* 8 years of experience as an IT professional with 5+ years of experience with salesforce.com administrative and development activities like Creating Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Reports and Dashboards.
* Familiar 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.
* Respectable experience with **Configuration, Customization, Development** and **support** experience on **Salesforce.com** Platform.
* Experience in Administration, and Implementation of Salesforce CRM and Salesforce SFA applications based on Apex Language and Force.com Platform.
* Experience as a Salesforce CRM Developer/Administrator including analysis, modeling, design, coding, testing, maintenance of **CRM** systems*.*
* Skilled in **customizing** **Salesforce** **standard** **objects** like Accounts, Leads, Opportunities, Cases and Campaigns along with good expertise in Data Validation, Sales, Marketing, Customer Service and Support Administration
* Good experience in setting up **Organization Role Hierarchy**, provisioning data visibility rules by **configuring OWD**, Criteria/Owner based and Apex managed **sharing rules.**
* Strong Implementation and Integration experience using **Custom objects, Triggers, workflows/ workflow rules, Approval Process, Visual Force Pages, and Apex classes**.
* Expert in Salesforce Sales cloud, Marketing cloud and Service cloud implementation.
* Experience in Creating **Lightning components and Lightning Applications.**
* Experience with Lightning to build apps in Salesforce.
* Strong experience in **Apex Data Loader tool**.
* Proficient in Data Migration from Traditional Applications to Sales Force using **Data Loader Utility**.
* Experienced in integration of Salesforce.com with external applications by using **Web Services API**, **Metadata API** and **SOAP.**
* Experience in working with **OOTB** (**Out-of-Box**) features for creating custom layouts, business processes and email alerts.
* Managed bulk orders and produced quick document of price quote using **Apttus**.
* Extensive working experience on different work environments including Development, **Test, UAT** and Production.
* Participated in all stages of Software Development Life Cycle (SDLC) System Analysis, Design, Development and Testing.
* Experience with working in **Waterfall** and **Agile** methodologies.
* Good experience in deploying applications from Sandbox to Production instance.
* Involved in daily stand-up meetings, taking SCRUM calls, to manage time effectively as a team.
* Ability to meet deadlines and coordinating multiple tasks in a work/project environment.
* Strong organizational and interpersonal competencies along with detail Oriented and problem-solving skills in the technology arena.
* Excellent analytical and communication skills with capability to handle new technologies.

**Certifications:**

* Salesforce Certified Administrator (ADM 201)
* Salesforce Certified Platform Developer I

**Technical Skills:**

|  |  |
| --- | --- |
| **Salesforce technologies** | Custom Objects, Roles and Profiles, Workflows, Assignments, Approvals, Triggers, Record Types, Dashboards, Security, Field updates, reports, SOQL, Visual Force Pages, Apex Classes, Apex Trigger, Visual force. |
| **Force.com Tools** | Force.com Eclipse IDE, Apex Data Loader, Workbench, Force.com Apex Explorer, Single Sign-On (SSO), Force.com Migration Tool, SOQL, SOSL, Service Cloud, Marketing cloud, Sales Cloud,Salesforce APIs, Force.com Excel Connector |
| **Languages** | Apex, C, JAVA, SQL, AJAX, PL/SQL. |
| **Web Technologies** | HTML5, CSS3, XML, JavaScript. |
| **Operating Systems** | Windows, Unix, Linux. |
| **Office Tools** | Microsoft Project, MS Visual Source, Apttus, MS Office. |
| **IDE and Editors** | Eclipse, My Eclipse and Force.com Eclipse IDE, CRM Fusion tools. |

**Module:**

* Sales Cloud
* Service Cloud
* Communities
* Marketing Cloud
* Salesforce CPQ

**Salesforce Admin/Developer**

**Capital One,**

Richmond, VA April 2015 to Present

**Responsibilities:**

* Perform Business requirement analysis and data modeling sessions.
* Develop on Unified CRM Connector for implementing automation based on the cases received.
* Develop extensively on Account, Contact, Case and Lead Objects for Layouts and validation rules.
* Created user Roles and Profiles, security controls.
* Perform debugging and fix issues in case flows.
* Use Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Develop with Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL, SOQL queries, control and Exception statements to invoke Apex triggers.
* Created a user interface in Lightning using Aura components, CSS, Bootstrap for a user to enter case details and submit in to Salesforce.
* Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Worked with various salesforce.com objects like Accounts, Contacts, Campaigns, Reports, and dashboards.
* Experience using sales force Lightning UI. Created Components and Apps in sales force lightning.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Added Lightning Component to Lighting Pages and Record Pages. Have worked on Apex classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Develop with REST API for integrating the existing system to sales force.
* Develop on Batch Apex and Scheduler to mass update records in production based on the business requirement.
* Develop with SQA team for developing test cases, test strategies and test plans and made a log record for code coverage.
* Use Case Management, used web to case tools for automating the issue solving process based on the cause of issue, case assignment, case escalation rules based on criteria and actions, creation of tasks based on the cases.
* Implemented Salesforce development cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.

**Environment:** Saleforce.com platform, Apex Language, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Visual Force (Pages, Component & Controllers), Apex Data Loader, REST, Eclipse IDE Plug-in, Microsoft Access, Toad for Data Analysis, Sales cloud, Service cloud.

