**SIVA**

**Professional Summary:**

* 8+ Years of IT experience in Application Software Designing, Development and Implementation. This involved hands-on design and development using SalesForce.comPlatform.
* 5+ Years’ of Experience in Administration, Design, Development, Configuration, Implementation andsupport experience with salesforce.com platform.
* Expertise in Software Development Life Cycle (SDLC) including analysis, requirement gathering, architecture design, development, enhancements, testing, deployment and maintenance.
* Experience with implementing the salesforce.com processes related to Leads Management, Opportunity, Campaigns and Case Management.
* Good knowledge of Adobe Flash, and Chatter and PROS smart CPQ
* Experience in Configuration, Implementation and Support of Salesforce CRM and SalesforceSFA applications based on Apex Language and leveraging Force.com Platform world’s firstcommercial Software as a Service (SAAS) application running in Service Cloud ComputingEnvironments.
* Extensive experience in designing of Custom Objects, Custom Fields, Picklist, Role Based PageLayouts, Workflow Alerts and Actions, Workflow Approval, Validation Rules, Approval Processes, Custom Tabs, Custom Reports, Report Folders, Report Extractions to various formats, Design ofVisual Force Pages, Snapshots, Dashboards, and Email generation according to applicationrequirements
* Experience in querying Salesforce.com database using SOQL &amp; SOSL queries using Force.comExplorer.
* Experience in Creating Workflows and Validation rules and Sharing &amp; security rules in ServiceCloud.
* Experience working with Force.com IDE and Salesforce.com Sandbox environments.
* Experience in performing page layout customization, created custom links based on userrequirement.
* Experience in working with various Salesforce.com standard objects like Leads, Accounts, Contacts, and Opportunities along with Reports and Dashboards.
* Experience in SFDC related technologies such as Apex, Visualforce.
* Extensive experience over creating workflows, approval processes, validation rules and sharing &security rules.
* Working knowledge in generating Reports, Dashboards, customized reports and analyzing thedata in Salesforce.
* Work experience in using different data tools – Apex Data Loader, Import Wizard, SFDC DataExport, Mass Delete etc.
* Experience in middleware technologies – Client-side technologies like HTML and CSS.
* Experience in preparing Test Strategy, creating Test Plans, Test Cases, and Test Reports forManual and automated testing for various business applications.
* Proficient in databases like MS SQL Server 2000/2005, MySQL Server 5.5, MS Access, MSExcel.
* Expertise in Business Analysis methodologies and iterative Software Development Life Cycle(SDLC) in relation with all the phases of Rational Unified Process (RUP).
* Possess excellent Verbal and Written Communication Skills have proven to be highly effective ininterfacing across business and technical groups.
* Certified as Salesforce Certified Platform Developer I (SU16).

**Technical Skills:**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visualforce (Pages, Component & Controllers), Standard objects, Workflow & Approvals, Apex Data Loader, AppExchange, Web Services, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL, Custom objects, S-Controls, Analytic Snapshots, Sandbox development and Testing, Sales cloud, Service cloud. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Offline Edition,Force.com Platform, Sandbox and Production, Data Loader |
| **Programming Languages** | C, Java, C#, C++, PL/SQL |
| **Web Technologies** | HTML, XHTML, CSS, XML, Java Scripts, shell, Web Services, SOAP UI, WSDL |
| **Operating Systems** | Windows 7/2003/XP/Vista/2000/NT/98, UNIX |
| **Databases** | SQL Server, MYSQL, Oracle 10g/9i, MS Access |
| **Tools** | Eclipse, SQL Query Analyzer, MS Visio |

**CERTIFICATIONS:**

* **Certified Salesforce.com Developer (401)**
* **Certified Salesforce.com Administrator (201)**

**Professional Experience:**

**Agero, Medford, MA May 2016- Present**

**Salesforce.com Developer/ADMIN**

**Description:** Agero, driving the next generation of vehicle and mobile technology forward, pushing the limits of big data to transform the entire driving experience. Most leading vehicle manufacturers and insurance providers use Agero’s innovations to strengthen their businesses and create stronger, lasting connections with their customers. Together, we’re making driving smarter and safer for everyone.

**Responsibilities:**

* Design and developed solutions based on functional, migration and integration

requirements for SFDC platform.

* Develop prototypes on SFDC environment for Proof of Concept demo and for customer

endorsement.

* Work on customization of standard objects like Lead, Account, Contact and Opportunity.
* Perform day to day User Management on SFDC Org by configuring Sharing Rules,

Permission Sets, Roles and Profiles.

* Create custom report types, custom reports and dashboards to meet the reporting

requirements of the decision makers in the organization.

* Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Chatter & App-exchange applications.
* Personally, exploring Salesforce Lightning app builder which enhances UI and drag and drop app building.
* Fixed issues with custom Lightning Event Management app on styles & controllers for in-built
* apps.
* Responsible for End-to-End Salesforce to Salesforce Data Migration using App Exchange products Monarch, Snapshot & Data Loader.
* Created and maintained the email templates to be used in the Workflows, Auto Assignment Rules and Auto Response Rules related to Lead Management module in Sales Cloud.
* Develop Visualforce pages, Visualforce custom components, portal pages with JavaScript

for validation.

* Worked with Jenkins for Continuous Integration Builds.
* Created a log data accessible through REST API for any Warnings in case of any illegal access
* Used Jira for tracking bugs and used Gradle with Jenkins for building and deploying the application to multiple environments and created Daily Rolling Log using Log4j.
* Design and develop APEX classes, APEX triggers, Custom Controllers, Controller extensions.
* Integration of Sales cloud with external information systems using SOAP API web services.
* Conduct knowledge transfer sessions for associate resources working in SFDC technology.
* Giving access to science-based pricing guidance and create quotes and proposals easier than ever.
* Collated and organized user stories and features from other systems being developed into the master CRM requirements document.
* Provided assistance to various other internal business/ BPO teams in defining CRM requirements. By using PROS smart CPQ (Configure, Price, Quote), which seamlessly delivers powerful configure, price, quote capabilities with integrated price optimization into Salesforce.

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

**ITCON Services, Washington, DC Nov’15- May16**

**Salesforce Developer/Admin**

**Description:** ITCON Services is a dynamic consulting company that provides innovative technology and management solutions to its customers. Their core philosophy is to listen to our customers, understanding their requirement and develop a world-class solution that exceeds their expectations. They routinely go beyond what is considered exceptional work, redefining the standard for what quality services delivery should be. As a small young aggressive company, they attract some of the best minds in the consulting industry who possess an extraordinary ability to quick adapt to and address our customer’s dynamic needs.

**Responsibilities:**

* Performed 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 Visualforce, force.com API, and web services.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visualforce Pages.
* Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Designed and developed SFA based Application on force.com platform in salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Worked for Salesforce administration support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in migrating data into Salesforce application using apex data loader through CSV files. Installed and configured apex data loader.
* Working with Customization on application using APEX.
* Working with writing Apex classes, Apex Triggers, Schedule Apex Classes.
* Experience in Data Migration using Import Wizard, Workbench and integration tools like Apex Data Loader.
* SFDC integration using web service and apex programing, service entitlements salesforce.com service cloud functionalities.
* Used Jenkins for Continuous Integration and Active Specs as build tool.
* Created Lightning app for company's product page to display items from inventory.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Provide technical leadership, by configuring Salesforce Client Relationship Management (CRM) tools, to enable
* Create process policy and support documentation for the BI and CRM teams.
* Analyzed various CRM tools developed by various Optum departments/ internal orgs.
* Prepared detailed analysis document, gap analysis and assessment document to feed into the enterprise CRM tool.
* Opportunity Management, Sales Data and Intelligence using Salescloud. Used SOAP to exchange information with external systems.
* Implemented web-service integration from SOA using SOAP, WSDL and REST web services.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.

**Environment:** Saleforce.com platform, Apex Language, Apex Triggers, Visualforce (Pages, Component &Controllers), Pages, Data Loader, HTML, Java Script, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Jenkins, Eclipse IDE Plug-in, Windows XP.

**CareFirst BlueCross BlueShield., Cumberland, MD Mar’14-Nov’15**

**Salesforce Administrator/Developer**

**Description:** CareFirst BlueCross BlueShield is a not-for-profit, non-stock health services company which, through its affiliates and subsidiaries, offers a comprehensive portfolio of products and administrative services to individuals and groups in Maryland, the District of Columbia and portions of Northern Virginia. CareFirst is the parent company of CareFirst of Maryland, Inc., and Group Hospitalization and Medical Services, Inc. CareFirst, Inc., and its affiliates are governed by a Board of Directors and special statutes regulating the company's business in Maryland, the District of Columbia and Northern Virginia

**Responsibilities:**

* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* 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.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Implemented Agile development process for diverse requirements.
* Created various Profiles, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Involved in writing test cases to cover the code coverage as well to migrate the development components into different environments.
* Worked on the application of Service Cloud in Salesforce CRM.
* Involved in configuring the case management of service cloud.
* Developed business documents for Salesforce.com Custom objects.
* 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 training to Business users about the system functionality.

**Environment:**Saleforce.com platform, Apex Language, Visual Force Pages, Visual Force Components,

Controllers, App Exchange, Data Loader, Jenkins, HTML, Java Script, Workflow, Approvals, Reports, Dashboards, Custom Objects &amp; Tabs, SOAP API, PROS smart CPQ, Email Services, Sandbox, Force.com Eclipse IDE Plug-in, Windows 7.

