

**Narasimha**

**salesforce9121@gmail.com**

**(678)-774-9244**

**Salesforce Admin/Developer**

**Professional Summary:**

* **8.5+ years** of experience in salesforce.com CRM platform both as **Administrator** and **Developer** along with **web technologies.**
* Involved in various stages of **Software Development Life Cycle (SDLC)** including analysis and development of application using **salesforce.com CRM, Force.com** platform as an administrator and developer.1`
* Good knowledge on **Apex** development in creating custom objects, custom tabs, **Triggers, Apex Classes**, Force.com API, Standard Controllers, Custom Controllers and Controller Extensions.
* Worked with designing junction objects and implemented various advance fields like pick list, Controller pick list Custom Formula Fields, Field Dependencies, Validation Rules, **Work Flows**, Sharing Rules and Approval Process for automated alerts, Field updates and Email generating according application requirements for all projects.
* Developed **Visual Force Pages, Visual flow** and Custom objects using **Apex Programming** on Force.com Platform.
* Hands-on experience with development tools like Force.com IDE, Force.com Explorer and **Data Loader**.
* Strong knowledge in **cloud computing** application and interfaces.
* Good experience in **Salesforce chatter** and hands on experience in defining and delivering the Chatter File Sync and File sharing solution.
* Key player in migrations and deployment of code from one environment to other using **Force.com** IDE **deployment Wizard**.
* Good understanding with **Client/Server architecture**, Object-Oriented design techniques and web application design under **Model View Controller (MVC**) and **Service Oriented Architecture (SOA).**
* Hands on experience on Salesforce packages **lightening** and **GitHub** and experience in working with **Sales Cloud.**
* Experience in Web Technologies like **HTML, CSS, jQuery, JavaScript, and SOAP.**
* Creating and designing **of Reports, Custom Reports, Report Folders, Snapshots, and Dashboards**.
* Experience with working Salesforce.com and Sandbox and production environments and ability to write **SOQL, SOSL** Queries across multiple objects with the SFDC database.
* Experienced in analyzing requirements and implementing those using sales force relationships by establishing **Master- Detail, Lookup** and **Junction objects relationships**.
* Experience in Validating **Salesforce.com** – sales, service and community including salesforce1.
* Working with team members to load data for **Sprint Reviews, UAT** and training environments.
* Involved in Massimports and exports of data using **Import Wizard** and **Data Loader.**
* Exporting data to **Excel Files** and **Text Files** from data base.
* Self-sufficient, flexible, and motivated team player capable of managing several activities simultaneously and accustomed to working with both **large** and **small team environments**

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Salesforce.com Platform, Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Partner WSDL & Enterprise WSDL, Apex Classes, Apex Triggers, SOQL, SOSL, Visualforce Pages, Components & Controllers, Apex Web Services, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com, Platform (Sandbox and Production) and SOQL Explorer. |
| **Languages** | Java, JavaScript, HTML, XML, SQL |
| **Frameworks** | J2EE, Spring (MVC, AOP, JDBC), JDBC, REST/SOAP Web services |
| **App/Web Servers** | Apache, Tomcat, Web logic, Web sphere and JBoss. |
| **Databases** | SQL Server 2008, PL/SQL, Oracle, DB2. |
| **Operating Systems** | Windows 95/98/2000/XP/2003, Solaris, Red Hat Linux. |

**Work Experience:**

**Client: Anthem, Inc. Atlanta, GA. Oct 2017 – Present**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Interacted with various business team members to gather and document the requirements.
* Designed, developed and deployed **Apex Classes, Controller Classes, Extensions and Apex Triggers, REST API** for various functional needs in the application.
* Developed various **Batch Apex classes** and scheduled those using Apex Schedulable classes on hourly basis.
* Created **email templates** and inbound emails using **Visual Force** for clients and customers.
* Created **Custom Junction Objects** and defined lookup and master-detail relationships on the objects. Created approval workflow and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Implemented the requirements on Salesforce.com application usingForce.com extensions
* Created various **Reports** **(summary reports, matrix reports, pie charts, dashboards**) to assist managers to better utilize Salesforce as a sales tool.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Worked with business owners to understand their requirements for **Salesforce Marketing**