**Extreme Networks Nashua, NH April-2013-March 2015  
Senior Salesforce Developer**

**Responsibilities:**

* Worked with the user group for requirement gathering throughout the planning and implementation.
* Analyzing the current requirement process, identifying problems and making recommendations to improve the process.
* Designed and developed Visual Force Pages to meet various functional needs.
* Performed day to day User Management on SFDC Org by configuring Sharing Rules, Permission Sets, Roles and Profiles.
* Migrated data using Apex Data loader to centralize data and processes across different divisions that were previously using decentralized systems / databases.
* Used eclipse Force.com toolkit for creating Apex classes and Apex Triggers.
* Implemented Data segregation through Record Types and Field level security. Developed and maintained validation rules and custom workflow.
* Create and Customize Custom Objects, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, and dependent pick lists, and complex page layouts.
* Worked on email to case. Refreshed the sandbox
* Key role in gradual transition of company's application from Salesforce Classic to Lightning Experience.
* Implemented Salesforce Lightning Components for small set of users within the organization.
* Worked on Lightning Process Builder to consolidate existing workflow rules.
* Generated various reports and dashboards in Lightning for Sales performance tracking.
* Developed and maintained custom Reports and Dashboards. Tested thoroughly and deployed to production.
* Deployed code to production using change sets. Used ANT tool to migrate from Dev to QA.
* Coordinated with the offshore team to improve the overall process of resolving issues.
* Worked within a Scrum team comprised of onshore and offshore developers, testers and business analysts to implement user stories in an agile fashion.
* Created detailed data mapping document for integrating various systems with Salesforce.com.
* Worked on real time User Stories and creating Test Scenarios, Test Plans, and Test Cases.
* Installed and implemented various third-party applications (Apps) from App Exchange like DocuSign, job science, Jitter bit, map anything, Lightening App Builder, Workbench tool, Chatter.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application usingForce.com Explorer
* Configured and maintained user security permissions in accordance with organizational requirements.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse
* Created and used Email templates in HTML 5 and Visual force.
* Migrated large volumes of external data on to Salesforce.com using Jitter bit and Apex Data Loader as part of data management functions.
* Worked with Jitter bit tool to load data into Salesforce. Worked with Jitter bit to develop process builder automation.
* Used Jitter bit to import/export of Dealers data. Managed weekly bulk role updates using Data loader (Jitter bit)
* Created Jitter bit Jobs to Sync data between Salesforce and SQL Server.
* Extensive experience using Draw Loop by controlling the content of the Document Package and the document delivery.
* Extensive experience using Draw Loop for building forms, creating PDF files and sending them out automatically.

**Environment:** Saleforce.com platform, Force.com API, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web services, DocuSign, Draw loop, lightningComponents, Jitter bit, Visual Force, SalesForce.com Data Loader, Security Controls, HTML, XML, Workbench, Sandbox, Eclipse IDE Plug-in, Dashboards, Analytical Snapshot and Data Migration, ANT.

**Salesforce Admin/Developer**

**Merchant e- Solutions**

Atlanta, GA Nov 2011 to March 2013

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Designed, developed and deployed the Custom objects, Components, Visual Force Pages to suit to the needs of the application.
* Configured Salesforce and marketing cloud integration user along with configuration in Salesforce.
* Imported data from Seibel CRM into salesforce using Informatica Power Center as part of Data Migration.
* Participated in Code review and suggested better ways of doing it. Audited, uncovered and resolved data integrity issues with legacy systems.
* Developed complex mappings & mapplets in Informatica to load the data using different transformations.
* Used Debugger making use of Breakpoints to monitor data movement and troubleshoot the mappings.
* Worked with Data loader for loading the attachments into salesforce.com, related to objects like Accounts, Contacts, Opportunities, and Activities.
* Implemented Error Processing for Informatica Mappings and Workflows.
* Successfully moved the Sessions and Batches from the development to production environment.
* Proficient in using Eclipse based salesforce.com IDE to develop and deploy force.com software.

**Environment:** Saleforce.com platform, Seibel CRM, APEX Language, Visual Force (Pages, Component & Controllers), Saleforce.com Data Loader, Informatica Power Center, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Marketing cloud, Java Script, Java, Web Services, Sandbox, Eclipse IDE Plug-in.

**Aris Global Mysore, India Aug 2010- Oct 2011**

**JAVA Developer**

**Responsibilities:**

* Translate application storyboards and use cases into functional applications
* Design, build, and maintain efficient, reusable, and reliable Java code
* Ensure the best possible performance, quality, and responsiveness of the applications
* Identify bottlenecks and bugs, and devise solutions to these problems
* Help maintain code quality, organization, and automatization

**Environment:** Java, JSP, EJB, Java Beans, JavaScript, OOPS,

**Java Developer**

**Techsource Technology,**

Hyderabad, India July 2009 to Aug 2010

**Responsibilities:**

* Designed and developed the backend database of library users and application users using oracle.
* Developed front end JSP and implemented JDBC.
* Configured a server to receive requests and perform business logic.
* Implemented servlets to process validate and transit the data between the server and the client.
* Provided testing and production support.
* Configured a Server to handle requests from application users and instantiate the handler classes.

**Environment:** J2EE, Servlets, Windows NT, JSP, JDBC, Java Script, XML, HTML and Oracle.