**Kevon Thompson**

**Sr. Salesforce Developer**

**SUMMARY**

* Expert in development of software solutions withOver **7years** of IT industry experience and more than6yearsof experience as a **Salesforce.com Developer andAdministrator**.
* Extensive experience in customization, **configuration, integration, Eclipse IDE, Apex, Visualforce and integration tools** like **ApexDataLoader**, **Castiron** etc.
* Expertise in Salesforce technologies that is, **APEX**, **Visualforce**, **Webservices**, and **APIs**.
* Successfully Developed and consumed **SOAPWebservices**.
* Have experience in Siebel to **Salesforceintegration**.
* In-depth understanding of CRM business processes that include Forecasting, Campaign management, Lead Management, Order Management, Account Management, Case Management and merging management.
* Extensive experience in salesforce.com Setup, Configuration, Customization, Administration, Data Migration and Integration tools like **ApexDataLoader** etc.
* Experience using Force.com Web services for **API**implementation to access to data from different users.
* Very experienced in creating **cloud** solutions using Salesforce Sales Cloud, Service Cloud, and Marketing Cloud
* Created various Custom Reports for standard objects as well as custom objects to give complete detail overview of Customer (Account) Orders, Renewal Forecasting, and Customer Balance Report with Multi-Currency support.
* Extensive experience in creating Roles, Profiles, Page Layouts, Record Type, and Assignment rule Workflow Alerts and Actions, Reports, Dashboards, Outbound messaging, and Approval Workflow.
* Proficient in designing of Custom objects, Custom components, Custom fields, Role based page layouts, Custom Tabs, App Exchange Package & Custom Application, Sandbox data loading and for implementing web services in the application for access to data from different users.
* Strong exposure to Security and sharing rules implementation at object, field, and record level for different users at different levels of organization.
* Experience working with the **Aura** framework
* Experience and good understanding of **lightning** mode and its features
* Knowledge on **Lightning Design System**which helps to quickly and easily create modern enterprise apps using **Lightning App Builder and Lightning Components**
* Worked on Implementation of Security in Customizing CRM and Involved in various stages of Software Development Life Cycle including analysis, requirement gathering, architecture design, enhancements, testing, deployment and maintenance of standalone object oriented enterprise applications
* Extensive knowledge in developing stored procedures, functions, Views and **Triggers**, Complex queries using **SQLServer**, **TSQL** and **Oracle** PL/**SQL**.
* Expertise in Sales Cloud, Service Cloud, Marketing Cloud/ExactTarget and Community Cloud platforms.
* Experience working across various SFDC implementations covering **Sales Cloud, Service Cloud and Marketing Cloud**
* Strong knowledge in resolving on-going maintenance issues and bug fixes; monitoring Informatica sessions as well as performance tuning of mappings and sessions.
* Worked on various Salesforce Apps like Apptus,Gridbuddy, DocuSign, Drawloop, Dupe Catcher, Salesforce CPQ.
* Self-starter who is proactive and quick learner with perseverance, strong work ethics and a never-ending zeal to better the best. Hands-on experience in various phases Software Development Life Cycle (SDLC)
* Expertise in soft skills including good communication skills, quick learning and multi-tasking are my key strengths. As a part of project assignments, I have been a part of Application Maintenance, Operations Support and Issue analysis, Bulk Data migration, Server Up gradation, Installation and Implementation of New Customization.
* Worked extensively on Remedy 7.5 and have sound knowledge of the product and most of its features and modules like Incident management, Change Management, Problem Management, Asset management, Contract Management, Product Catalog, Solution Database, Task Management, SLM, and Approval Cycle etc. Salesforce.com Skill-Set Highlights.

**TECHNICAL SKILLS**

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| **SalesforceTechnologies** | Salesforce.com, Apex, Classes/Controllers, Apex Triggers, SOQL, SOSL, Data Loader,Visualforce Pages / Components, Workflow & Approvals and Analytic Snapshots, Batch Scheduler, Navigation, DML Operations & E-mail Programming. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, AJAX Toolkit, Force.com, Workbench and Force.com Platform (Sandbox and Production Deployment). |
| **ProgrammingandDatabases** | Java, HTML, DHTML, JavaScript, Applets, J2EE, C and C++, CSS, XML, MS SQL Server 2000/2005, PL/SQL, RDBMS, Oracle 8i/9i/10g and MySQL. |
| **Other software** | Rational Rose, Adobe Photoshop, MS Access, Network Programming. |
| **Operating Systems** | Windows NT / 2000 / XP Pro / Vista, Windows Server 2000 / 2003 / 2008 and Linux. |

