**Pradeep**



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| TITLES:   * Admin/Senior Business Systems Analyst * Senior Salesforce Developer/Business Analyst * Senior Salesforce Administrator * Salesforce Admin/Business Analyst * Java Developer   recent clients:   * Boston Scientific * JPMC * Evariant * Compliance Technologies International * iLabs * Apollo   Education:   * Bachelor of Engineering in Electronics and Communication, JNTU, Hyderabad,   CERTIFICATIONS:   * ADM 201 Certified * Salesforce Certified Administrator | relevant Experience   * ADM 201 certifiedaround 8 years of IT experience including 5 years in Salesforce.com CRM Platform and around 3 years as a Java Developer. * Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, multi-tier, web-based, and portals based object oriented enterprise applications. * Experience in administration, configuration and Implementation, Deployment and Production Support of Salesforce.com CRM applications. * Experienced in SalesForce.com Apex classes, Apex triggers Integration, Visual force pages, force.com API. Hands on experience in Salesforce.com CRM integration, developing and deploying custom integration solutions. * Experience in Web-Lead, Email-Case, CTI, Salesforce Sites and Customer Portals. * Hands on experience with Sales and Service cloud applications, Integration with Informatica tools. * Experience in Salesforce Customization, Workflow Approvals, Data Validation, Sales, Marketing, Customer Service and Support Administration. * Hands on experience in Administration setup like managing Users, Security Controls and Data Management. * Experience customizing standard objects - Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards. * Experience in using Salesforce.com Administration and Creating Roles, Profiles and Integration of custom and commerce activities with Salesforce web services (SOAP and REST API). * Extensive experience in developing and deploying custom integration solutions in Salesforce.com CRM. * Approval Processes, custom Tabs, custom reports, report folders, report extractions to various formats, Snapshots, Dashboards, and Email generation according to application requirements. * Experience with data migration through Import Wizard, Data Loader and Bulk API’s in Salesforce. * Experience working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex. * Experienced in working closely with Business Support Units and have expertise in using Object Oriented software development (OOD) methodologies like XP-Agile, Rapid Application Development Test Driven Development. * Experience on working with on-site/off-shore teams. |

Chronological Summary of Experience

**Client: Boston Scientific,MN July 2015 – Till Date**

**Admin / Senior Business Systems Analyst**

* Worked with business product owners to gather requirements.
* Worked as part of Scrum Team to prioritize user stories for Quarterly Releases.
* Created Test Cases and Test Scripts for the user stories and carried Test Execution.
* Used Agile Central (Rally) for user stories maintenance Creating Tasks, Defects, Results and user story tracking.
* Worked on Box Integration for Salesforce, carried implementation and testing for Box integration, worked on trouble shooting box issues.
* Created Page Layouts, Record types and Sales Process for new Opportunities.
* Carried Formal and Informal SIT from functional owner stand point and Formal and Informal UAT from Business stand point sessions.
* Created and executed manual testing and regressions testing scripts.
* Used data loader to load data into Salesforce standard and custom objects.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created Sharing rules, Workflow Rules Validation rules and other out of box features.
* Involved in Blueprint mapping and decision making team for custom and standard objects.
* Created reports and dashboards, worked on fine tuning of user experience.
* Worked with the business requirements and assisted business with technical solutions.

**Client: JPMC,TX December 2013 – June 2015**

**Senior Salesforce Administrator /Business Analyst**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Participated in Requirement Gathering Sessions and user story grooming sessions with Business stakeholders.
* In charge of conducting the UAT with the Business users, and gathering feedback and providing the same to the Development team.
* Reviewing the test cases provided by the QA team, and providing feedback.
* Created user Roles and Profiles and sharing settings.
* Used field level security along with page layouts to manage access to certain fields.
* Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Designed and deployed ad hoc Salesforce.com reports and dashboards.
* Designed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Involved in Data Loads, Code Migration and Deployments and created salesforce Reports and Dashboards.
* Created and Managed Users, Roles, Profiles, Groups, Sharing Rules and Permission sets as per the business needs.
* Assisted in developing test plans, test designs and user interface mockups.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.

**Client: Evariant,CT October 2012 – December 2013**

**Senior Salesforce Administrator / Business Analyst**

Evariant is on a mission to move healthcare providers to the cloud with the data and analytics required to confidently identify and execute on the most important strategic growth, patient engagement and physician alignment initiatives. The Evariant Platform was built specifically to manage the needs of hospitals. Relying strictly on state-of-the-art technology with sizable breadth and depth, we created a solution that’s secure, compliant, reliable, scalable and user-friendly (even towards your plenty-busy IT team)—with real-time reporting and data integration that easily syncs with all systems/solutions, internal or external.