**Cloud application.**

* Extracted the salesforce CRM information into BI Data Warehouse using Force.com API/ Informatica to provide integration with SAP Finance information to perform advanced reporting and analysis.
* Worked on from Salesforce Classic to Salesforce **Lightning**.
* Upgraded some Apps from salesforce classic to **lightning** experience to develop rich user interface and better interaction of pages.
* Worked on packages like SteelBrick CPQ in creating new products adding discounting Information creating new Quote Templates, Product rules, product pricings etc.
* Created service console and enabled for user with chatter and answers in the **service cloud.**
* Extracted the Salesforce CRM information into BI Data Warehouse using Force.com API to provide integration with oracle financial information to perform advanced reporting and analysis.
* Designed, and deployed the Custom objects, Entity-Relationship data model, validation rules on the **objects and tabs, Page layouts, Custom tabs, Components, Visual Force Pages** to suit to the needs of the application.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization. Modified and deployed workflows wherever necessary.
* Creating the **Custom objects, Custom fields, Custom tabs, Field Dependencies, Record Types** and **Validation rules**.
* Developed triggers and classes on various objects for the business logic according to requirements.
* Designed and **developed Apex Program, Test Classes** for various functional needs in the application.
* Implemented **workflow rules, approval process** and actions.
* Strong knowledge & experience working in teams implementing **Agile Methodologies**.

**Environments:** Salesforce.com platform, Service Cloud, Data Loader, SAP, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales Cloud, Security Controls, GitHub, CPQ, Eclipse IDE, Agile, REST API, Sandbox, Web Services.

**Client: Walmart, Bentonville, AR Oct 2016 - Sept 2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Played the role of Salesforce.com Admini**strator, Analyst,** and **Developer** and involved in maintaining salesforce.com application user profiles, roles, permissions, generating security tokens and validation rules.
* Attending daily **AGILE SCRUM** meetings and update the status on day-day basis with updating all the work details and schedules.
* Closely worked with salesforce.com consultants while implementing the solutions for the needs of organization.
* Created **profiles** and implemented object level, field level and record level s**ecurity** and managed roles, visibility settings.
* Implemented the **sales cloud** along with using constant contact through App Exchange and utilized the bi-directional sync.
* Developed **workflow rules** and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Worked on Lightning components, Event registration, handlers and apex classes for performing logic in the actions.
* Constructed condition/action rule to target quote and line level fields Using CPQ (**Apttus**).
* Designed, developed and deployed **Apex Classes**, Controller Classes and **Apex Triggers** for various functional needs in the application using **Force.com** IDE.
* Implemented **salesforce lightening** components for a small set of users with in the organization.
* Designed, developed, deployed page layouts, components, custom objects, custom tabs, apex classes, visual force pages to reach the needs of organization.
* Created **email templates** in HTML and inbound emails using **visual force** for the clients and customers.
* Created roles, public groups and implemented **role hierarchies**, sharing rules and record level permissions to provide shared access among different users.
* Worked on service cloud implementation using Cases, and implemented Email-to-Case, Escalation and assignment rules.
* Worked on **Eclipse IDE** to build the application and integrated the web services for extracting the data from external systems to display in the pages of salesforce.com
* Created various **reports** (summary reports, matrix reports, pie charts and dashboards) and Report Folders to assist managers to better utilize salesforce.
* Good experience in working with **GitHub.**
* Worked on **salesforce.com sandbox** and production environments for development and **testing** and then to production environments.
* Worked extensively with QA team for designing **Test Plan** and **Test Cases** for the **User Acceptance testing (UAT).**

**Environments:** Salesforce.com platform, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales Cloud, Security Controls, GitHub, CPQ, Eclipse IDE plug-in, Agile, Sandbox, Web Services.

