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| **Objective** |

Seeking a position as a Salesforce Developer in an IT firm, utilizing my strong technical skills and experience combined with a Master’s degree in Computer Science.

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| **SUMMARY** |

* Having with 3 years of IT experience that includes 2+ years of experience in **Salesforce.com** **Development and Administration** and almost a year of experience in **Java** and **testing.**
* Hands on experience in Salesforce.com CRM **integration**, **developing** and **deploying** the **custom integration solutions**. Excellent skills in creating, troubleshooting, modifying **APEX code** and **Visual Force pages.**
* Experience in **Creating Roles**, **Profiles**, **Page Layouts**, **Record Types, Workflow rules** and **Approval Processes**.
* Experience in designing the custom objects, custom fields, custom tabs, role based page layouts, custom reports, report extractions to various format, design of **Visualforce Pages**, **Apex Classes**, **Snapshots**, **Controllers and Triggers**, and various other components as per the client needs and the application requirements.
* Experience on working with different salesforce.com standard objects like **Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards**.
* **Certified 401** force.com Developer.
* Acquainted and well-versed with **CRM** processes like Sales, Marketing, Customer Service and Customer Support, Business Processes and recommended solutions to improve their processes using **SFDC**.
* Worked with team members for full-cycle projects such as developers, to complete consulting projects on time and develop outstanding consulting services to Salesforce.com clients.
* Worked
* Efficient knowledge on Administration Setup, Apex, Visualforce and experience with different SFDC development tools like **Force.com, Eclipse IDE** and integration tools like **APEX Data Loader.**
* Involved in various stages of **Software Development Life Cycle** including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of the enterprise applications.
* Committed team player with strong analytical and problem solving skills, willingness to relocate and ability to quickly adapt to new environments and technologies, dedicated to successful project completion with excellent communication and interpersonal skills.
* Ability to understand client requirement and provide the best solution. A keen desire to learn and update knowledge base and skill sets to keep abreast of latest technologies and trends.

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| **TECHNICAL SKILLS** |

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| Salesforce  Technologies | Apex Triggers, Classes, Test Classes, Visual force, S-Controls, Sandbox development & testing, Point click Customization, SOQL, Data Loader. Validation rule, Workflows. |
| Languages | Apex, UML, Java, |
| Custom Integration | Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, App-Exchange & Custom Application and Sandbox data loading |
| Tools | Apex Data loader, Force.com Apex Explorer, Force.com Migration Tool, and Force.com Eclipse IDE Plug-in. |
| Database | MySQL, Oracle 9i, Oracle 10g, SQL Server |
| Web Technologies | XML, HTML, JSP, CSS, Agile, SCRUM |
| Operating Systems | Windows, Linux |

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| **EDUCATION** |

**Master of Science in Computer Science:**

University: University Of Central Missouri – Warrensburg, MO, USA.

Duration : May 2013 – Aug -2014

GPA : 3.8

**Bachelor of Technology in Information Technology:**

University: Jawaharlal Nehru Technological University, Hyderabad, India.

Duration : August 2008 – May 2012

GPA : 3.6

**Client : Avery Dennison Corporation Aug '15 - Till Date**

**Location : Cleveland,OH**

**Role : Salesforce Developer/Support**

**Description :** Avery Dennison Corporation  is a global manufacturer and distributor of [pressure-sensitive adhesive](https://en.wikipedia.org/wiki/Pressure-sensitive_adhesive) materials (such as self-adhesive labels), apparel branding labels and tags, RFID inlays, and specialty medical products.

**Responsibilities :**

* Worked on various salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports and Dashboards**.
* Provide ongoing support of the existing Salesforce.com system, resolve coding, configuration, security, performance, and data issues in a timely fashion.
* Analyze, develop and design a technical global CRM strategy with regional IT teams, teammates and business stakeholders
* Develop and execute testing for all developed solutions, including testing documentation, and assist in system, performance and other needed testing
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Activities, Reports and Dashboards.
* Created users**, roles, public groups** and implemented role **hierarchies, sharing rules** and **record level permissions**.
* Highly involved in customizing the Salesforce functionalities like **workflows, approval process, setting up roles, creating profiles, security controls, data management**.
* Created custom Reports based on business need and associated them to Dashboard.
* Complete bulk imports of data using **Apex Data Loader.**
* Developed **Visual Force Pages, Apex Classes, Visual Force Custom Controllers Components, Advanced Search Functionality, Dashboards, Custom Objects, Custom Reports, Analytic Snapshots, Custom Tabs, Tags and Components.**
* **Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages**.

**Environment :** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, SOQL/SOSL Queries, Security Controls, Salesfroce.com sandbox data loader.

