**Gowtham  
Sr. Salesforce Developer  
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**OBJECTIVE:**

Having 10 years of experience on salesforce worked on Salesforce Developer/Administrator with domain experience involving configuration, customization, communities, integration, deployment, migrating projects from Classic to lightning development, Lightning Aura components, Lightning Web Components (LWC), Involved in various Salesforce Cloud implementations.

**PROFESSIONAL SUMMARY:**

* Lightning Component has been integrated to the Record and Lighting Pages. I've worked on Apex classes, Visualforce Pages, Apex Triggers, and Controller classes for a range of application functional requirements.
* Strong understanding of the components that are implemented and integrated into the Salesforce ecosystem, such as data loaders, **Apex controllers, APIs, Apex Web Services, and triggers**. Along with using Flows, generating widgets, modifying console components, and performing other advanced data migrations and integrations to Salesforce Action Grid.
* Good knowledge of web application design, object-oriented design approaches, and **client/server architecture,** as well as strong experience with sales, service, and experience clouds.
* Creating lightning pages using Component, controller, helper, style, documentation, render, design, SVG.
* Proficient in developing and deploying custom applications using Apex, Visualforce, and declarative tools.
* 4+ years of programming experience with Visualforce, Lightning Web Components (LWC), Aura, Apex, HTML5, and JavaScript within the Salesforce platform.
* Expertise in building responsive and dynamic user interfaces using LWC and Aura components.
* 5+ years of hands-on experience with Salesforce Service Cloud or Gov Cloud.
* Implemented various service cloud features including case management, service console, and knowledge base.
* Proficient in developing and consuming web services to facilitate seamless data exchange between systems.
* Experience with Microsoft Azure DevOps or other DevOps tools for continuous integration and continuous deployment (CI/CD) processes.
* Skilled in version control, automated testing, and deployment pipelines.
* Proficient in Data Migration, Salesforce Object Query Language (SOQL), Salesforce Object Search Language (SOSL), and Data Loader.
* Extensive experience with Salesforce Object Data Manipulation Language (DML) operations for efficient data handling and migration.
* Implemented Salesforce **Lightning Web Components** for a small set of users within the organization.
* Apps were tested by deploying them from the sandbox to production by adding several Lightning Web components to a Lightning application.
* Hands-on experience with Inbound and Outbound Integration of salesforce with external systems by developing custom **Apex RESTful** classes for inbound class and written Apex callout for invoking outbound applications.
* gathering functional and technical requirements for several projects and participating in prototype design. practical knowledge of Salesforce components and Lightning Builder.
* Hands-on experience in writing code in Apex, JavaScript, XML, HTML 5.
* Expertise with the Lightning Framework and creating reusable web components.
* Involved in developing **salesforce Lightning Apps, Lightning Web Components**, Controllers and Events.
* Excellent understanding of Salesforce.com Governor Limits and the ability to optimize code to conform to those constraints A working understanding of client-specific solutions, including Force.com IDE, Eclipse IDE, VS Code, SOQL, and SOSL deployments; also, the capacity to analyze and interpret data utilizing Salesforce efficiently.
* Proficient in setting up Lighting UI and migrating from a proprietary legacy system to SFDC.
* Engaged with **Static Resources**, which lets you upload files like archives (like.zip and.jar files), images, style sheets, JavaScript, and other files that can be referenced on a Visualforce page.
* proficiency with Force.com deployment from sandbox to production Tools for migration such as the Change Sets and Force.com IDE, **Copado**, ANT Migration, and **Auto Rabbit.**
* Extensive familiarity in UAT, Black Box, System, Regression, End-to-End, Smoke, and Usability testing.

**SKILLS**

**Languages/Scripts:** APEX, Visual Force, Lighting Components Controls, SOQL, SOSL, Java, J2EE, VB Script, Java Script, J-Query, HTML, XML, CSS.

**Salesforce Technologies:** Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visualforce (Page, Controllers), SFMC, Omni studios.