**PROFESSIONAL EXPERIENCE**

**CUNA Mutual – Madison, WI Mar 2018 to Present**

**Senior Salesforce Developer**

**Responsibilities:**

* Responsible for the **redesign** and **optimization** of the consumer search page used to query thousands of insurance records using Lightning components
* Integrated third-party services and information using **SOAP** and **RESTAPIs**
* Responsible for debugging various code issues in both developer and demo environments using both **Apex** and **JavaScript**
* Made changes to UI using **LightningComponents** and **RecordPages** to better user experience
* Used **TFS** to log completed issues and give feedback to users
* Coordinated with a team of top-level SalesForce developers in an **Agile** environment
* Wrote custom **ApexClasses** and **Triggers** to implement business logic
* Integrated Lightning Components into **multi**-**purposeapps** to fulfill business requirements
* Wrote test **ApexClasses** for**unittesting** and gained appropriate**codecoverage** for deployment
* Used for **SOQL** and **SOSL** for data querying and extraction

**Environment:**Salesforce.com platform, Apex Script, Visualforce Pages, Controllers, CSS, Encryption Fields, Custom Objects, Custom Tabs, Lightning, Data Modelling, Security Controls, Page Layouts, HTML, jQuery, Java Script, Reports,

**CSBS - Washington, DC Sep 2017 to Feb 2018**

**Senior Salesforce Developer**

**Responsibilities:**

* Worked with the Business unit to define goals for individual projects
* Aided in the development and support of **Knowledge Article** base in SalesForce
* Heavily involved in **debugging code** and implementing changes when needed
* Collaborated with the Change Advisory Board to enact new **change management**policies for the IT department
* Developed various Visualforce Pages and wrote Apex classes and Controllers to provide functionality to the Visualforce pages
* Designed, developed and deployed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application
* Used **SOAP** and **REST API** to integrate SalesForce with other applications and web services
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects
* Involved in various stages of the **Software Development Life Cycle** (SDLC) including analysis, requirement gathering, architecture design, development, enhancements, and testing.
* Created Custom Objects and Fields as needed for the application
* Used field level security along with page layouts to manage access to certain fields as needed
* Made new feature enhancements on Service Cloud and developed some Visualforce components to be reused in different areas of the application
* Performed Unit Testing and code reviews for the customizations and development done throughout the project
* Participated in various meetings including Sprint Planning Meetings, Daily Scrum Meetings, Sprint Retrospectives, and Sprint Review Meetings
* Designed and developed various web services to interact with other Line of Business systems as needed for integration
* Collaborated with other development teams within the organization to design and implement integration strategies between Salesforce and various external business applications

**Environment:** Saleforce.com platform, Apex Language, VisualForce (Pages, Components, Controllers & Extensions), Jira, Data Loader, Data Modelling, Apex Triggers, Reports, Custom Objects, Custom Tabs, AWS, Email Services, Security Controls, Eclipse IDE Plug-in, Informatica Cloud.

**Cigna - Hartford, CT Jun 2014 to Sep 2017**

**SeniorSalesforce Developer**

**Responsibilities:**

* Developed and **supportedcustomersupportportal** to support eservices, **CRMCustomerSupport**.
* Created a customer service platform using Salesforce **Service Cloud** and Salesforce **Communities.**
* Used **JIRA** for project tracking
* Worked extensively on **APEXTriggers**, **APEXClasses**, **ApexTestClasses**, **Visualforcepages** to fulfill various business requirements. Developed the business logic of the application using **APEXclasses**.
* Dealt with **Change Management** and **Incident Management**
* Designed the application to be created module wise using the schema builder.
* Implemented **RESTAPI integration** to retrieve the recent items on the customer portal VF page.
* Worked to move existing on premise CRM solution to a **cloud** based system by designing and developing Database migration scripts and executing migration plan from Siebel to **Salesforce**.
* Prepared the **Visualforce** pages with the needed **UIdesigns**.
* Developed **Lightning components and apps** in the **Aura** framework
* Optimized those **Lightning components and apps** for mobile use
* Performing the **UIrelated** activities including Page layout configuration.
* Worked on the Web Services for enabling the data to be used outside the domain.
* Made the configurations in the applications time to time as per the requirement gathering.
* Gather existing functionality and features in Siebel and re-create them in Salesforce.
* Created custom apex API endpoints for retrieving and updating data, to support **API integration** from other systems that were previously integrated with Siebel.
* Created and deployed various Triggers, **Apexclasses** and **Visualforce** pages as part of the implementation.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary. Making the timely data management using the **DataLoader** tool and thus making the insert, delete, upsert operation on the data.
* Used **Lightning** process builder for visualizing and creating automated business processes
* Used Salesforce **Lightning Inspector** to debug the lightning components
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects. Constructed new sandbox Plan and assembled all the Requirements for Project.
* Deployed Configurations and Code between Salesforce Environments through various deployment tools like **Force**.**comIDE**, **Snapshot**, **AntScripts**, **CruiseControl**, and **Change**
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc. Involved in Custom Integration of Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services Security Controls, **AppExchangePackage**&**Custom** Application, Sandbox data loading. Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
* Used **SOQL**&**SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects. Preparing the documentation of the project.
* Have experience in working in Agile Project. Performing the mass data activities in the organization.
* Programmed the various automated functionalities using the triggers in the combination if the related classes.

