**Professional Summary:**

* **Over 8+ years** of experience in IT industry including 5 years of extensive experience in**Salesforce** CRM as **Administrator/Developer**.
* Extensive experience in creating various **custom objects, custom fields, page layouts, custom Tabs, custom reports** as per the business requirements. Expert in creating various **customrelationships** like **Master-Detail, Lookups Relationship**, **junction objects** as per the business needs.
* Proficient in **SFDC Administrative** taskssuch as creating Profile, users, page layouts, Security and Sharing Rules at Object, Field and Record levels, custom Roles, Roles Hierarchy and Permission Sets.
* **Completed DEV-I, App Builder and ADM 201 certification**.
* Experience in Custom **Integration** of Work Flows & Approval Process, tasks, events, Email Services, **Security Controls**, Custom Application, Reports & dashboards.
* Experience in working on **Eclipse IDE** environment with Force.com Plug-in for writing Apex Classes, Triggers & Batching, **Test Methods, Web Services, SOQL, SOSL**,Controllers &Components using Apex Language.
* Good understanding of Salesforce.com **Governor Limits** with an ability to optimize codes to acknowledge those limits. Exploring App exchange applications and integrating them with Salesforce.
* Involved in upgrading from Salesforce Classic to Salesforce Lightning.
* Extensive experience in **Data Migration** and integration using data tools like - Apex Data Loader, Import Wizard, SFDC **Data Export**, Mass Delete and experience using Change Sets **Eclipse** with Force.com IDE, **Version Controls** (SVN) and GIT.
* Experience in SFDC**Sandbox and Production environments**, developing and deploying custom integration solutions. Excellent skills in creating / troubleshooting /modifying apex code and visual force pages.
* Knowledge of integration architecture as well as third-party integration tools and ETL (such as Informatica, Big Machines Jitter bit etc.) with Salesforce.com
* Hands on experience working on **Sales, Service and Marketing Cloud**.
* Implemented **security and sharing rules** at object, field and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.
* Worked with Dynamic Apex to access S-Objects and field describe information, execute dynamic SOQL, SOSL and DML statements. Experience in SFDC Integration using **SOAP, REST API** and **Apex Programming**, Salesforce.com.
* Built customized Lightning components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Involved in many new product development projects. Worked with cross functional teams and had experience with **Agile** and **waterfall** methodologies.
* Technical Knowledge about Salesforce lightning schema builder, process builder, app builder, components and lightning connect.
* Extensive experience in business CRM process like Forecasting, Campaign Management, Lead management, Pipeline Management, Account and Case management.Implemented many applications using different technologies such as **HTML, XML, JSON, JQuery, SOAP, AJAX, JavaScript.**
* Experience in Salesforce implementations **Sales Cloud, Service Cloud, Customer Portal, Partner Portal Implementation** and Salesforce SF1.
* Strong analytical skills and problem-solving skills (accurate and thorough). Ability to work in a fast-paced environment with multiple concurrent projects.
* Self-motivated, ability to apply good judgment and decision-making skills.Strong written and verbal communication skills.

**CERTIFICATIONS**

Salesforce.com Certification – 201 Administrator

Salesforce.com Certification – Application Builder

Salesforce.com Certification – 401 Platform Developer I

**TECHNICAL SKILLS:**

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| --- | --- |
| Salesforce Technologies: | Apex Language, Salesforce CRM, Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, Workflow & Approvals, Dashboards, Custom Objects, Analytic Snapshots, Case Management Automation. |
| Methodologies | Waterfall, SAFE, Agile,DOJO, TDD, BDD. |
| Buildand Version Control | Jenkins, Maven, ANT, GIT and SVN. |
| Languages: | APEX,Java, Java Script, SQL, HTML,XML. |
| Web Design Tools: | JavaScript, JQuery, CSS, XML, HTML,Force.com IDE,  Dataloader, JIRA, Version One, HP Service Manager and STS. |