**RDBMS:** MS SQL Server, MS Access, IBM DB2.

**Operating Systems:** Windows NT, 2000, XP, Linux.

**Reporting Tool:** SAP Business Object Dashboard, Crystal Report and Web Intelligence.

**Database Tools:** MS SQL Server, Oracle, Ingres, MySQL

**Force.com tools:** Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector

**Custom Integration:** Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application and Sandbox data loading

**IDE:** Eclipse, Force.com Eclipse IDE plug-in, Visual Studio code

**Platforms:** Windows (NT/2000/XP/Vista/7)

**CERTIFICATIONS:**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I

**WORK HISTORY**

**Salesforce Lightning Developer**  **September 2022 to Present**

**Client: PwC**

***Roles & Responsibilities:***

* Developed Apex Classes, Controller Classes, and Apex Triggers on Force.com for various functional needs in the application and experienced in creating lighting pages inside lighting Community builder.
* Involved in CPQ Order management. Automation of various processes like Order Generation, Contract Generation, Renewal Opportunity Generation, Renewal Quote Generation.
* Designed and configured all types of Products, Catalog Hierarchies, Bundles, Nested Bundles, and Price Lists.
* Used Journey builder in running more than 70 different campaigns along with Automation Studio and Contact Builder.
* Used HTML, CSS, AMP Script, SSJS, and other technologies to build customized solutions that support critical business functions.
* Collaborating with members of the project team and business owners to design, develop, unit test, and provide post-release support.
* Utilized out-of-the-box functionalities and custom Apex coding to develop robust Salesforce applications.
* Developed dynamic user interfaces using LWC and Aura, improving user experience and application performance.
* Integrated Salesforce with external systems through Apex REST and SOAP APIs, enhancing data flow and system interoperability.
* Managed CI/CD processes using Azure DevOps, ensuring seamless deployment and minimal downtime.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Implemented Salesforce Lightning web components (LWC) for a small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
* Worked on Salesforce Lightning Web 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.
* Migrating existing Aura Components and Visual force pages to Lightning web components (LWC) to improve application performance by following web standards, shadow DOM, custom elements, templates, ECMAScript, events.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Used aura framework to define a method as part of a component’s API. This enables one to directly call a method in a component’s client-side controller instead of firing and handling a component event.
* Created a Lightning page with some customizations based on the components used and created the Lightning app.
* Experience on O2C (order to cash) process from beginning to end to serve customers faster and more effectively, minimize errors and delays and ensure performance data has maximum impact on the company.
* Used Salesforce Lightning inspector to debug the lightning components during the development process.

**Environment:** Salesforce.com Platform, Apex Language, Lightning, Data Loader, HTML, omni script Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SOAP/REST API, Sandbox data loading, CTI, Eclipse IDE Plug-in, Windows XP.

**Role: Senior Salesforce Engineer** **04/2022 to 08/2022**

**Client: Dept of Human Services, GA**

***Roles & Responsibilities:***

* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Good hands-on practice with the new Lightning System Design which helps to create modern enterprise apps using Lightning App Builder quickly and easily and Lightning Components Performed.
* Worked on developing various lightning components, events, and lightning applications.
* Developed Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Performed detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visual force, Force.com IDE.
* Configured and customized Salesforce Health Cloud to align with healthcare business needs.
* 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.
* Connected Salesforce Health Cloud with EHR, EMR, pharmacy, and claims processing systems.
* Processed a large number of records in batches (considering governor limits) with Schedulers and Batch Apex.
* Worked on Salesforce Communities Implementation addressing the client’s current Business Process. Implemented ‘Knowledge Articles’ Management.
* Created a Complete file Upload utility in Lightning, Apex Classes and SOQL so that users can attach files in the form and upload them to the Salesforce case record.
* Integrated FHIR and HL7 APIs to connect with Electronic Health Records (EHRs) and other healthcare systems.
* Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Used a Salesforce1 simulator during the development to test if the lightning components works properly on the mobile device.
* Created Apex methods for the lightning controller and helper methods to perform DML Operations on the case records.

**Environment:** Force.com IDE, Custom objects, Batch Jobs, Lightning (Components & Controllers), Validation Rules, Apex Data Loader, SOAP API, REST API, SOQL, SOSL, Agile/Scrum methodology, AppExchange, Service Cloud, Sales Cloud, Lightning Experience, ANT, GIT, SFDX, Visual Studio Code, Scratch Org, Workflow & Approvals, Apex Classes, Triggers, Visualforce (Pages, Controllers & Components), CSS, jQuery, JAVA, HTML, JAVA Script.