**Environment:** Salesorce.com 36.0, Apex Data Loader, Visualforce, Reports, Dashboards, Security Controls, SOQL, Sandbox, Eclipse IDE Plug-in,Custom Objects, Service Cloud, Apex Classes/Controllers,Saleforce.com platform, Agile, Workflow Alerts, Approvals, Validation Rules, Sharing rules, Reports, Standard & Custom Objects, Tabs, Email Templates, Roles, Profiles, HTML, Force.com IDE, Selenium tests.

**Caterpillar - Peoria, IL Oct 2012 - May 2014**

**SFDC Developer/Administrator**

**Responsibilities:**

* Created Custom Controllers to make external webservice callouts, validate and insert data.
* Created Visualforce pages for customer portal which will override the standard customer portal.
* Programmed various automated functionalities using triggers in combination with apex classes to make the triggers logic-less as per Salesforce best practices.
* Build Apex classes implementing SOQLstatements within Force.comIDE to manage interaction with the database.
* Customized the Dashboards and Report to track usage of productivity and performance of business centers and their sales teams.
* Created new custom objects, assigned fields, designed page layouts, custom tabs, components, Visualforce pages, custom reports.
* Involved in**Change Management** and **Incident Management**
* Designed and deployed the Custom objects, Custom tabs, Pick list, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Worked in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Managed API integrations and web services.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Modifying Page layouts and setting the Record Types.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Used Salesforce Automation for Sales Lead Management, Opportunity Management, Account and Contact Management, Data Quality Management, Approvals and Workflow.
* Installed an AppExchange application that facilitated users with creating visual organization charts and update them in Salesforce CRM using drag and drop functionality.
* Performed data migration from home grown legacy system to Salesforce CRM.
* Primary in charge of Weekly Change control meetings and performed application and global impact analysis.

**Environment:** Saleforce.com 29.0, Apex Language, Visualforce (Pages, Component & Controllers), Saledforce.com Data Loader, Workflow, SOSL, SOQL, Service Cloud, HTML, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in.

**Toyota Financial Services - Los Angeles, CA Aug 2010 – Sep 2012**

**Salesforce Developer**

**Responsibilities:**

* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Administrated and monitored the company’s Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert.
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Involved in gathering customer requirements from business user teams spread over the Sales, Marketing and Customer service. Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization with respect to salesforce.com implementation.
* Developed and Customizing salesforce.com application based on the user needs.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Maintained and gave permissions to communication templates based on Profiles.
* Performed Data Analysis and migrated data from SQL Server database to Salesforce.
* Involved in Accounts Merging, maintaining Public Groups.
* Created Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Worked on the Customization of Sales **Cloud** for campaign, leads, and opportunity objects.
* Also, implemented sales automation to track contract opportunities and leads.
* Worked with senior team members to analyze of each product and its competitor, to integrate new product, and optimize existing products. Imported accounts and contacts data through Import Wizard.
* Worked on data migration from databases to SFDC using Data Loader.
* Build the organization’s role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.
* Performing the Risk Analysis and Cost Assessment for the Project implementation.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.

**Environment:** Salesforce.com 33.0,Force.com ide, Apex, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, JavaScript, SOAP, REST, Sales Cloud, Sandbox data loading.

**CheckFree Investments (Fiserv) - Jersey City, NJ Jan 2010 – Jul 2010**

**Business Analyst**

**Responsibilities:**

* Served as the primary interface and liaison with the business on solution development.
* Business Process documentation, developed functional and system requirements.
* Developed use cases, workflow, screen mock-ups, and conversion requirements.
* Prepared business process models; used Visio to create use case diagrams.
* Understood the current State and Proposing future State Business Process/Workflow.
* Coordinated with Business, Application Development, Architects, Infrastructure, Quality Assurance, Production Support and Enhancement Team.
* Trained the super users on getting familiar with the new navigation and new functionality.
* Helped the project team in documenting UAT scripts with clear and concise instructions.
* Occasionally helped the development team in data quality testing for the data converted from the legacy system.
* For the web version of the system, testing the browser's ability of the identifying the various Web objects and hyperlinks created for this system and reporting the "broken links" found.

EDUCATION

**Bachelor of Science in Management Information Systems**

University of Arizona, Eller College of Management - Tucson, AZ