**BBVA Compass Bank, Birmingham AL Dec’11- FEB’14 Salesforce Administrator/Developer**

**Description**: BBVA Compass Bank is developing a new system of online banking in order toreplace its existing online banking system. This application is being developed to provide highlysecure and user-friendly interface to the customer. The system interacts with third-party vendor like Fiserv and provides sophisticated features like Bill Pay, A2A, Cardlytics, Credit Cardoperations etc.

**Responsibilities:**

* Worked with the business group for requirement gathering throughout the planning added

implementation. Defined Lookup and master-detail relationships on the objects and created

junction objects to establish connectivity among objects.

* Developed various Custom Objects, Tabs, validation rules on the objects, Components and Visual Force Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other

components on a record detail and edit pages.

* Created profiles and implemented Object and field level security to hide critical information on

the profile users.

* Created users, roles, public groups and implemented role hierarchies, sharing rules and record

level permissions to provide shared access among different users.

* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updatesto implement business logic.
* Designed and developed SFA based Application on Force.com Platform in Salesforce.com

environment with Apex programming language at backend and Visual-Force pages as user

interface.

* Created various Reports (summary reports, matrix reports, pie charts and dashboards) and Report Folders to assist managers to better utilize Salesforce.
* SFDC integration using web service and apex programing, service entitlements salesforce.com service cloud functionalities.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in usingEclipse.

**Environment:**  SaleForce.com platform, Visual Force (Pages, Component &amp; Controllers), Apex

Language, Eclipse IDE, Data Loader, Candidate Portal.

**WellPoint - Richmond, VA Oct’09-Sep’11**

**Java Developer**

**Description:** WellPoint, Inc., is the largest for-profit managed health care company in the Blue Cross and BlueShield Association. It was formed when Anthem Insurance Company acquired WellPoint Health Networks,Inc., with the combined company adopting the name WellPoint, Inc.

**Responsibilities:**

* Involved in Software Development Life cycle starting from requirements gathering and performed OOA and OOD using UML.
* Designed application using Spring Framework, which is combination of AOP and ORM to develop the application.
* Worked on JSP UI Components and distributed the work accordingly to the whole team.
* Worked with JSP, Servlet, Servlet Listeners and Servlet filters technologies for developing presentation layer’s logics and responsible for writing AJAX functions using DWR framework.
* Used Hibernate as an ORM tool for developing complete persistence layer logics for an application.
* Worked on Hibernate Query Language (HQL) for interacting with data base.
* Worked on implementing service oriented architecture (SOA) using Web Services.
* AXIS framework is used to develop Web Services by creating client side and provider side components.
* Web Services are deployed using tools provided by AXIS framework.
* Worked in providing Web Services by using SOAP.
* Worked with JavaScript for developing client side validating and various other HTML DOM related logics and developed JSP Custom Tag by providing implementation in tag handlers.
* Deployed Web services in Apache Tomcat server and implemented design patterns like, DTO, DAO, Singleton and MVC.
* Build various database objects like Tables, Views, Synonyms, Sequences, Packages, Store

procedures, Functions on DB2 database.

* Deployed integrated testing build and User acceptance testing builds on AIX environment.
* Used putty for getting connectivity to AIX terminal and Worked on clear case as version safe.
* Used Quality Center as bug tracking tool.

**Environment**: Java 5, J2ee APIs, Oracle 10g, Servlet API, JSP, JSP custom tags, Springs,

Oracle DAOs, Apache Tomcat server 6.0, Ajax, Axis, SOAP, XML, Eclipse, Putty, AIX and CVS.

**Adventis, India June’08-Sep’09**

**Java Developer**

**Description:**Adventisdeploys a host of innovative solutions and service architectures across the global Banking, Financial Services, Insurance and Manufacturing industries.As economies develop and gain much-needed experience & expertise in managing global sourcing arrangements, quality of IT solutions & services mature at a rapid pace as well. In a bid to match the growing needs, service providers are noticing a Consulting & outsourcing are emerging as powerful business tools that lend versatility, flexibility and cost saving. Financial savings, technical abilities, quick deployment and market agility are becoming essential, driving governments, institutions and organizations towards client-vendor partnerships while concentrating in-house resources on core business activities

**Responsibilities**:

* Involved in requirements gathering.
* Validated the requirements to suit for J2EE Architecture;
* Designed the Application based on J2EE Architecture for server side and designed the front-end.
* Designed the front end using JSP and HTML equivalent to SWINGS.
* Designed the process flow between front-end and server-side components;
* Designed and validated the business rules for Banking, Credit Card, and Corporate Card.
* Interacted with Portfolio Architect and Business Analyst for requirements gathering, Business analysis, and for other system dependencies
* Designed Use Cases in UML.
* Involved in unit testing.
* Prepared requirement, high level and low-level design documents and delivered in proper time.

**Environment**: Java, JSP, Servlets, HTML, JDBC, JDK 1.5, Waterfall Model, Tomcat, Windows XP.

**Education:**Bachelor’s in Electronics and Communications, KLCE.