**PROJECT SUMMARY:**

**Role: Sr.Salesforce Lightning Developer June 2016 – Till Date**

**Client:State Farm, Bloomington, IL**

**Responsibilities:**

* Involved in gathering business requirements from sales/marketing team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.
* Experienced in **Designing, Developing and Data modeling** of the application and ensured that they are within the Salesforce governor limits.
* Involved in Data Integration and Migration by using Force.com Apex data loader, web based import wizard and little experience Informatica Cloud.
* Worked in production support, handling defects using Remedy tools, interacting with end users on daily basis.
* Developed User Interface using the **CSS, HTML tags, Visual Force Components** and used JavaScript for front-end validation.
* Developed customized **Reports, Dashboards** for business users and managers, developed custom report using visual force pages.Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics.
* Good Knowledge on creating **Lightning components and Lightning Applications**.
* Built reusable UI/UX components with lightning component framework
* Used Force.com platform for developing feature rich and user friendly Visual force pages for enhancing Salesforce UI.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users. Also, created various profiles and configured the permissions based on the organizational hierarchy.
* Integrated Salesforce buttons to external applications through URL Gateway.
* Worked on Single Sign On to integrate with Salesforce with SAML configuration settings In SFDC using Identity Provider using LDAP Server Settings.
* Experience with **Sales Cloud,** familiar with business process concepts (leads, prospecting, reporting, etc.)
* Developed Salesforce **Lightning applications using Lightning components**, controllers, and events and used custom CSS in the components.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Created **Apex Triggers, Apex Classes**, **TestMethods** and Workflows.Deployed using **Force.com IDE tool**, Change sets and **Eclipse** for **sandbox to production environments**.Implementing customer portal and partner portal.
* Developed scripts to load forecast data from salesforce.com and implementingdifferent application depending upon the business requirement using programming technologies such as **HTML, XML, JQuery, SOAP.**
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Created technical design document and functional design documents as per business requirement.Created Apex methods for the lightning controller and helper methods to perform DML operations on various objects.
* Designed **VF pages with JavaScript,JQuery, CSS, HTML** along with custom controllers and controller extensions.Developed integrations to integrate data using SFDC APIs.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented various advanced fields like Picklist Fields, Master-Detail Fields, Custom Formula Fields, and defined Field Dependencies for custom picklist fields.
* Used SOQL&SOSL for data manipulation needs of the application using platform database objects.
* Implemented/Developed a process which will SYNC the real-time data from various systems to Salesforce which are of large numbers without hitting the governor limits using APEX asynchronous Batch jobs.

**Environment:** Force.com platform, Visual Force, Apex Language, REST API, SOAP API, Data Loader, HTML, SVN, CSS, JSON, AJAX, Work Bench, Eclipse IDE Plug-in, Windows.

**Role: Salesforce Developer August 2014 to May 2016**

**Client:TSYS-Financial, Columbus, GA**

**Responsibilities:**

* Lead planning meetings, analysis development, test inspections, and other project meetings throughout project life cycle.
* Using this **Salesforce CRM**, deployed all customer information and interactions in one location to follow more leads.
* Involved in Design, development, planning, testing and integration of Salesforce Cloud services, and using CTI integration on salesforce.com data and accounts.
* Design and manage the execution of test plans to ensure a quality solution is delivered.
* Demonstrate technical thought leadership. Conduct code reviews for ongoing projects to ensure that code quality is at the highest level possible and appropriate design patterns are being used.
* Designed, and developed **Apex Classes, Controller Classes, extensions and Apex Triggers for various functional** needs in the application.
* Created many products/services you offer in Sales Cloud with Product Name, Product Code, Product Family. Then created different pricebooks and added prices for those products.
* Developed **various Custom Objects, Tabs, validation rules** on the objects and tabs.
* Develop reports, dashboards, and processes to continuously monitor data quality and integrity.
* Experience using salesforce Lightning UI. Created Components and Apps in salesforce lightning.Experience on Salesforce Lightening for Customizing Reports and Dashboards for business use. Used Salesforce Lightning Inspector to debug the lightning components during the development process.
* Tracking Campaigns in **Sales Cloud**. Basic tracking of a campaign effort like an email blast, a direct mail/ tagging new leads and opportunities because of that campaign.
* Closely worked with CTI provider with hand in hand for successful CTI implementation
* Created**critical reports, sales forecasts, and territory models using Salesforce cloud**.
* Created Custom fields, pick lists, dependent pick lists, and validation formulas to the custom objects, Created and deployed several reports using Salesforce.com platform.
* Using **Service cloud, we integrated business case with Case Tracking, Escalation Rules, Validation Rules, Web-to-Case configurations**, Creating different page layout to different users according to the business requirement.
* Created **users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions** to provide shared access among different users.
* Created test scenarios on **Sandbox environment and migrated code to deployment upon successful testing**.
* Experience in developing application, testing and documentation deployment.
* Worked on custom page using **Visualforce page, JavaScript, CSS** to capture users' comments which are posted as **chatter feed** on cases Converted Solutions to Knowledge Articles in multiple Instances.Worked on configuration and security aspects of Salesforce.
* Worked with groups, participated in Requirement Gathering Sessions & JAD Sessions to define their needs and developed an action plan and specification document.
* Configured user **Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements**.

