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**PROFESSIONAL SUMMARY:**

* 8+ years of IT experience with above more than 5 years’ experience in the **Salesforce.com CRM** Platform both as Administrator and Developer
* Good knowledge on Apex development in creating custom Objects**,** custom Tabs, **Triggers, Apex Classes, Force.com API, Standard Controllers, Custom Controllers** and **Controller Extensions**
* Designed junction objects and implemented various advanced fields like **Picklist**, **Controller/dependent picklist Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows**, **sharing rules** and **Approval Processes** for automated alerts, field updates, and Email generation according to application requirements
* Developed **Visualforce pages**, **Visual flow** and **Custom Objects** using Apex Programming on Force.com Platform
* Experience with developing a complete Case Management System using **Lightning** Components, Controllers, Helper Methods, and Style Sheets
* Participated complete life cycle of Salesforce projects using Agile methodologies with the helps tools Rally or Jira
* Involved in Design and development of Workflow Rules, Triggers, Validation Rules, and other customizations with Salesforce.com
* Created various RAML resources to implement REST Based APIs as a part of project implementation.
* Proficient in Data Migration from Traditional Applications to salesforce using Import Utility.
* Good experience with customization of Salesforce Communities and platforms such as Marketo, Steel Brick.
* Involved in automation integration using Jenkins and Git hub.
* Worked as Einstein Developer where involved in creating Datasets from external database using Custom Code as well internal using Data flows.
* Experience in **Sales cloud, Service cloud, Partner portal** and **Customer portal**.
* Experience implementing Steelbrick, Oracle CPQ cloud (Big Machines).
* Experience with activities related to SFDC, Saleforce.com setup, Configuration, customization, Administration, Data Migration, and deployment of applications to Force.com platform for large user groups
* Experienced in building Custom Applications that includes **administration, configuration, implementing and support experience with Salesforce.com platform**
* **Excellent understanding of Org hierarchy, Roles, Profiles, Users, object level security, field level security, record level security** and **sharing rules**
* Experienced working with salesforce.com **sandbox and production environments, also with Eclipse IDE Force.com** Plug-in environments
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards
* Experience with tools like Apex Data Loader, Eclipse IDE and Force.com IDE
* Worked with **SOQL, SOSL, Visualforce, APEX, ETL, SOAP API Force.com and Web services API.**
* Experienced in JAVA/J2EE technologies, Oracle and SQL
* Experience in creating Service Cloud Console, configuring Omni-channel, developing Force.com sites, enabling and using Customer Portal and Partner Portal.
* Experienced in scripting languages like **HTML, XML** and **Java Script**
* Strong Database **(RDBMS) development** experience in writing queries, functions, stored procedures, triggers, and views in **Oracle**, **SQL**, **PL/SQL** and **MS Access**
* Experience in modifying Visualforce pages to be supported in Lightning Experience and good understanding of lightning mode and its features.
* Experience with Adobe Flash, **Service Cloud** ,**Sales Cloud** and **Chatter**
* Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.
* Strong understanding of fundamental business processes, excellent Communication and inter-personal skills with ability to work well in a dynamic team environment.

**TECHNICAL SKILLS:**

**Salesforce Technologies :** Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, Apex Web Services, Apex Custom Controllers and Extension, Salesforce.com customizations like Workflow Approvals, Dashboards, Custom Objects, Record Type, Role Hierarchy, Validation, Quotes, Formulae, Page layouts.

**SalesForce Tools :** Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Force.com Github, Excel Connector, Force.com Platform (Sandbox, and Production)

**Languages :** C#, Java, JavaScript, SQL, Apex.

**Databases :** Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2

**Web Technologies :** JavaScript, HTML, XHTML, XML, WSDL, AJAX, Visualforce

**GUI and Tools :** Eclipse, Force.com IDE, Apex Data Loader.

**Operating System :** Microsoft Windows 98/2000/XP/Vista/7, OS X (Mac)

**ACADEMIC QUALIFICATION:**

* Bachelor of Engineering–Computer Science & Technology
* Salesforce Certified Platform Developer I.
* Salesforce Certified Platform Developer II.
* Salesforce Certified Administrator.
* Salesforce Certified Sales Cloud Consultant

