**Chandra**

**Salesforce Developer and Administrator**

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**SUMMERY:**

* **Around 8+ plus** years of professional experience as a Developer, with nearly **4+** years of experience on Salesforce CRM platform as developer & administrator.
* Around 4 years’ Experience in salesforce.com as a Developer using **Force.com, Visual Force, and APEX.**
* Experience in writing the SOQL queries.
* Experience in Code Deployments **from Sandbox to another Environment by Eclipse IDE** and Change Set.
* Experience in customizing **Salesforce CRM** for generating web-to-leads and web-to-cases.
* Used Force.com REST API Web services and outbound messaging for implementing web services to integrate External systems and websites.
* Solid experience with **Salesforce AppExchange Apps**, configuration and user security permissions in compliance with organizational needs.
* Strong knowledge of Salesforce configuration, data migration, system integration and familiarity with **Visualforce (Pages, Components, Controllers) MVC architecture and Apex (Classes, Controllers & Triggers).**
* Technical Knowledge on Lightning Experience and Lightning App Builder.
* Worked on global, live communications company that creates **community** between brands and customers.
* Used Cast Iron Web Sphere in Integration and migration.
* Experience in implementing **Apex Classes, Triggers, Batch Apex, Test Classes, Visual force pages, Web Service** etc to achieve complex business functionalities.
* Excellent experience in Salesforce.com configuration in creating the Custom Objects, various types of Custom fields, buttons, links, Record types, Page layouts, User Profiles, Work flow rules and Validating Rules.
* Proficient in Auto Finance, Healthcare Banking and Finance and Insurance domains
* Experience in working with Eclipse IDE with Force.com Plug-in environment for writing Business logic in Apex Programming Language.
* Extensive experience using **Salesforce.com Administration and Creating Roles, Profiles, Page Layouts, Workflow rules and Actions, and Approval Processes.**
* Experience with Web technologies like HTML, CSS, and WSDL.
* Proficiency in Object Oriented Programming like **C++, JAVA**.
* Having good knowledge of all phases of **SDLC** with expertise in Requirement gathering, Analysis, Designing, Development and Testing.

**EDUCATION AND CERTIFICATIONS :**

* Bachelor’s in Computer Applications
* Force.Com DeveloperCertified 401 (Certification Number: 2479421).
* SalesforceAdministratorCertified 201 (Certification Number: 2485658)

## TECHNICAL SKILLS:

|  |  |
| --- | --- |
| **Salesforce technologies** | Standard objects, Workflow & Approvals, Apex Language, Apex c Classes/Controllers, Apex Triggers, Visual Force Pages using CSS Layout according to the organization profile, Data Loader, Offline Edition, Integration, migration, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL, Custom objects, S-Controls. |
| **Salesforce Tools** | Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader. |
| **Langages** | Apex, Java, J2EE, Servlets, JSP, JSON, JBoss. |
| **Web Technologies** | WDSL, HTML, CSS, Java Scripts. |
| **Data base** | PL/SQL, SQL Server, Oracle 10g. |
| **Operating System** | Windows XP/Vista/NT/98/UNIX. |

## PROFESSIONAL EXPERIENCE:

**Toyota Financial Services, Los Angeles, CA Aug 2016 – Present**

**Salesforce Developer/ Administrator.**

**Roles and Responsibilities:**

* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
* Testing the CPQ Integration with ERP.
* Analyzing the Scenarios for switching between salesforce classic and the Lightning Experience.
* Administrated and monitored the company’s Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service.
* Develop, maintain, and enhance Salesforce and Skuid quality code that is simple, reliable, documented, and scalable.
* Skilled in understanding and implementing the new salesforce Lightning Experience.
* Developed and Customizing salesforce.com application based on the user needs.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Maintained and gave permissions to communication templates based on Profiles.
* Performed Data Analysis and migrated data from SQL Server database to sales force.
* Involved in Accounts Merging, maintaining Public Groups.
* Created Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Worked with senior team members to analyze of each product and its competitor, to integrate new product, and optimize existing products.
* Customized the UI for web portal using SKUID
* Worked on data migration from databases to SFDC using Data Loader.
* Build the organization’s role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.
* Performing the Risk Analysis and Cost Assessment for the Project implementation.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.

**Environment**: Salesforce.com platform, Cast Iron, ANT, SOQL, SOSL, Apex Language, CRM, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Workflow & Approvals, Email Services, Security Controls, Sandbox data loading, Eclipse IDE, GitLab , Jenkins .

