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**Nishanth**

**Salesforce Developer**

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**Career Objectives:**

To obtain challenging and rewarding Salesforce position with growth and learning opportunities in supportive, challenging work environment that would take advantage of my job experience. Always seeking opportunity that will allow me to prove myself in various aspects of critical conditions and adding values to the prosperity and development of the company.

**Summary of Experience:**

* Overall **8 years’** experience and strong **4years** experience in Salesforce CRM data model of Sales, Service and Marketing cloud and customization of Standard Objects Leads, Accounts, Contacts, Opportunities, Opportunity Products, Campaigns, Campaign Members, Cases, Solutions, Knowledge, and Articles.
* Oracle certified associate, Oracle WebLogic server 11g system administrator.
* Sounds knowledge with Salesforce relationships - Lookup, Master-Detail, Junction Objects, Fields, Dependent Fields, Formula Fields, Validation rules, Page Layouts, Search Layouts, Compact Layouts, Related Lists, Custom Links, Buttons, Tab and List views.
* Expertise with Salesforce Administrative tasks of Creating Users, Profile, Permission Sets, setting up organization role hierarchy, security controls (Network IP filtering, Password policies), Remote Site Settings, Email Templates, Connected Apps, and Sites.
* Proficient with org data sharing by configuring Organization -Wide Defaults (OWD), creating sharing rules using Criteria/Owner based sharing rules on standard and custom objects.
* Extensively worked on declarative programming using workflow rules & approval process and related actions Field updates, Email alert, create Task and Outbound messaging.
* Good experience with Process Builder and consolidated all existing workflow rules into new process flows and created actions like updating child records, auto submission of approval process based on the criteria.
* Strong experience with Sales cloud customization on Lead by defining the Lead process, Assignment Rules, Web-to-Lead & field mapping, enable team selling on Account Teams, Opportunities by configuring Price books and adding Price books for the products.
* Good knowledge in configuring and executing Campaigns using Exact Target by creating HTML Email templates, data sets in Exact Target.
* Experience working with Service cloud by implementing Email-to-Case, Web-to-Case, Assignment, Escalation, Auto-response rules on Case object, implementing Service Console and Live agent.
* Good experience with tools like Force.com Explorer, Eclipse IDE (with Force.com plug-in), Data Loader, Workbench, SOAP UI for querying and accessing REST, SOAP web services.
* Proficient with Salesforce community’s configuration and setting up community users.
* Generated HTML Email templates in ExactTarget and configured single sign on in ExactTarget.
* Build custom report types, Tabular, Summary, Matrix and Joined reports, Analytic Snapshots and Dashboards for different business units and configured report/dashboard folder visibilities.
* Hands-on experience in deploying components across Production and Sandbox instances using Force.com Migration tool, Changesets and Workbench. Good at implementing Salesforce best practices.
* Used salesforce.com Best practices in implementing Apex and WF codes.
* A strategic thinker, fast learner with excellent communication and time management skills.

**Credential Certifications:**

* **Salesforce.com Certified Force.com Developer (DEV 401 CERTIFIED)**
* **Salesforce.com Certified Salesforce Administrator (ADM 201 CERTIFIED)**

**Technical Skills:**

**Platform**

Salesforce : Salesforce CRM, Apex, Visual force, Triggers, Batch & Schedule classes, Sales Cloud, Service Cloud, Marketing Cloud, Data Loader, Custom Labels, Article Management, Visual Flows, Process Builder, SOQL, SOSL, HTML, JavaScript, CSS, jQuery

Tools : Eclipse, Force.com IDE, Developer Console, Workbench, Data Loader, Demand Tool, Cast Iron Studio

Web Technologies : Java, J2EE, Servlet, Struts, JSP, spring, HTML5/4, CSS3/2, JavaScript, jQuery

