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MOHAN N

SALESFORCE ADMINISTRARTOR/DEVELOPER

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**PROFESSIONAL SUMMARY:**

* **6 years** of professional IT experience in all phases of Software Development Life Cycle (SDLC) and **Salesforce.com CRM** platform both as Administrator and Developer.
* Comprehensive experience in partnering with the user community, including Business teams, executives, to identify their business requirements, analyze business processes, analyze source data, produce functional specifications, data flows and business rules, and assist with the implementation of those specifications.
* Worked in MVC design pattern where Model includes Objects, Fields, Relationships; Controller Includes Workflow, Apex Classes and Triggers; and View include Visualforce pages, Layouts and Tabs.
* Experience in web services like SOAP and RESTful.
* Experience working on large environments – over 500 seats handling all aspects of CRM.
* Experience of Salesforce.com applications with other applications with an emphasis of the Web Services.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Experience in data migrating from one Salesforce instance to another salesforce org using named credential.
* Experienced, flexible working in different project methodologies including Agile/SCRUM, SDLC and waterfall models and understand the importance of delivering reliable, scalable SFDC applications with higher performance.
* Experience in deployment from Sandbox to Production using deployment tools like Force.com IDE, Force.com migration tool and Change Sets.
* Experience in Security Controls, Manage Users, Data Management (Data loader, Import wizard, force.com Explorer), Data Migration, Sandbox environments.
* Experience in building Schedule Apex, Batch Apex, SOQL, SOSL, SOQL Aggregate functions.
* Proficient in building Lightning components using Controllers, Handlers and using these components in Visualforce pages and integration using Lightning Out.
* Knowledge on Visualforce remote objects, Lightning App Builder, Lightning Components.
* Experience on data migration tools such as Apex Data Loader, Salesforce Import and Export Wizard and have knowledge of integrating Legacy system with Salesforce.
* Experience in developing, debugging multi-tier applications using different SDLC methodologies like Agile, SCRUM and Waterfall.
* Experience on implementing Apex classes, Visual Force Pages, Apex Components and Controllers, Triggers, and working with Force.com IDE.
* Ability to adapt to any environment such as working with small or large groups or independently and excellent communication skills.
* Excellent time management skills, ability to multitask, and propensity to handle urgent interrupts with poise.

**CERTIFICATIONS:**

* **Salesforce Certified Administrator (ADM 201).**
* **Salesforce Certified Advanced Administrator (ADM 211).**
* **Salesforce Certified Platform Developer I.**
* **Salesforce Certified Platform App Builder.**
* **Salesforce Certified Sales Cloud Consultant.**

<http://certification.salesforce.com/certification-detail-print?conId=0034A00002mULDTQA4>

**TECHNICAL SKILLS:**

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| CRM TOOLS: | Salesforce.com, Sales Cloud, Service Cloud, Chatter, Communities, Service Console. |
| SALESFORCE TECHNOLOGIES: | Apex, SOQL, SOSL, JavaScript Remoting, Visual Force (Pages & Components), Triggers, Batch Apex. |
| PROGRAMMING LANGUAGES: | C#, .Net, Apex, Visualforce page, HTML, HTML5, XML, CSS, CSS3, JavaScript |
| WEB SERVICES: | SOAP, REST |
| SALESFORCE API TOOLS: | Force.com Migration Tool (ANT), Force.com IDE, Eclipse |
| DATA MIGRATION TOOLS: | Apex Data Loader, Import wizard, Workbench. |
| OPERATING SYSTEMS: | Windows 9x/2000, Windows XP/Vista, Windows 7, Mac OS |
| DEPLOYMENT TOOLS: | Change Sets, Force.com IDE, Force.com Migration Tool (ANT), Work Bench. |

**Professional Experience:**

**Client: Salesforce.com, Indianapolis, IN Dec 2017 – Current**

**Role: Systems Specialist (SFDC)**

**Responsibilities:**

* Work with the Business Operations team to refine and scope technical requirements derived from business objectives and customizing the application to meet the business requirement.
* Create and customize Salesforce objects, custom tabs, page layouts, record types, custom fields, pick lists & dependent pick lists, formula fields, reports, dashboards, and validation rules to better perform business functions.
* Follow good development practices by testing rigorously changes within the Salesforce sandbox before deploying to production.
* Create Workflows rules to perform time triggered tasks, email alerts, and field updates and use Process Builder to create records, update related records, post to chatter and Submit for Approval.
* Configure profiles, permission sets, role hierarchies, sharing rules, object and field level security, record level permissions to provide shared access among users to protect sensitive information.
* Prepare data mapping document to map source and target system fields and perform bulk updates on records using Data Loader, Workbench or Data Import Wizards.
* Assist in the implementation of security practices by monitoring login and user activity, de-activating unused users, field tracking, and set up audit trail to identify the changes made by users.
* Simplify and reduce technical debt by identifying and deleting unused fields, workflows, validation rules, reports, dashboards, objects, and more.
* Maintain data quality by identifying and deleting or merging duplicate records, cleansing and updating inaccurate data.

**Environment:** Saleforce.com platform, Workflow & Approvals, Process Builder, Reports & Dashboards, Custom Objects, Custom Tabs, Email Services, Visualforce (Pages, Component & Controllers), SOSL, SOQL, HTML, API, Data Loader, Data Migration, Security Controls, Sharing Rules, Data Export & Import Wizards, Sandbox, Workbench.