**FireEye, Detroit MI Aug 2015 – Aug 2016**

**SalesForce Developer/Administrator**

**Roles & Responsibilities:**

* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Implemented and managed a self-service customer community for FireEye customers, so that they can browse existing knowledge articles based on defined data categories and find answers for their questions and if necessary can also create cases for their unresolved issues.
* The service community reduced the customer support cost for FireEye and improved customer satisfaction .
* Involved in end to end QA and UAT testing and validation of CPQ including Products, Pricing, quoting etc.
* Involved in activities related to Saleforce.com setup, Configuration, customization, Administration, Development, Data Migration and deployment of application to force.com platform.
* Closely worked with the Cast iron Integration, backend system Oracle and with our Salesforce team to make sure the Business flow for the application is maintained in Sync.
* Configured and customized Salesforce.com using standard setup tasks as well as developed heavy Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services per the functional needs of the application.
* Created several workflows by defining rules, approval processes and related actions, which include creating related and time triggered tasks, email alerts, filed updates to automate the business process.
* Managing Community application such as Ideas and Answers
* Used Dynamic Visualforce components, a niece use case, to dynamically roll- up the necessary fields at run time, whenever requested.
* Used Change sets or Jenkins for deployment, once the Component merge has been done in Git and the source is ready, in to the other Salesforce instance.
* Agile Development Methodology was followed for the implementation.
* Have been part of System Integration Testing, done in other Salesforce instance, once the developments done in the developer instance.
* Used Salesforce Marketing Cloud(Lead Pardot) and Marketo for marketing automation and analytics software foremail, mobile, social and online marketing.
* Created different types of Custom Reports for standard objects as well as custom objects to give complete details regarding Customer (Account) Orders, Renewal Forecasting, and Customer Balance Report with Multi-Currency support.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams.

**Environment**: Salesforce.com platform, Cast Iron, ANT, SOQL, SOSL, Apex Language, CRM, Visual Force (Pages, Component & Controllers), Pages, Data Loader, Workflow & Approvals, Email Services, Security Controls, Sandbox data loading, Eclipse IDE, GitLab , Jenkins .

**Flagstar, Troy, MI Nov 2014 – Jul 2015**

**Sales Force Developer/ Administrator**

**Roles & Responsibilities:**

* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services.
* Designed, and developed Apex Triggers for various functional needs in the application and worked in improving existing Apex code.
* Build reusable components, and customized Salesforce1 mobile app using Lightning component framework.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Reports, and created custom objects based on Business need.
* Worked as a Sales Force Chatter APP with the organization and regularly participated in the meetings and chatter community.
* Integrated and implemented Pardot single handedly, with very limited time and resources.
* Implemented the Salesforce.com applications using Agile Methodology that involves the iterative development methodology.
* Created server Apex controller for Salesforce Lightening Experience and added Lightening Component to Lightning Pages and Record Pages.
* Used Sales Cloud in Preparing and getting approval of design, functional and technical specifications from business
* Created Custom Objects and fields for transactional and contractual information.
* Created workflow rules, defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
* Created profiles and implemented Object and field level security to hide critical information
* Used force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
* Developed Apex Classes, Apex Triggers, and Apex Controllers to develop custom business logic.
* Extensively involved in data migration from three legacy systems to Salesforce.

**Environment:** Salesforce.com platform, Apex Language, CRM, Visual Force (Pages, Component & Controllers), Pages, Data Loader,Pardot, Workflow & Approvals, Email Services, Security Controls, Sandbox data loading, Eclipse IDE

**Merck Pharmaceuticals, Boston, MA Feb 2014 – Oct 2014**

**Sales Force Administrator**

**Roles & Responsibilities**:

* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce, Force.com API, and Web Services.
* Designed, and developed Apex Triggers for various functional needs in the application and worked in improving existing Apex code.
* Responsible for creating, managing, and delivering of required documents for application.
* Designed different custom dashboards for various user groups based on their business functionalities and needs.
* Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules according to the application requirements.
* 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.
* Moved Code from Sandbox to Production using Jenkins and Change Sets.
* Conduct business analysis by working with end users to identify system, operational requirements.
* Working on CMIS Trouble Tickets, ACSR’s with the users and help them resolving their issues.
* Created Environment setup plan, Migration document and checklist.
* Configured out of the box reports and dashboards as well as custom reports.
* Designed various types of email templates for auto response to customers.
* Created custom Dashboards for manager’s home page and gave accessibility to dashboards for authorized people.

**Environment:** Salesforce.com, Chatter, Cast Iron, CRM , Import Wizard, Apex, Controllers, Sharing Rules, Workflows, Enterprise Edition, Email Updates, Eclipse IDE,Sales Cloud

**Marc Carpenter & Associates, San Diego, CA Jun 2013 – Jan 2014**

**Sales Force Developer**

**Roles &Responsibilities:**

* Created various custom objects as per requirement.
* Worked on various standard Objects like Accounts, Case, and Contact.
* Created Security settings for Roles and Profiles and managed Security Sharing Settings.
* Developed Validation Rules for the Custom Objects and Workflow rules and Approvals for some fields.
* Use Cast Iron in data migration, consolidation and integration projects.
* Created User Roles and Profiles, Security controls and shared settings.
* Worked on various standard Objects like Accounts, Case, Contact
* Implemented field level security, Profile and audit trail setup.
* Customized several Workflows, validation rules, Triggers, Apex class.
* Deploy SFDC package from one organization to other organization.
* Wrote SOQL statements within custom controllers.
* Developed APEX class, Controller class and APEX Triggers from various functional needs in the application.
* Tracking knowledge Initiatives led by users and employees using Service Cloud in customizations, Visual force, Reports generation and data migration.
* Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Created various reports (Summary reports, Matrix reports, Pie charts, Dashboards) and set up reports folders.
* Restructured Custom objects, Master detailed relationship between objects to better suites the organization.
* Importing and exporting large volume of data using Data Loader.
* Used Sandbox for testing and migrated the code to the deployment instance after testing.
* Created Custom dashboards displaying real time metrics including forecasts, revenue etc.