**Client : American Express Sept '14 – Aug ‘15**

**Location : Phoenix,AZ**

**Role : Senior Salesforce Developer**

**Description :** The American Express Company, also known as AMEX, which is well known for its credit cards. AMEX also provides charge and credit payment card products and travel-related services to consumers and businesses worldwide. AMEX cards account for approximately 24% of the dollar volume of credit card transactions in the US. American Express provides marketing campaigns for merchants and cad members to maintain their current user base, and to acquire new customers. This project involved creation of a new application using salesforce (Marketing Delivery Tool), a single point Campaign/Offer entry tool where Marketing managers initiates all campaign and offer creation process and undergo all governance processes at AMEX, and sent to integrated system for further processing and deliver to card members through all supporting channels( facebook, foursquare, etc).

**Responsibilities :**

* Involved in Salesforce.com application setup activities and customized the applications to match the functional needs of the organization.
* Created users**, roles, public groups** and implemented role **hierarchies, sharing rules** and **record level permissions**.
* Hands on experience in migrating the data into the application from other merged companies and facilitating the application usage for new users.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created **workflow rules** and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* American Express provides marketing campaigns for merchants and card members to maintain their current user base, and to acquire new customers.
* Involved in creation of a new application on Salesforce where users can create these **campaigns** and offers, perform governance, and deliver them to the **merchants/cards** members.
* Created custom objects and defined **look-up and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* The delivery model involved integrations with a lot of applications within Salesforce, and other distributed applications within AMEX.
* Created various **profiles** and configured the **permissions** based on the organizational hierarchy requirements.

**Environment :** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, SOQL/SOSL Queries.

**Client : Perceptive Software Dec '13 - Aug '14**

**Location : Shawnee, Kansas**

**Role : Salesforce Developer**

**Description :** It is a software firm that develops Enterprise Content Management (ECM), Business Process Management (BPM) and Document Output Management (DOM) applications. The core components of this software are document and records management, document imaging, enterprise information management, eforms and records and information management (RIM).

**Responsibilities :**

* Involved in salesforce.com application setup activities and customized the apps to match the functional needs of the organization.
* Worked on various salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports and Dashboards**.
* Work Closely with Salesforce.com consultants while implementing the solution for the **requirements**.
* Created workflow rules and defined **related tasks, time triggered tasks, email alerts, filed updates** to implement business logic.
* Customized the Dashboards to track the usage for productivity and performance of their sales team.
* **Designed, Implemented,** and **Deployed** the **Custom Objects, Page Layouts, Custom Tabs, Components.**
* Created **Page Layouts, Search Layouts** to organize **Fields, Custom Links, Related Lists**, and other components on a **Record Detail** and **Edit pages**.
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Created various **profiles** and configured the permissions based on the organizational hierarchy requirements.
* Created various **Reports** (Summary Reports, Matrix Reports, Pie Charts, Dashboards and Graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* **C**ommunicating with executive management on project status and overall project progress against target.

**Environment :** Windows XP, Force.com platform, Salesforce.com, Salesforce Enterprise Edition, Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Workflows and Approvals, Web Services, Reports, HTML, Force.com Eclipse Plug-in, Security Controls, Email Services.

**Client : Avaya Inc. Dec'11 - Dec '12**

**Location : Hyderabad, IN.**

**Role : Jr. Salesforce Developer**

**Description :** Avaya Inc. is a computer networking, information technology and telecommunications company that is a global provider of business communications systems. The company provides contact centers, networking (routers, switches and other networking hardware), unified communications and video products solutions and services. I have worked on designing and building unique customer based solutions for extending the value of their Salesforce application.

## Responsibilities :

* Customized tab worked with various standard objects including **Accounts, Contacts, Leads, Campaigns** and **Cases**.
* Designed, Implemented and deployed the **Custom objects, Page layouts, Custom tabs, Components** to suit to the needs of the application.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Develop Visual Force Pages, **Visual Force Custom Controllers Components**, Advanced Search Functionality, Custom Objects, Analytic Snapshots, Tabs, Tags and Components.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers** for various functional needs in the application using the Eclipse IDE.
* Created **Custom Objects** and defined **lookup** and **master-detail relationships** on the objects. Also created **junction objects** to establish connectivity among objects.
* Used **SOQL** & **SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Used **Force.com web service API** for implementing **WSDL** in the application for access to data from external systems and web sites.
* Used the **sandbox** for **testing** and **migrated** the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows Vista.

**Client : Avaya Inc. June' 11 - Dec'11**

**Location : Hyderabad, IN.**

**Role : Java Developer**

**Responsibilities :**

* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.
* Designed and developed web pages using JSP, HTML and used JavaScript for client side validation.
* Involved in designing the system based on UML concepts which include data flow diagrams, class diagrams, sequence diagrams, state diagrams using Rational Rose Enterprise Edition.
* Used JDBC for communicating with the database.
* Involved in design and development of the application in n-tier fashion based on MVC architecture standards and utilized Struts Frame Work.
* Developed data model and stored procedures.
* Responsible for maintenance and production support of the application documented design and functional aspects of the application.

**Environment :** Java, JSP, Java Beans, MVC), Weblogic8.1, JavaScript, ORACLE8i, HTML, DHTML, XML, Windows