**Client: TMNA Services, Bala Cynwyd, PA Aug 2015 – Oct 2017**

**Role: Salesforce Administrator / Developer**

**Responsibilities:**

* Perform detailed analysis of business and technical requirements and design the solution by customizing various standard objects of Salesforce.com
* Expertly design, develop and deploy custom objects, page layouts, custom tabs, components and Visualforce Pages, to suit to the custom needs of the application.
* Attentively create custom fields, pick lists, dependent pick lists, and validation rules for the custom objects to better perform business functions.
* Create Many-to-Many Relationships with Junction Objects to implement Roll-up Summary Fields to aggregate data from child records on the parent.
* Create users, roles, and public groups and set up profiles, role hierarchies, sharing rules, object and field level security and record level permissions to provide shared access among different users and protect sensitive information.
* Utilize Process Builder and Workflows to define related tasks, time triggered tasks, email alerts, and field Updates.
* Develop various Reports & Dashboards to assist managers to better utilize Salesforce as a sales tool.
* Developed Apex triggers, unit test class to convert the Products in Opportunity into Assets when an opportunity stage becomes ‘Closed/Won’.
* Created an Apex batch job to identify potential duplicate leads on weekly process and send them to sales operations team and data stewardship via email.
* Developed custom Data Change Request process on Accounts, Contacts, and Leads.
* Involved in data migration, deployments, Environment management process for multiple projects implemented in SFDC for various groups.
* Participated in project team meetings and communicate effectively with peers, architects, system analysts, business analysts, project managers, quality control, and across other technology team boundaries, reporting project status as required.
* Provided ongoing support and maintenance including minor enhancements for the project using Onsite-Offshore model.
* Work with Salesforce support to address the technical challenges and governor limits and address the issues posted in System Testing and UAT Testing reported from client side.
* Worked on transitioning from Salesforce Classic to Lightning and experienced using Salesforce Lightning UI.
* Created many custom objects and custom fields in Lightning Experience.
* Good hands on experience with the new Lightning System Design which helps to quickly and easily create modern enterprise apps using Lightning App Builder and Lightning Components.
* Analyzed Visualforce pages and made changes to work efficiently in both classic and lightning mode.

**Environment:** Saleforce.com platform, Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs, Security Controls, Sharing Rules, Data Export & Import Wizards, Apex Triggers, Visualforce (Pages, Component & Controllers), HTML, JavaScript, Web Services, Reports, Email Services, Sandbox, AppExchange, Eclipse IDE Plug-in.

**Client: Sprint, Reston, VA June 2014 – June 2015**

**Role: Salesforce Administrator / Developer**

**Responsibilities:**

* Worked with Business Users and Business Analysts for requirements gathering, analyzing the requirements.
* Customizing the application using Salesforce.com features as per the business requirement.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Configured/Created Profiles, Roles, and Permission Sets for the organization and setting up Field-level, Object-level security rules for the application.
* Created workflow rules and defined related actions - tasks, field update, email alert, time triggered tasks, email alerts, field updates to implement business logic.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards. Developed Reports and Dashboards, validation rules, formula fields for the application.
* Designed, developed and deployed Apex Classes, Controller, Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
* Developed Web Service Callouts from salesforce to External Applications using SOAP and REST API.
* Developed Custom Web Services in salesforce and published for External applications.
* Worked with Visualforce Controllers (Standard, Standard List, Custom and Extension).
* Created salesforce communities for customers and partners.
* Prepared data mapping document to map source and target system fields.
* Experience in deployment from Sandbox to Production by using deployment tools like Force.com IDE, Force.com migration tool and Change Sets.
* Written Apex Test Classes for unit testing to ensure at least 75% of code coverage is met.
* Deployed application from Sandbox to different other Sandbox as well as into Production environments.

**Environment:** Saleforce.com platform, Workflow & Approvals, Reports & Dashboards, Custom Objects, Custom Tabs, Email Services, Apex Triggers, Visualforce (Pages, Component & Controllers), SOSL, SOQL, HTML, API, Data Loader, Data Migration, Security Controls, Sandbox, Data Loader, Eclipse IDE Plug-in.

**Client: Ypsilon Consulting Pvt Ltd, Bangalore, India Feb 2012 – May 2014**

**Role: Java Developer**

**Responsibilities:**

* Designing and web development of User Interfaces using HTML, JSP, and CSS.
* Called stored procedures in Oracle using callable statements in JDBC.
* Part of team in designing and developing application in n-tier fashion as per struts based MVC architecture.
* Developed the application using Servlets, Action Forms, JSP and Session Beans.
* Utilized various J2EE design patterns to develop the business modules based on the required functionality.
* Developed Shell Scripts for automating the closing doc process. Used JavaScript front end Validations.
* Developed session beans and entity Beans representing business logic abstractions.
* Used the Java Collections API extensively in the application.
* Designed prototypes for user web pages using Adobe Photoshop & Dreamweaver and provided backend functionality to the same using HTML & CSS
* Implemented Enterprise Java Beans (EJB) to interact with the database to insert, update, delete and retrieve values efficiently.
* Converted reusable services into Web-Services using SOAP which can be accessed across the enterprise.
* Responsible for Testing - unit testing and integration testing using JUNIT.
* Used Ant tool to build and deploy application on Tomcat Server.
* Tested application on various levels like integration and system testing by utilizing various methodologies.

**Environment:** Java, J2EE, JSP, Oracle, Servlets, Apache Tomcat, Java Beans, JDBC, Java Script, HTML, CSS, API, EJB, JUNIT, Web Services, Struts, Java Beans.