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**Preetham   
Salesforce Consultant**

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**Professional Summary:**

* **SalesForce.com Certified Developer and certified admin** with **Overall 6 +** Years of IT Experience including Salesforce development and administration experience.
* Experienced in **System Development Life Cycle (SDLC).** Involved in different phases of development.
* Experience in administration, configuration, Implementation, and Support of Salesforce CRM, based on Apex Language and leveraging Force.com Platform.
* Experience working with Force.com IDE &Eclipse IDE in design and development of Custom Application for Complex Business Processes in both Sales and Service Cloud Modules.
* Proficiency in administrative tasks like **Creating Roles, Profiles, Users, Email Services, Page Layouts, Workflow Alerts, Actions, Reports and Approval Processes**.
* Experience on working with **custom objects, custom fields, Pick-list, page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, Custom Tabs**.
* Developed **Visual force pages and Custom Objects** using **Apex Programming** on **Force.com Platform and** good knowledge on Apex development in creating **Objects, Triggers, Apex Classes, S-controls, Standard Controllers, Custom Controllers and Controller Extensions**.
* Expertise in maintaining the Functional areas of **Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities.**
* Hands on Experience with Salesforce **Lightning Builder**, Salesforce **Lightning Components**
* Expertise in **Lightning app builder** (salesforce 1) and implemented new application based on Lightning to have compatibility of the app in mobile, Tab and Desktop versions.
* Developed **Lightning Component Framework** and also built **Lightning component** using **aura framework**.
* Knowledge on **Salesforce Lightning Process Builder**, **Lightning UI/UX**, **app builder** and creating **Visual Workflows**, Salesforce support **communities** and **Chatter** groups.
* Built reusable **UI/UX components** with **lightning component framework**
* Experienced in **Sales cloud** and **Service Cloud** implementation.
* Leveraged **Communities** of Salesforce to setup **Partner** and **Customer Portal.**
* **Data Integration and Data Migration** using ETL tools like **Data Loader, Import Wizard** and Informatica on the cloud.
* Proficiency in web technologies like HTML, XML, CSS, JSP, JQuery JavaScript and databases such as SQL Server and Oracle. Worked on **Salesforce Communities** and created VF pages for **Communities**.
* Excellent communication and inter-personal skills, technical documentation and reporting skills, accustomed to working in both large and small team environments.
* Ability to effectively communicate technical issues and resolve problems at all levels of the organization both internally and externally; to handle full workload and meet proposed deadlines.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | SalesForce.com,Force.com,ApexLanguage,ApexClasses/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, Apex Web Services, Work Flow and Approvals, Dashboard, Analytic Snapshots. |
| **Force.com Tools** | Force.com IDE (Eclipse), Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform (Sandbox and Production). AppExchange ,Jira , Sandbox environment, Lightning components |
| **ETL Tools** | Data Loader, Salesforce-to-Salesforce, Apex Explorer, Informatica. |
| **Languages** | JAVA, Apex, C/C++, AJAX. |
| **Database** | SQL Server 2008/2012, Oracle9i/10g/11g. |
| **IDE** | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in. |
| **Web Technologies** | HTML, CSS, Java Script, XML |
| **Tools** | MS Office, Adobe Photoshop, Ms Excel, Eclipse IDE. |
| **Apps** | CTI, Service Max, Process Builder, Apptus , Workbench. |
| **Methodologies** | AGILE, Waterfall. |

**Certifications:**

* Salesforce Certified Administrator (ADM 201)
* Salesforce Certified Platform Developer – I ( DEV 401)

**Care N Care INC.., Fortworth, TX (June2017 –Present)**

**Salesforce Admin**

**Responsibilities:**

* Involved and interacted with various business user groups for gathering the requirements for CRM implementation.
* Administered, configured, and maintained Salesforce.com application **user** **profiles, roles, assigning permission, generating security tokens, validation Rule, upgrade installation.**
* Leveraged **Communities** of Salesforce to setup **Partner** and **Customer Portal**
* Developed **APEX Classes** and **APEX Triggers** for various functional needs in the application.
* Proficiency in using **Sites methods** of Salesforce to accomplish several needs of communities.
* Developed and deployed **workflows** and **approval processes** for opportunities and products/ assets management.
* Hands on experience with **Continuous Integration – Continuous Deployment** using Visual Studio
* Used latest techniques of **JavaScript Remoting** and Remote Action methods to talk to **Angular UI**
* Expertise in Flattening, parsing and consuming WSDL to integrate Salesforce with other external systems
* Proficient in using **Eclipse based Salesforce.com IDE** to develop and deploy force.com software.
* Created **workflow rules** and defined related tasks, **email alerts**, and **field updates**
* Expertise in Integrating with external systems using **SOAP Web Service** callouts.