**Client: MoneyGram, Frisco, TX Oct 2015 – Sept 2016**

**Position: Salesforce Developer**

**Responsibilities:**

* Worked as both Salesforce **Developer** and Salesforce **Analyst** and as well as **administrator** in the project depending on criteria.
* Implemented the requirements on **Salesforce.com** platform and **Force.com** IDE Plug-in using **Eclipse.**
* Responsible for providing object level/record level/ field level security by **creating roles** and **profiles**.
* Involved **in Design, development, planning, testing** and **integration** of salesforce cloud services.
* Implemented record types, lookup and **master detail relationships** for custom objects.
* Created **page layouts**, search layout to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed and deployed **workflows** and **approval process** for new job openings and hiring as per the management policies.
* Created **e-mail templates** and used the in workflow and approval process and maintained user profiles, roles, and created permission sets, sharing rules.
* Worked on **SOQL** and **SOSL** queries to store and download the data from Salesforce.com platform database.
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in writing business logic in Apex programming language.
* Hands on experience on **salesforce lightening** for customizing **reports** and **dashboards** for business use.
* Developed **Apex Triggers, Apex Classes and Test Methods** and worked with **GitHub.**
* Involved in **Agile** estimation (story points), **SPRINT** planning, Daily **SCRUM**, SPRINT reviews.
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming** language.
* Integration of Applications with Salesforce.com using **SOAP, REST** web services API.

**Environments:** Salesforce.com, Apex, JavaScript, SOQL, SOSL, GitHub, Eclipse IDE, Agile, Visual Force page.

**Client: CVS Caremark, Dallas, TX (Off Shore) Jan 2014 – July 2015**

**Role: Salesforce Developer**

**Responsibilities:**

* Developed **Visual Force pages** from scratch to customize the user interface using various controllers.
* Design the security and sharing model for the application by creating **roles, profiles, sharing rules, public groups, apex managed sharing** etc.
* Worked on creating various Salesforce.com **Standard Objects** like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Worked closely with sales team and business analyst, performed detailed analysis of business and technical requirements, and designed the solution by **customizing** various **standard objects** of salesforce.com
* Developed various **Visual force pages**, **Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Designed and deployed **Custom tabs,** **validation rules, Approval Process** and **Auto-Response Rules** for automating business logic.
* Created **workflow rules** and defined related tasks along with time-triggered tasks, email alerts, field updates to implement business logic.
* Implemented **Data Loader** for insert, Update and bulk import or export of data from Saelsforce.com Objects and used it for extract, Read and data load from comma-separated values (**CSV**) files.
* Involved in **Agile SCRUM** methodologies for the whole project development till deployment.
* Implemented **field level security** along with page layouts to manage access to certain fields.
* Designed various Web pages in visual force for capturing customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Defined lookup and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Followed **Agile Methodology** for the execution of day to day work activities.

**Environments:** Force.com, Apex Language, Components and controllers, Visual Force pages, Custom objects, Eclipse IDE plug-in, Apex Data Loader.

**Client: Hinduja Global Services, India Feb 2010 – Dec 2013**

**Role: Java Developer**

**Responsibilities:**

* Developed web components using Servlets, JSPs, Tag libraries, XML, XSL, Tiles
* framework, Struts, and UML
* Created SQL queries and Stored Procedures for CRUD (Create, Read, Update and Delete)
* operations on database
* Used Eclipse as an IDE and Apache Tomcat as an Application Server
* Testing and debugging the project for proper functionality and documenting modules
* Used Ajax in one of the modules to do asynchronous changes to the pages
* Worked with Struts front-end utilizing the Struts tiles framework and Struts Validation
* Framework to implement the GUI interface
* Developed client request validations and processing using JavaScript
* Involved in writing the Stateless Session Beans
* Developed application code using Core Java and J2EE (Servlets, XML) in Eclipse tool
* Used JNDI realms to authenticate users in a web application
* Solely responsible for writing the automation tool in java for manipulating the dates
* Used JSTL in struts based JSPs
* Developed front-end form validations using JavaScript
* Used VSS for version control management
* Developed Session and Entity Beans to implement business functionality
* Used Application Assembly Tool for generating War and Ear files and for deployment to the
* Application servers
* Worked on XML conversions and validations
* Worked on Enterprise JavaBeans is service-side model that encapsulate the business logic of
* an application.
* All java components are ported into Web Logic Application server running on Linux
* Also ported on Windows NT/IIS server with Servlet Exec 3.1 as JSP Engine.

**Environments:** Java SDK, java Script, JavaBeans JSP 2.0, AJAX, XML, JSTL, JNDI, EJB, UML, Web sphere, Struts, CSS, Eclipse, hibernate.