Database : Oracle 9i/10g/11g, Microsoft SQL Server 2008 R2, MS Access

Integration Tools : Informatic Power Center 9.x,

Methodologies : Agile Scrum, and Waterfall

Operating Systems : Linux, Unix, Microsoft Windows Platforms

**Professional Experience:**

**Client: Capital one, Richmond, VA July 2016 – Present**

**Position: Salesforce Developer/Admin**

* Perform detailed analysis of business and technical requirements and designed the solution by customizing various
* standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual Force, Force.com API, and Web Services.
* Used Workbench in Salesforces.com.
* Actively involved in design and development of custom CRM solution to service.
* Architected the solution in SFDC and participated in coding apex classes, triggers, visual force pages and REST API's.
* Designed and developed external customer portal on SFDC to serve borrowers.
* Created custom service cloud application on top existing solution to improve the productivity of CRMs.
* Created Reports & Dashboards to view data from custom object.
* Implemented SSO in SFDC, to utilize corporate windows authentication.
* Extensively worked on SFDC UI using Visual Force Pages.
* Extensively worked on integrating REST API using callouts framework in SFDC.
* Extensively worked on SOQL and Apex Triggers to implement business logic.
* Designed and developed workflows and Process Builders to automate the business processes.
* Worked on Custom Setting and Test Case and Experience in Salesforce Lightning - upgrade, migration, setup, and development. Worked on Lightning Experience, Lightning Connect and Lightning Component.
* Extensively worked on customizing existing salesforce objects as well as creating new objects.
* Worked on CTI Integration and Integration of Sales cloud with external information systems using SOAP API web services.
* Extensively used apex Data loader to synchronize the data between external systems and SFDC.
* Administered, configured and managed Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.
* Created Workflow rules, Approval process on various objects to automate actions Email Alert, Field Update, Creating task, Outbound messaging and time-dependent actions.
* Created custom pipeline report and other reports for different business users using tabular, summary and matrix reports and dashboards.
* Integration of Sales cloud with external information systems using SOAP API web services.
* Written SOQL, SOSL queries in Apex triggers and controllers, used Salesforce workbench to generate queries.
* Developed apex custom and extension controller classes for actions defined in Visual force pages.
* Designed and developed Custom objects, Components, Visual force Pages to suit the needs of the application Deployed components across organizations (Production and Sandboxes) using Eclipse, Force.com Migration Tool, and Change Set.

**Environment**: Salesforce.com CRM, Apex language, Visual force pages, Salesforce Lightning,Triggers, SOQL, SOSL, Sales Cloud, Service cloud, Web services, Custom Objects, Fields, sharing rules, Profiles, Queues, Validation, Sites, Communities, Eclipse, Developer Console, Workbench, Force.com Migration tool (ant based), Data Loader, Reports, Dashboards, web services, Git.

**Client: AT&T, Dallas, TX Jan 2015 – July 2016**

**Position: Salesforce Developer**

**Responsibilities**:

* Interacted with various business team members in JAD Sessions to finalize requirements and prepared TDD of the requirements.
* Worked on High Level Design document and Solution Document in addition to Business Requirement Document.
* Customized page layouts, search layouts to organize fields, custom links and related lists for various objects.
* Worked on salesforce.com customizations using Apex controller, extension controller classes, Visualforce pages and apex trigger.
* Implemented best practices and coding standards when writing apex triggers, classes and SOQL queries.
* Written apex test classes for code coverage (minimum 75%) of apex trigger and apex classes in order to promote these components to production.
* Developed and scheduled apex batch classes and scheduled jobs using Batchable and Schedulable interfaces.
* Written salesforce SOQL, SOSL for querying the data and use results for data manipulation needs of the application.
* Developed component using Lightning Aura Framework which also include client-slide AngularJS
* Migrated data from external sources and performed insert, delete, update, Upsert, export operations using data loader and data loader command line interface.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field Updates.
* Created/customized Roles, Profiles and assigning Permission sets to the users.
* Implemented Reports and Dashboards by leveraging out-of-box reporting capabilities.
* Created Auto assignments for Leads and Cases, Auto response, Escalation rules for Cases.
* Implemented Email-to-case functionality, auto creation of cases up on email sent to a specific email, manipulated the creation of cases.
* Implemented Single Sign-on (SSO) using SAML 2.0 with PingFederate identity provider.
* Used Salesforce Workbench for validating REST web services after development and used for deployments.
* Consumed and implemented the web services through WSDL in the Salesforce.com for outbound messaging.
* Created the Configuration Workbook and Deployment Checklist for deployment automation.
* Implement limited Proof of Concept (POC) for some of the use cases before development.

**Environment**: Saleforce.com CRM (Sales, Service and Collaboration clouds), & Force.com platform, Apex Language, Triggers, Visualforce (Pages, Component & Controllers), Salesforce Lightning, Workflow rules, Approvals process, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Data loader, HTML, CSS, Java Script, Eclipse, Force.com IDE, Windows XP.

