### Summary

**Amar**

**SFDC lightening Dev /Admin  
**

**CErtifications:**

**SFDC cerfified Admin 201.**

**SFDC certified developer i.**

[**Amarsfdc03@gmail.com**](mailto:Amarsfdc03@gmail.com)

**PH:989-272-1947**

**OBJECTIVE**

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 firm.

## **Education**

B. Technology In Electronics and Communication.– CBTV, India.

* 8 years of professional IT experience in Software Development Life Cycle, loud Front, Cloud.
* Worked on the various Application modules such as Call Center, Sales and Marketing Customer Service and Customer Support, Business Processes and recommended solutions to improve their processes using SFDC.
* Developed Visual force pages and Custom Objects using Apex Programming on Force.com Platform.
* Strong knowledge of SDLC and experience with multiple implementations across various projects
* Extensively exposed to creating objects, fields, Record Types, workflows, approval processes, Escalation rules, Assignment rules, validation rules, Email services, data migration activities, custom page layouts, custom fields and other standard functionality.
* Integration, Developing and deploying custom integration solutions using Force.com Eclipse IDE Plug-in, Force.com Explorer, Data Loader, Force.com Excel Connector, Migration Tool and process builder.
* Extensive experience in Creating Roles, Profiles, Email Services, Page Layouts, Workflow Alerts, Actions, and Approval Processes., offering both REST, AWS and SOAP interfaces and Proficiency in development of batch jobs using Tidal. Robust experience in build tools like Ant, Maven& Jenkins, logging with Log4j, Test Driven Development using Junit and JIRA for tracking issues.
* Experienced in Salesforce.com Live Agent Console setup in Service Cloud and experienced in Salesforce.com Marketing Cloud.
* Generated HTML Email templates in ExactTarget and configured single sign on in ExactTarget.
* Build custom report types, reports, Analytic Snapshots and Dashboards for different business units and configured report/dashboard folder visibilities.
* Experienced using salesforce lightening UI
* Also worked on Apptus and SteelBrick, developed POC's in Apptus CPQ and SteelBrick CPQ.
* Implementation and support for multiple appexchange apps including: CVent, Expensewatch, Zoomerang, JIRA, ExactTarget, CongaMerge, SAVO, and many otherManagement using Version Control Software such as SVN, CVS, GIT.

Experience and skills.



Uber

Philadelphia, PA.

March -2017 to Till Date.

Salesforce lightening dev

Uber is evolving the way the world moves. By seamlessly connecting riders to drivers through our apps, Uber make cities more accessible, opening up more possibilities for riders and more business for drivers. From our founding in 2009 to our launches in over 400+ cities today, Uber's rapidly expanding global presence continues to bring people and their cities closer.

* Built Workflow rules, Approval process and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Experience on SFDC implementations covering Sales cloud and service cloud and Chatter and AppExchange applications
* Used Process Builder to migrate existing Workflow rules into the process builder and performed additions actions like Create child records, auto submission for approval process on field value changes
* Mentored junior programmers in Oracle database design and development.
* Integrated on premise Mainframe Case, CPQ and Reporting systems with Salesforce REST APIs.
* Experience in configuring Jenkins to achieve continuous integration.
* Experience in working with traditional Waterfall and Agile Scrum methodologies.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Use force.com developer toolkit including Apex classes, Apex triggers and visual force pages to develop custom business logic.
* Responsible for all the activities related to configuring Data Loader, Uploading data in CSV files into Salesforce.com and checking the correctness of the data.
* Started working on building an App-Exchange application to push leads from different partner Salesforce channels to our salesforce by establishing security around it.
* Maintained version control of the Java files with SVN and GIT.
* Understand B2B2C lead management and marketing automation processes using pardot.
* Developed Lightning apps with design systems using CSS and Parameters, App Builder and Lightning component features for the use of Desktop and Salesforce1 Mobile Platforms.
* Hand on experience in salesforce lightning feature and knowledge. And Implemented wave Analytics to track overall business which increased 20% of entire sales
* Expertise in Inforamtica Data Quality (IDQ) tool installation and Standardization, Address Validation and Deduplication.
* Experienced using salesforce lightening UI. Created Components and Apps in salesforce lightening and Salesforce1 Mobile Experience and Involved on creating Lightening Pages Inside lightening community Builder.
* Business requirements document (BRD) details the business solution for a project including the documentation of customer needs and expectations.
* Hand on experience in salesforce lightning feature and knowledge.
* Worked on customer portals and Communities administration.
* Created Visualforce pages for custom login and configuration of Communities.
* Test-driven development (TDD) is a [software development process](https://en.wikipedia.org/wiki/Software_development_process) that relies on the repetition of a very short development cycle:
* Migrated bulk data from external data source to Salesforce using Data Loader bulk API.
* Change Management (Testing, Training, Customer Betas, Internal and external communication). Service cloud  Console:
* Experience in Salesforce1 Mobile with out of box using Lightening.
* Managing Repositories using Jenkins and GitHub.
* Designed a responsive website using Bootstrap contents that fit different devices including mobile, tablet and desktop.
* Responsible for Testing - unit testing & integration testing using JUNIT.
* Worked on service cloud  implementation using Cases, and implemented Email-to-Case, Escalation and assignment rules.
* Developed Mulesoft application to consume SAP WS and expose the same to Salesforce to integrate data.
* Implementation and rollout experience with salesforce.com CRM (Sales cloud, Service Cloud, Marketing cloud), Communities, Sites and Force.com platform.
* Prepared SOQL, SOSL queries for data extraction, migration and update.
* Expertise in Informatica Data Quality (IDQ) tool installation and Standardization, Address
* Monitores and provided security through Athorization and Digital signature and validation and Deduplication.
* Deployed components using Force.com Migration tool (prepared package.xml), Change Sets, Workbench and Eclipse to deploy across dev, QA and UAT Sandboxes and Production instances.
* Used Eclipse IDE to develop Java code and perform all changes needed.