**PROFESSIONAL EXPERIENCE:**

**Client: Siemens Healthcare Diagnostics, Norwood, MA Jan 2017 – Till Date**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like **Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards**
* **Agile Development Methodology** was followed for the implementation
* Created a user interface in**Lightning** using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce
* Used **Salesforce Lightning** Inspector to debug the**lightning** components during the development process
* Performed **Steelbrick CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Created Apex methods for the **lightning** controller and helper methods to perform DML operations on the case records.  Used Salesforce1 simulator during the development to test if the **lightning** components works properly on the mobile device
* Created several Lightning Components, added SLDS that makes visualization of Lightning component to look better.
* Experience in working on source control tools like GIT.
* Interacted with various Business users for requirements gathering
* Worked on implementing sales enablement tools supporting Salesforce (CRM), Configure-Price-Quote (CPQ) solution for sales growth utilizing Big Machines and Steelbrick (CPQ) integrated with Salesforce Platform.
* Experience working in service cloud, supporting cases, developed workflows and triggers for automated case resolution.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Used Github, Jenkins, Mavensmate for code migration from personal sandbox to Dev.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Implemented the requirements on Salesforce.com Lightning platform and Force.com IDE Plug-in using Eclipse.
* Knowledge in Einstein Analytics where played around and created a prototype dashboard which includes both external data sets and Salesforce data.
* Strong experience in designing and developing salesforce customizations using Apex Classes, Triggers and Visualforce pages with Custom, Extension controllers.
* Created Multiple Sandboxes to migrate all the related Development, Customizations, and Configurations from one system to another system.
* Developed various **Custom Objects, Tabs, validation rules, formula fields.**
* Developed custom Business logic using **Apex Classes, Visual force pages**. Used Visual force components like **Page Block, Command Buttons, Action support, Action Function**
* Implemented customCascading Style Sheets **(CSS)** for **Visual force pages**
* Worked with **SOQL, SOSL**queries with **Governor Limitations** to store and download the data from Salesforce.com platform database
* Worked on service cloud implementation using Cases, and implemented Email-to-Case, Escalation and assignment rules.
* Used Apex controller, that makes external call requests to retrieve the data from objects and then to display on Lightning components
* Created service console and enabled for user with chatter and answers in the service cloud
* Worked on customization of Sales and Service cloud and configured Web-to-Lead, Email-to-case, Assignment, Escalation and Auto-response rules.
* Used **SteelBrick (CPQ Tool)** as Quote to Cash and also got chance to work with Apptus tool.
* 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
* Extensive experience on **S controls**, **Visualforce pages** and **Page layouts** according to the Business requirements
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customers complaints
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Designed and deployed **Custom tab**s,**validation rules, Approval Processes** an**d Auto-Response** for automating business logic
* Experienced with Steel Brick CPQ for billing, invoicing, and subscription. And take control of sales process from Quote to Cash
* Created **workflow rules** and defined related **tasks, email alerts,** and **field updates**
* Developed several **Custom Reports**&**Dashboards** that are used by Business user and Managers.
* Integrated applications using **web services** by consuming the **WSDL** files for extracting the data from the external systems
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database.
* Configured **Chatter** for the Users in the Organization for collaboration
* Created **Email templates** in **Text, HTML and visual Force** necessary for the application.
* Developed **visual Force** pages with **JavaScript** and **Apex classes**
* Written **Apex Test classes to Unit test** Apex classes before moving to Production
* Created and maintained the documentation for Design, Migration and Integration
* **Deployed** applications from **Sandbox to Production**

## Environment: Lightning, Apex, Visualforce, Service Cloud, Triggers, Workflows, SOQL, SOSL, Data Loader, App Builder, Case Management, Email Alerts, Force.com IDE, Developer Console, Java Script, HTML, CSSSaleforce.com CRM, Apex Classes, Controllers, Github ,Visual Force Pages, Custom Objects, Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Sharing rules, SOAP, S controls, Web service, XML, Force.com IDE, Chatter, HTML, CSS, JavaScript, Windows 2003