**Environment:** SalesForce CRM, Apex, Visual Force, SOQL, Data Loader, Reports & Dashboards, Workflow & Approvals, Custom Objects.

**Cetera Financial Group, Los Angeles, CA Oct 2012 – May 2013**

**Sales Force Administrator**

**Roles & Responsibilities:**

* Created several workflows by defining rules, approval processes and related actions, which include creating related and time triggered tasks, email alerts, filed updates to automate the business process.
* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Involved in activities related to Saleforce.com setup, Configuration, customization, Administration, Development, Data Migration and deployment of application to force.com platform.
* Implemented and managed a self-service customer community for customers, so that they can browse existing knowledge articles based on defined data categories and find answers for their questions and if necessary can also create cases for their unresolved issues.
* The service community reduced the customer support cost for and also improved customer satisfaction to a great extent.
* Configured and customized Salesforce.com using standard setup tasks as well as developed heavy Apex coding which includes Triggers, classes, classes for custom controllers and controller extension, schedulable apex classes, batch apex, Apex sharing rules, Email Services according to the functional needs of the application.
* Managing Community application such as Ideas and Answers
* Used Dynamic Visualforce components, a niece use case, to dynamically roll- up the necessary fields at run time, whenever requested.
* Used Change sets or Jenkins for deployment, once the Component merge has been done in Git and the source is ready, in to the other Salesforce instance.
* Agile Development Methodology was followed for the implementation.
* Have been part of System Integration Testing, done in other Salesforce instance, once the developments done in the developer instance.
* Created different types of Custom Reports for standard objects as well as custom objects to give complete details regarding Customer (Account) Orders, Renewal Forecasting, and Customer Balance Report with Multi-Currency support.
* Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams

**Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component, & Controllers), Role Hierarchy, Profiles, Data Loader, Reports & Dashboards, Workflow & Approvals, Custom Objects.

**CareVoyant, Chennai, India Nov 2010- Sept 2012**

**Java Developer**

**Roles & Responsibilities:**

* Developed the web pages JSP, CSS, JavaScript.
* Developed Business logic on Java beans and setup connection with database.
* Written Store procedures and designed the database tables.
* Responsible for writing Java code to convert HTML files to PDF file using Apache FOP.
* Developed Message Driven Beans (MDBs) for receiving and processing data from IBM MQ Series using JMS.
* Created various reports (Summary reports, Matrix reports, Pie charts, Dashboards) and set up reports folders.
* Rational Clear Quest used for defects, change tracking across the application.
* Designed and developed direct live interfaces to handle multiple systems within the bank to subscribe the data in real-time.
* Involved in the performance tuning of PL/SQL statements.
* Involved Java/J2EE based applications and Java/JEE based portal projects
* Used JQuery widgets like Date picker.
* Used JQuery Validation for client side validation
* Installed and configured Tomcat application server in various environments.
* Developed J2EE application using Spring framework with Hibernate, Spring MVC, Spring Test Context Framework and JUnit for unit testing, MySQL

**Environment:** Java, JSP, JBoss, HTML, SQL, JavaScript, Sales Force CRM,Apex,SOSL,CSS, Web Sphere, Core Java JDk1.4, Rational Application Developer 6.0, Spring framework 2.5, Websphere 6.0, Maven

**Systems Info, Hyderabad, India May 2009 – Oct 2010**

**Java Developer**

Main Idea behind this project development is to improvise the search engines in a way that users can enter their preferences and users will be returned with appropriate web pages by using semantic knowledge. The main significance of this application is that it simplifies the process of purchasing a mobile phone where all the activities like choosing a phone, service plan, availability, prices are being implemented on a click

**Roles & Responsibilities:**

* Developed front end using JSTL, JSP, HTML and JavaScript.
* Involved in implementation of client side validations using JavaScript.
* Hibernate Query Language (HQL) was used for querying the database.
* Implemented AJAX for communication between JavaScript to App server without reloading the page.
* Used,XML to maintain the Queries, JSP page mapping, Bean Mapping etc. and used DOM parser to parse the XML files
* Developed Servlets to process the requests, transfer the control according to the requests

**Environment:**JAVA, Hibernate, Servlet, JSP, JSTL, JavaScript, HTML, DHTML, CSS, JavaScript, CVS, Eclipse, MySQL, JBoss.