**Environment** **:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**CVS Caremark, Southborough| MA (June 2016-May 2017)**

**Salesforce Admin**

**Responsibilities:**

* Closely worked with Salesforce.com consultants while implementing the solutions for the requirements.
* Gathered and documented Business and Functional Requirements (BRD, FRD), User requirements, Use Cases, System Requirement Specs (SRS). Prototyping, Surveys, User Stories, Joint Application Requirement / Design (JAR / JAD) and Brainstorming.
* Used SOQL, SOSL queries for Salesforce database.
* Worked on Standard objects such as leads, Opportunities, Accounts, Contacts, Campaigns associated with Sales Cloud.
* Developed various custom objects, Custom Fields, Formulas, Roll-up Summary fields, Reports, Dashboards, Tabs, Profile, Permission Sets, OWD, Roles & Sharing Rules.
* Implemented pick lists, dependent pick lists fields, Relationships, and validation rules.
* Created and deployed several reports using force.com platform.
* Developed Apex classes, Controller Classes, Apex triggers and API integration for various functional needs in the application.
* Apex code to convert lead to a contact and associate the contacts with accounts.
* Developed and deployed approval processes for leads conversion, opportunities and products/Assets management.
* Implemented the requirements on Sandbox and Force.com IDE plug in during Eclipse and deploying it in production.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Configured Chatter Answers for the insider team as a part of Service Cloud.
* Created workflow rules and defined related tasks, email alerts, and field updates.

**Environment**: Agile, Saleforce.com CRM, Admin Functions, Apex, Triggers, Visual Force, Soap UI, Workflow & Approvals, Change Sets, Force.com migration tool, Data Loader.

**Tech Mind Solutions, India (July2013- Aug 2015)**

**Salesforce Admin/ Developer**

**Responsibilities:**

* Worked on customizing various Salesforce.com standard application objects like **Campaign, Lead**, **Account, Contact, Opportunity, Case,** and **Case Solution.**
* Designed and Developed **Visual Force pages, Custom controller, Controller extensions**.
* Developed **APEX triggers** and **APEX classes** for improving Data quality and overall process automation in Salesforce.com.
* Wrote Test classes with 80% of code coverage to support automated Testing.
* Created customized web to lead forms with hard coded record types to identify the Sales partner generating the Lead.
* Integrated Salesforce with legacy systems using **Apex Web services** and Force.com callout.
* Configured Profiles and Permission set to meet the Information security needs of the organization.
* Worked on integration with App-exchange packages like **Instant Service Chat, Vertical Response** and **Eloqua** from the **App-exchange package**.
* Created workflows for automated **Case routing, Case escalation, alerts** and custom coaching plans.
* Implemented **auto escalation rules, automatic case generation** and routing to call center agents.
* Configured lookup and master-detail relationships, **pick-list,** and field dependency on custom objects.
* Development work is done using **AGILE** methodology with strict budget and time lines.
* Extensively used **export, insert, upsert** and **update** functions in data loader.
* Experience in code deployment from Sandbox to Production environment using **Eclipse and Change sets**.

**Environment:** Saleforce.com platform, Apex, Visualforce, SOQL, SOSL, Workflow & Approvals, Reports, AppExchange, Custom Objects, Custom Tabs, Windows XP, Sales cloud & Service cloud, Integration, Web Services.

# Triniti Corporation, Hyderabad, India (June 2011 – June 2013)

**Java Developer**

**Responsibilities:**

* Responsible for developing Use Case, Class diagrams and Sequence diagrams for the modules using UML and Rational Rose.
* Redesigned the web applications by replacing the Custom MVC framework with the Spring MVC module.
* Used spring framework for dependency injection with the help of Configuration files.
* Designed the Front-end Screens using JSP, Servlets, HTML and JavaScript.
* Implemented Ajax in web pages to make Asynchronous request to the server.
* Wrote SQL queries and PL/SQL procedures for JDBC.
* Involved in coding DAO layer using Hibernate to access the Oracle database.
* Implemented Web service calls using JAX-WS and SOAP that provide Global information support such as Customer and Account management.
* Tested Web Services using SOAPUI tool as a part of unit-testing.
* Used JMS for Asynchronous communication between the applications.
* Developed various test cases and performance unit testing using JUnit.
* Developed Ant build scripts, created WAR files and deployed in JBoss application server.

**Environment:** Spring 2.0, JSP 2.0, Servlets 2.4, JDK1.5, Oracle9i, AJAX, Java Script, Hibernate, JBoss, Log4j, ANT, HTML, XML, CSS, CVS, JUnit, Eclipse, SOAP, WSDL, Web Services, SQL, PL/SQL, JMS, Eclipse, Windows XP.