**Role: Senior Salesforce Developer** **02/2021 to 04/2022**

**Client: Catalent**

***Roles & Responsibilities:***

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Involved in business analysis, requirement understanding, solution designing, data modeling, SFDC setup, configuration, data migration as well as conducting end-user training.
* Built the organization's Role Hierarchy by adding the roles as per the organization structure and created Custom Profiles to satisfy the organization's hierarchy.
* Created Workflow Rules, Page Layouts, Approval Process, Email Alerts, Field Updates and Outbound messages.
* Responsible for managing User Accounts, Security Access and setting up Profile based security access based on organization requirement.
* Involved in creating and customizing Email templates and configuring them to the Email alert within the Workflow Rule for a standard/custom object.
* Developed various Custom Objects, Tabs, entity-relationship data model, Validation Rules, Components.
* Salesforce – Mobile Sync through REST API.
* 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 (csv) files.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created and customized detailed Reports with Filters, Conditional Highlighting, Custom Subtotals and Charts.
* Responsible for Mass Delete/Transfer records using Data Management.
* Monitored and resolved the Service Requests, specifically, visibility issues involving Custom Profiles, Public Groups, and Sharing Rules.
* Worked on Test Cases by developing Test Classes to meet the required Code Coverage in Salesforce.
* Site maintenance and solving customer issues.

**Environment:** Salesforce.com platform, Apex, Web services API, VisualForce Pages, Controllers, CSS, Workflow & Approvals, Custom Objects, Custom Tabs, Security Controls, Page Layouts, HTML, Java Script, Reports, Dashboards, Eclipse IDE Plug-in, Windows XP, Sales Cloud.

**Role: Salesforce Developer 03/2016 to 12/2020**

**Client: Home Depot, Mountain View, CA**

***Roles & Responsibilities:***

* Responsible for Creation of Workflows, Validation Rules and Sharing Rules
* Developed Test Classes for Apex Classes and Test Coverage for Triggers.
* Having good work experience in Reports and Dashboards.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files using Apex Data Loader. Deployed the Project from Sandbox Environment to Production Environment
* Developed various Custom Objects, Tabs, Components and VisualForce Pages and Controllers.
* Created Users, Roles, Public Groups and implemented role hierarchies, sharing
* rules and record level permissions to manage sharing access among different users.
* Developed multiple Lightning web components (LWC) regarding service case console pages.
* Created multiple Lightning Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
* Experience in Force.com Apex Classes, Apex triggers Integration, Visual force, and Force.com API. Development using custom lightning components (Aura and LWC).
* Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
* Elicited the business requirements for the project using One-One Interviews, Document analysis, Surveys, JAD sessions and used the standard template of the organization to develop requirements.
* Collected feedback from management and end users to determine business requirements for future releases.
* Configured Pricing factors like variance pricing, volume-based pricing, attribute-based pricing.
* Created Test Case, Test Plan Document for Project Modules Cases using JIRA.
* Worked on integrating doc-u-sign with salesforce for emailing the envelopes to the members and configured doc-u-sign end-to-end.
* Involved in Sales cloud Application setup activities and customized the apps to match the functional needs of the organization.
* Performed business process modeling, user experience modeling and basic technical architecture diagramming.
* Developed other supporting documentation such as source to target mapping documents, use cases, business logic flows, process flows and documenting training sessions.

**Environment:** Apex, Force.com, Triggers, API integration, Workflow & Approvals, Salesforce.com Platform, Web Services, HTML, CSS3, SQL, PL/SQL, JavaScript, jQuery, Oracle, SOAP UI, SOAP, API, Chatter, Sandbox data loading, Git, DML Query, Web Service integration, Metadata API, SaaS/PaaS.

**Role: Salesforce Developer/Admin** **08/2013 to 01/2015**

**Client: Aezion, Bengaluru India**

***Roles & Responsibilities:***

* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing.
* Designed, developed, and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in 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 and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent picklists, 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 and edit pages.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, filed updates to implement business logic.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created custom Dashboards for the manager's home page and gave accessibility to dashboards for authorized people.
* Used a Data loader to load the records on to the force.com platform.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
* Made new feature enhancements on Service cloud console view and developed some Visual force components.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* Involved in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.
* Experienced in Unit Testing, for the customizations and developments done during the project.

**Environment**: Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Service Cloud, Data Migration, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

**EDUCATION:**

**Bachelors**: B.Tech Electronics and Comm Engineering India 2013  
**Masters**: Masters in Information Systems 2016