**Client: Morgan Stanley, Houston, TX Aug 2014 – Dec 2014**

**Position: Salesforce Developer/Admin**

**Responsibilities**:

* Performed roles of Salesforce Configuration and Administrator.
* Created relationships using Lookup and Master-detail among custom and standard objects and created junction objects to establish many-to-many relationships among objects.
* Created various Formula, Rollup Summary Fields, Record types, Page Layouts, Search Layouts, Related lists, List views, Custom tabs, apps, Custom Links, Custom Buttons and Actions on a record detail and edit pages.
* Customized various Salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Products, Price books, Campaigns, Campaign Members, Cases, and Solutions.
* Customized Leads by creating a Lead process for various groups, assignment rules, web-to-lead and custom lead conversion.
* Implemented Case Management Automation to track and solve customer issues by creating support process, record types, assignment and escalation rules.
* Configured Partner and Customer portal for the users in the organization for Partner selling.
* Developed new apps with the Lightning App Builder and Lightning Components for sales reps to help them sell faster and smarter (Sales Cloud).
* Administered, configured and managed Salesforce application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.
* Created Workflow rules, Approval process on various objects to automate actions Email Alert, Field Update, Creating task, Outbound messaging and time-dependent actions.
* Created custom pipeline report and other reports for different business users using tabular, summary and matrix reports and dashboards.
* Written SOQL, SOSL queries in Apex triggers and controllers, used salesforce workbench to generate queries.
* Developed apex custom and extension controller classes for actions defined in Visual force pages.
* Designed and developed Custom objects, Components, Visual force Pages to suit the needs of the application.
* Deployed components across organizations (Production and Sandboxes) using Eclipse, Force.com Migration Tool, and Change Set.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Responsible for driving end-user adoption by assisting in day-to-day Salesforce CRM support, including the managing releases and change control processes.
* Participated in training sessions provided to the team. Also delivered training to new joiners in the team.

**Client: Air Push India private Ltd, India Sep 2010— Dec 2013**

**Middleware/Support Engineer**

**Responsibilities:**

* Performed in various phases of the Software Development Life Cycle (SDLC)
* Installed, configured and WebLogic 9.2/10.3 on Red hat Linux Environment.
* Designed and Scripted WebLogic Administration Scripts such as: Thread Dumps, Server auto restart script, Server startup/shutdown script, code deployment scripts and Log rotation scripts.
* Handled all aspects of WebLogic Server from Installation and Configuration to Monitoring, Troubleshooting, Tuning and Application Deployment in various environments viz. DEV, QA, and PROD.
* Applied the maintenance fix pack and fixes to WebSphere MQ, WebSphere Application Server and HTTP servers.
* Configured and administered JDBC, JMS, JNDI, objects in WebLogic Server 9.2 and 10.3.
* Involved in documentation of environment. Deployed the applications on multiple WebLogic Server instances and maintained Load balancing, high availability and Fail over for the servers.
* Monitored performance using Wily Introscope. Tuned JVM Parameters on WebLogic Application Servers for improving performance and troubleshooting.
* Configured and Monitored JDBC Connection Pool, JMS Queues and JMS Messaging Bridge.
* Used config.xml file wizard extensively to create and manage WebLogic domains.
* Used WLST to get run-time parameters. Generated and analyzed Heap dump and Thread dump.
* Monitored WebLogic performance using Wily Introscope.
* Configured and setup Secure Sockets Layers (SSL) for data encryption and client authentication.
* Worked on Project- EOL (Upgrade plan for WebLogic servers from 9.2 to 10.3)
* Performed migration and Upgradation tasks like upgrading WebLogic server 9.x to WebLogic 10.x and updating JDK's and installing service packs and patches for WebLogic Server.
* Used Configuration wizard and WLST scripts to create and manage WebLogic domains.
* Involved in application migration from older server environments to newer server environments providing high availability and accessibility.
* Successfully decommissioned older applications and servers from all test and production environments.

**Environment:** WebSphere 7.x, WebLogic 9.2/10.3, Oracle 11g, Site Minder 5.5/6.0, WLST, Apache HTTP server 2.2, RedHat Linux 6, Shell scripting, Linux 5.5/6, Wily Introscope, Windows 2007, EJB, JSP, Servlets, XML, Secure SSH, WinSCP.

**EDUCATION**

* Bachelor of Technology in Computer Science and Engineering at Jawaharlal Nehru Technological University, Hyderabad.