* Worked with functional leads to transform and develop new requirements into design, implementation.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming On Force.com Platform.
* Worked in Administration, Configuration, Implementation and Support of sales force CRM and Sales force SFA applications.
* Worked with CTI (Computer Telephony Integration) for Telephony.
* Worked with Salesforce communities for web-to-case.
* Experience with live chat and feed applications for internal communication.
* Integration with Informatica for Bulk data load into salesforce Case object.
* Extensive experience in lead case management (Web-to-Lead, Email-to-Case).
* Created role hierarchy, Sharing rules, Approval Rules Validation rules and other out of box features.
* Developed applications and features in agile environment using Ruby on Rails, HTML, CSS and JavaScript.
* Experience working with Salesforce.com sandbox and production environments.
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Web Services, App Exchange deployment, Apex Classes and Apex Triggers.
* Scheduled Apex jobs for processing large records.
* Unit and integration testing for new requirements and get the UAT from the business owner.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Worked on various Salesforce objects like Accounts, Contacts, Leads and Opportunities in a TDD manner.
* Performed security and access related tasks, created users and managed users , organization wide defaults, record access , creation of role hierarchy and sharing model , setting up opportunities and account team , folder access.
* Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation leading to effective Web-to-Lead communication with customers and partner portals.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.

**Client: Compliance Technologies International,MA January 2011 – September 2012**

**Salesforce Admin/Business Analyst**

CTI is the leader in cutting-edge global tax withholding and information return reporting technology, consulting, and outsourcing services. Years of practice have contributed to our long-standing and solid relationships with worldwide financial institutions, multi-national corporations, tax authorities and governments.

* Documented the Software Requirement Specification (SRS) and assisted in Technical Design Document.
* Production support for the Project.
* Conducted the Client Business Process Discovery by working across cross functional business departments.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Designed and deployed Custom tabs, Validation rules, and Auto-Response Rules for automating business logic.
* Participated in Requirement Gathering Sessions & JAD Sessions.
* Managed dashboards, reports, forms, templates, page layouts, workflows and approvals, create and maintain custom objects, object relationships, standard and custom fields.
* Managed campaign and lead management in CRM platform (Salesforce.com) and manage the backlog and development sprints to support enhancements.
* Assessment of business needs and identification and prioritization of requirements.
* Worked on Customer Service & Support Processes, by defining Cases & Solutions Objects.
* Played the role of Salesforce.com Administrator, Analyst, and Developer.
* Involved in gathering and documenting requirements from users, designed UML and use-case diagrams.
* Led discussions with the team about feasibility and effective way of leveraging Saleforce.com CRM features to best serve the purpose of the requirement.
* Developed customized solutions in Salesforce.com and associated systems that support business requirements and processes
* Designed custom formula fields, field dependencies, validation rules, workflows, and approval processes for automated alerts, field updates.
* Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Developed various Custom Objects, Reports, Tabs, Components and Visual force Pages and Controllers for different user profiles based on the need in the organization.
* Configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created page layouts, validation rules, email templates, workflows, approval processes and lead assignment rules as per the Business requirements.
* Creating and managing profiles, roles, visibility settings.
* Implemented and used Salesforce.com web services to transfer data.
* Used the sandbox for testing and migrated the code to the deployment instance thereafter.
* Performed user acceptance testing by conducting and leading Surveys.
* Provide training and support to users on how to login, access and effectively use the System.

**Client: iLabs,India January 2010 – December 2010**

**Java Developer**

Human Resources – HR and Payroll management system. Features; online job applications; employee details with standardized CV; leave management; payroll processing.

* Involved in Full Software Development Life Cycle (SDLC). Used Waterfall Model to develop the entire application.
* Developed Interfaces using JSP based on the Users, Roles and Permissions. Screen options were displayed on User permissions. This was coded using Custom Tags in JSP using Tag Libraries.
* Designed and developed database in Oracle.
* Adopted three-tier approach consisting of Client Tier, Business Logic Tier, and Data Tier.
* Tested the entire System according to the Use Cases using Junit.
* Involved in tracing and troubleshooting large volumes of source code using logging tools like log4j, and classes such as Print Writer.
* Used XML, for developing a dynamic and flexible system for handling data.
* Packaged and deployed the entire application code to integration testing environment for all the releases.
* As an Analyst was involved with interacting with the clients and application user for their Requirements, Specifications and enhancements.

**Client: Apollo,India May 2008 – December 2009**

**Java Developer**

This project was designed for Hospital Administration which caters the need of hospital management like inpatient details, billing, patient monitoring, Operation Theater, medical records, purchase, store keeping financial accounting, payroll system etc. Implemented patient's registration, administration, laboratory and operation theatre management. We also designed daily, weekly and monthly reports.

* Performed analysis for the client requirements based on the developed detailed design documents.
* Developed Use Cases, Class Diagrams, Sequence Diagrams and Data Models using Microsoft Visio.
* Developed STRUTS forms and actions for validation of user request data and application functionality.
* Developed JSP's with STRUTS custom tags and implemented JavaScript validation of data.
* Developed programs for accessing the database using JDBC thin driver to execute queries, Prepared statements, Stored Procedures and to manipulate the data in the database
* Involved in developing business tier using stateless session bean.
* Used JavaScript for the web page validation and Struts Validator for server side validation
* Designing the database and coding of SQL, PL/SQL, Triggers and Views using IBM DB2.
* Design patterns of Delegates, Data Transfer Objects and Data Access Objects.