Kaiser Permanete

Oregon City, OR.

March-2015-FEB 2017

Sfdc Developer/Admin

Kaiser one of the leading firms in the US. salesforce.com as a platform to build custom workflow solutions that can automate critical internal business processes. They are in process of establishing Force.com center of excellence within the enterprise and implemented projects like Review and Art Tracke.

* Responsibilities:
* Involved in group for requirement gathering throughout the planning and implementation.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Administered Okta (sso security) and MS Sharepoint for entire organization.
* Developed back-end PL/SQL packages, UNIX shell scripts for data migration and batch processing.
* Maintained SVN Code Repository through SVN Plugin on Eclipse editor
* Strong Implementation and Integration experience using Custom objects, Triggers, workflows/ workflow rules, approvals, S-Controls, Visual Force Pages, and Apex classes.
* Proficient in using meta-data migration tools like Eclipse IDE and Salesforce Apex Data Loader
* Developed and managed the formal Software Development Life Cycle (SDLC) Methodology which includes Configuration Management, Requirements Management, UML Analysis and Design.
* Evaluated JIRA compatible test managers by doing prototypes for Testrails and QA Symphony REST APIs.
* Developed Mulesof tAny Point Flows to load EMR Patient Data (Allergies, Conditions, Patient Encounters, Prescriptions) into sfdc Health Cloud.
* Improved the build process for developers by delivering a node service to select GIT commits and do custom builds
* Responsible for migration of code from sandbox to production environment using Ant tool and Change-sets.
* Integrated Salesforce with web applications using SOAP WSDL service and unit tested using SOAP UI.
* Worked with Different patner communities to run business and move smoothly.
* Security of data using encryption, digital signature, SSL, SAML 2.0, OAuth 2.0)
* Developed efficient PL/SQL programs to access Oracle databases. Manage data retrieval for front-end applications
* Configuration and Customization Veeva CRM application using the Force.com platform based on the requirements.
* By using Java script, created custom buttons and executed controllers to achieve the functional requirements. Intensely worked with Apex, Triggers, API integration.
* Experience in ETL processes utilizing Informatica Power center tools to design data conversions from a variety of relational, XML and flat file source systems to data warehouse/data marts
* Used PandaDoc for esigning of transactional Documents.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Cases, Solutions, Forecasts, Reports, and Dashboards.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Co-developed dynamic Ruby on Rails/HTML5 application highlighting numerous data visualization of web metrics.
* Implemented service cloud module which deals with Accounts, contacts, cases, solutions, Assignment rules etc.
* Worked with security and sharing rules implementation at object, field, and record level for different users at different levels of organization and also Single Sign-On (SSO) setup.
* Worked with Milestone PM that helps to track projects, milestones, tasks, blocked tasks, overdue tasks, time and expense budgets and a whole lot more.
* Deployed new Live chat/CTI Platform for Connect & Save Telephony over IP service and other marketing promotion
* Configured security and organizational hierarchy for working implementation.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Database Connectivity, WebService Rest and Soap Client API, Asynchronous calls, Thread Executor framework), which communicates with various service layers.
* Involved in running Selenium automation scripts and Used Hibernate ORM to integrate with the business application with Oracle Database.
* Written SOQL, SOSL queries in Apex triggers and controllers, used Salesforce workbench to generate queries.
* Tested the Web services using SOAP UI and by writing Web service client in Java for transmitting the offender's information in XML data using the WSDL provided.
* Configured and scheduled jobs for multiple projects on Hudson.
* Developed automatic build scripts using ANT for the application to deploy and test.
* Maintained version control of the JAVA files with SVN and GIT and Involved in modifying, updating and testing of the component



 CHASE Financial Services,

Detroit, MI.