**Environment:** Saleforce.com platform, Workflow & Approvals, Record types, Sugar CRM, Reports, Email, MS Visio, Triggers, Sharing Rules, MS Word, PowerPoint, Excel, Validation Rules, Messaging, Dashboards, MS Project, Standard and Custom Objects.

**Role: Salesforce Developer Nov 2012 to July 2014**

**Client: AIG, Houston, TX**

**Responsibilities:**

* Extensively used Agile Scrum methodology to reach our business team goal by gathering day to day requirements and building them using Force.com platform.
* Used Trigger framework Interface to implement different business logic in multiple apex classes such a way that if a single or multiple event occurs on single trigger multiple classes can be called.
* Implemented Visualforce Pages, Standard and custom Controller classes and Trigger's based on requirements gathered.
* Implemented minor enhancements on standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards and Reports.
* Created and deployed several Reports for different user profiles based on the need in the organization. Customized the Dashboards to the track usage for productivity and performance of business centers and their sales teams
* Developed various Apex classes, Controller classes and Apex triggers for various functional needs in the application.
* Integrated applications using Web services by consuming the WSDL files for extracting the data from the external systems.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. Developed time dependent workflows as per the requirement.
* Evaluated Data entry, import processes and ensure proper Data quality standards exist for the Salesforce.com application.
* Used the sandbox for testing and migrated the code to the deployment instance after testing. Created Custom Objects and defined lookup and master-detail relationships on the objects. Also, created junction objects to establish connectivity among objects.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Handled the client-side requests with Java script and JQuery without sending the post request to the salesforce server in visual force pages.
* Worked on Issues reported by Force.com security scanner within an Org (Dev, SIT) sandbox to follow best Apex Coding Practices. Involved in production support for the application which are already existing in Production environment.

**Environment:** Saleforce.com platform, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, Apex language, Visual Force (Pages, Component & Controllers), Sandbox data loading, Eclipse IDE Plug-in, Windows.

**Role: Java Developer Nov 2011 to Aug 2012**

**Client: United Airlines, Houston, TX**

**Responsibilities:**

* Developed a web application using JSP, Servlets and JavaBeans.
* Wrote unit tests for Business logic layer and data access layer using Junit.
* Learned and implemented different design patters like Singletons, Factory method, Builder.
* Participated heavily and later maintained the documentation for projects.
* Developed content management systems for multiple clients using J2EE.
* Used EJBs in the application and developed Session beans to house business logic.
* Developed views for JSP pages using jQuery and AJAX.
* Worked extensively on creating rich front-end web interface using HTML/CSS, JSTL, JavaScript, jQuery. Used JDBC for communicating with database.
* Used SQL Server as the database for the application,generated PDF reports using XSL-FO
* Implemented XSLT transformations for converting XML to HTML.

**Environment:** Windows, Linux, Java, JSP, Servlets, EJB, JUnit, JDBC, HTML, CSS, JavaScript. jQuery.

**Role: Java Developer June2009 – July 2011**

**Client: Global logic, India**

**Responsibilities:**

* Developed the business domain layer using Java, J2EE, JDBC and used DAO, Transfer Objects, Singleton, Abstract Factory, Factory, State, Command and Front Controller design patterns.
* Implemented Struts framework in the presentation tier for all the essential control flow, business level validations and for communicating with the business layer.
* Developed Struts Framework Action Servlets classes for Controller and developed Form Beans for transferring data between Action class and the View Layer. Developed the front-end UI using JSP, HTML, JavaScript, CSS.Implemented Struts Validators framework to validate the data.
* Developed Ant(build.xml) targets for build and deployments on Web Sphere Application Server 5.0
* Developed Stored Procedures in the Oracle9idatabase.Performed impact analysis on the dependency projects of OneSource Project.
* Involved in writing unit test plans and developing test cases using Junit.
* Used Configuration Management and Version Control tool CVS.

**Environment:**Java, J2EE, Servlets, JSP, Struts 1.0, JDBC, SAX, HTML, CSS, Java script, WSAD, Web Sphere 5.0, Windows 2000, and Oracle 9i.