, and recommended solutions.
* Developed and deployed workflows and approval processes for opportunities and products/assets management.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed, and sent to salesforce.com entity.
* Developed workflow rules, tasks, emails, and alerts to track customer related tasks and activities.
* Used sandbox as part of testing and data migration.

**Education**

**MASTER’S IN CIVIL AND ENVIRONMENTAL ENGINEERING – ARIZON STATE UNIVERSITY (ASU)**