Sfdc Developer/Admin

june-2013 to March-2015.

Chase, which helps many of the small and medium-sized business people in growing up their business levels. The company advertises its customers in industries, such as financial services, Home, and healthcare, where reliable non-stop computing power is essential. The chase keeps track of all their pre-sales and post sales operation in Salesforce.

Involved in group meeting with teammates and made substantial changes to the architecture to improve performance of the Application

* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Opportunities, Cases, Quotes, Pricebook2, Orders, and Products2.
* Extensive experience in analyzing organization processes, converting business workflows into exact Salesforce.com workflows and configuring Salesforce.com to meet business requirements.
* Developed new functionality within salesforce.com including custom objects, custom fields, formulas, configurations, Page layouts, S-controls, validation rules, assignment rules, and analytics.
* Developed various Visualforce Pages, Apex Triggers to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Implemented SFDC Integration using REST/SOAP Web Service API'S.
* Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards
* Worked on customer portals and communities administration.
* Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Created Visualforce pages for custom login and configuration of communities.
* Configured Salesforce.com to meet business requirements - including fields, page layouts, workflows, approvals and validation rules.
* Used SOQL and SOSL for querying the objects
* Create and Customize Custom Objects, Cross Object Formulas, Roll up summary fields and dependent pick lists.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented Agile and Lean principles to ensure speed-to-market of solutions and maximum business value capture.
* Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Worked on Triggers for implementing the functionality of the object. Worked on REST Web services for integrating from SFDC to SAP.
* Developed Apex classes, Test classes and JSON. Used change set to deploy from one Sandbox to other Solved performance issues and brought optimal output from the available resources



HSBC

Hyderabad, India

Salesforce Admin

May-2012 to may-2013

* Involved in Work.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Implemented the requirements on Work.com platform and Force.com IDE Plug-in Using Eclipse.
* Worked with various Work.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Developed various Custom Objects, Tabs, Components and Visual force Pages.
* Developed and configured various Custom Reports and Report Folders for different user Profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Maintained user roles, security, profiles, and work-flow rules wherever necessary.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed custom Apex classes for Visual force page custom controllers using Work.com IDE and Apex.
* Developed Visual Force / APEX custom and extended controllers and triggers to support quotation enhancement.
* Created custom reports and enhanced Work.com environment as per user needs using Apex and Visual force pages.
* Developed Email handlers using Apex for generating PDFs from Leads received from several sources using Apex.
* Developed dynamic Work.com visual force pages using Java script and Ajax toolkit.
* Established deployment strategy for implementing Work.com changes. ➢ Conducted unit and integration testing.
* Trained client in working configuration and development techniques. Developed Action Classes and Action Forms beans.



ImageHealth Group.

Salesforce Admin

MAy-2010 to MAy 2011.

* Evaluated Work.com Support module for call-center / help desk application.
* Created data migration document for import/export of data from Work.com environment
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Interacted with various business user groups for gathering the requirements for salesforce.com CRM implementation.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards
* Used asynchronous Metadata API to manage setup and customization information.
* Worked extensively with MS office suite for preparing status reports.
* Prepared reports on investigation, settlements, denials of claims, individual evaluation of involved parties.
* Effectively managed the requirements and requirements change request during various phases of the project life cycle.
* Environment: Saleforce.com platform, Apex Language, Lightning , Visual Force Pages, Data Loader, HTML,Ajax, Java Script, Workflow & Approvals, Reports,CPQ,Veeva,ServiceMax, Devops integration and deployment Custom Objects and JIRA And Rally, Email Services, Security Controls, AngularJS, Sandbox data loading, Eclipse IDE Plug-in, ANT, Windows 7.
* Platforms : 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, JIRA.
* 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 : Informatica Power Center 9.x, MuleSoft, Dell Boomi
* Methodologies : Agile Scrum, and Waterfall
* Operating Systems : Linux, Mac, Unix, Microsoft Windows
* SAML 2.0, OAuth 2.0).