**Client:** **Ortho clinical diagnostics, NYC Jan 2015 - Dec 2016**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development
* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Reports, Dashboards, Events** and **Tasks**
* **Agile Development Methodology** was followed for the implementation
* Developed various **Apex classes**, **Controller classes**and **Apex Triggers**for various functional needs in the application
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules**
* Created various **Profiles, Roles, Page Layouts and** Configured the permissions based on the organization hierarchy requirements
* Designed and deployed **Custom tab**s, **validation rules, Approval Processes**an**d Auto-Response**for automating business logic
* Developed Cascading Style Sheets**(CSS)**for creating effects in **Visual force pages**
* Created **Workflow rules**and defined related **tasks, email alerts,**and **field updates**
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects
* Extensive experience on **S controls**, **Visual force pages** and **Page layouts** according to the Business requirement.
* Used Github to commit for personal sandbox to Dev.
* Created Lightning Component Tabs and Visualforce Tabs using Lightning Components.
* Developed component using Lightning Aura Framework.
* Used SLDS for developing lightning components, Events, Actions and Server-Side Controller
* Developed Apex triggers, asynchronous classes and test methods to achieve user's desired functionality.
* Worked as Einstein Developer where involved in creating Datasets from external database using Custom Code as well internal using Data flows.
* Retrieved customer data from third party APIs and migrated the data to be displayed on Salesforce Lightning Components.
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of oS2
* Created email templates and inbound emails using **Visual Force** for clients and customers.
* Enabled **Chatter** for the Organization and to effectively communicate with the users in the Organizatio
* Worked on sales cloud and customized objects Accounts, Contacts, Opportunities, Products, Price Books and custom objects, implemented Web-to-Lead and custom Lead conversion.
* Implementation of **Data Loader** for loading the data
* Worked on Service Cloud and involved in configuring and integration of CTI for Inbound and Outbound calls.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Developed business documents for Salesforce.com **Custom objects**
* Worked on different portals like Self Service Portal, Partner Portal and Customer Portal
* Implemented Salesforce.com web services client using Sales force web services API, Java, XML and partner WSDL
* Developed several **Custom Reports**& **Dashboards**to better assist managers and also report folder to provide report accessibility to appropriate personnel
* Provided the **training**to Business user’s about the system

**Environment:**Saleforce.com CRM, Force.com platform, Apex Classes, Github ,Chatter, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, SOAP, Eclipse IDE, WSDL, Windows.

**Client: BBVA Compass, Birmingham AL Jan 2013-Dec 2014**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Worked as enhancement developer and team member, performed the roles of **Salesforce.com Developer** and **Administrator** in the organization
* Responsible for setting up web services integrations
* **Agile Development Methodology** was followed for the implementation
* Implemented Inside sales telephonic plug-in application implementation
* Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects of **SalesForce.com (SFDC)**
* Implemented Apex Data loader “**Command Line Interface (CLI)**” to automate the data loading process for the sand box refresh activity
* Designed various WebPages in **Visual Force** for customers to select a variety of services offered by the org and integrate them with the pricing team
* Designed, and developed **Apex Classes**, **controller Classes, extensions** and **Apex Triggers** for various functional needs in the application.
* Worked on service cloud implementation using Cases, and implemented Email-to-Case, Escalation and assignment rules.
* Created service console and enabled for user with chatter and answers in the service cloud.
* Maintaining test coverage for all the classes and triggers and supporting deployment activities
* Worked on various **salesforce**.**com** standard objects like **Accounts**, **Contacts**, **Cases**, Opportunities, Products, Opportunity Line Items, **Leads**, **Campaigns**, **Reports** and **Dashboards**
* Designed, and deployed the **Custom objects**, **Custom tabs**, **Entity-Relationship data model**, **validation rules**, Workflow Rules, Auto-Response Rules, **Page layouts, Components**, **Visual Force Pages** to suit to the needs of the application
* Used **SOQL & SOSL** with consideration to **Governor Limits** for data manipulation needs of the application using platform database objects
* Used **Data Loader** for insert, update and bulk import or export of data from Salesforce.com SO bjects Used it to read, extract, and load data from **comma separated values (CSV)** files
* Defined **lookup** and **master-detail** relationships on the objects and created junction objects to establish connectivity among objects
* Created **workflow rules** and defined **related tasks, time triggered tasks, email alerts, filed updates** to implement business logic
* **Used Sandbox for testing and Eclipse and Deployment Chain Set for code deployment and worked with SVN**

**Environment:** Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Inside sales telephonic plug-in, Doc E-sign, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, SOAP, Sandbox data loading, Eclipse IDE Plug-in, Windows XP Pro

**Client: Genepact, India Aug 2010-Oct 2012**

**Role: Java developer**

**Responsibilities:**

* Involved in the development of various front-end modules
* Developed **Java script** modules for client side validations
* Developed core Java backend tools
* Developed custom tag libraries for formatting contents in JSPs
* Developed and deployed **EJBs** on the server
* Involved in the production support for the application
* Developed various server side components using various J2EE technologies
* Involved in the development of different user interface screens using **JavaScript, CSS,** and **HTML**
* Developed presentation modules using **Struts** framework
* Developed various controller components using Struts framework
* Extensively used JDBC to access the database objects
* Extensively involved in coding of various design patterns
* Worked in deadline driven environment

**Environment:** Core Java, JDK, J2EE, Servlets, JSP, Struts, MVC, EJB, Java Beans, SQL, PL/SQL, Design Patterns, JDBC, JBOSS, Log4J, Apache ANT, JavaScript, CSS, HTML, XML, DB2, Stored Procedures, Windows 2000/NT/98 OS.