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# **SUMMARY**

* Over all 5 years of IT experience in all facets of Software Development Life Cycle (SDLC), including requirements **analysis**, **designing**, **coding**, **testing**, and **deployment.**
* Over 3 years of experience in Salesforce.com service cloud and Force.com customizations as developer and administrator.
* Extensively worked on various **SFDC standard objects** like **Accounts, Contacts, Opportunities, Leads, Campaigns, Cases, Solutions, Reports and Dashboards**.
* Expert in customizing standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client’s need.
* Experience in developing **Validation Rules, Workflows and Approval Processes** for Automated alerts, new Tasks, field updates, and Email generation according to application requirements.
* **Hands on experience in implementation of Chatter and Salesforce.com.**
* Experience in SFDC development using **Lightning Application, Apex classes** and **Triggers.**
* Worked on **Lightning Process builder**flows**, Chatter** and **Quick Action.**
* Experience in client-side technologies - **HTML,** **JavaScript**, **JQuery, AJAX, Bootstrap, CSS.**
* Experience in developing **SOAP Services** (WSDL) using **webservices** and **WCF** services.
* Experienced in **Data Migration** using **Apex Data Loader** and **Integration with third Party Tools.**
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
* **Experience in developing the presentation layer in Visual force and business logic in the Apex by creating/using the Classes, Triggers, Standard Controllers, Custom Controllers, SOQL, SOSL, Web Services API and Eclipse Force.com IDE Plug-in.**
* Working knowledge of full software development cycle utilizing **Agile methodologies** – SCRUM and good Knowledge on Test Driven Development (TDD).

# **CERTIFICATIONS**

* Salesforce Certified Administrator: ID-18449603
* Salesforce Certified Platform Developer I: ID-18422113

# **EDUCATION**

* Bachelor of Engineering in Information Technology from CVR College of Engineering, Hyderabad.

Graduation: May,2015

* Master of Science in Computer & Information Systems Security from Wilmington University, Delaware.

Graduation: December,2017

# **TECHNICAL SKILLS**

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| CRM Tools | Salesforce.com, Lightning Application, Sales Cloud, Service Cloud, Chatter, Communities, Service Console. |
| SFDC Technologies | Apex Classes, Apex Triggers, SOQL, SOSL, VisualForce (Pages, Components and Controllers), Apex Data Loader, Partner and Enterprise WSDL, Apex Web Services, AJAX, Dashboards, Reports, Analytic Snapshots, Standard/Custom Objects, Force.com IDE, Eclipse. |
| Programming Languages | Apex, SQL, SOQL, SOSL, PL/SQL, Java, C, Java Script, SQL, XML, HTML, CSS, jQuery, JSON. |
| Data migration Tools | Apex Data Loader, Custom Import wizard |
| Web Services | SOAP API, REST API |
| Databases | MS SQL Server 2000 / 2005, Oracle 10g, My SQL, MS Access |

# **PROFESSIONAL EXPERIENCE**

## **Verizon Wireless** – Basking Ridge, NJ November’17 - Present

### ***Role***: Salesforce Developer

### ***Responsibilities:***

* Designed, and deployed Custom objects, Entity-Relationship data model, validation rules, Page layouts, Custom tabs, Components, VisualForce Pages to suit application needs.
* Implemented Web-to-lead to track and solve leads from the website.
* Created various profiles and configured permissions based on organizational hierarchy requirements.
* Customized the Dashboards to the track usage for productivity and performance of their sales teams.
* Customized Service cloud with service console, Cases, Chatter Answers.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Customized Sales Cloud Account, Contact, Lead and Opportunity objects with multiple record types to support consulting, recruiting, and product sales business.
* Implemented pick lists, dependent pick lists, lookups, junction objects, master detail relationships, validation rules and formula fields to the custom objects.
* Extend or build new apps with the Lightning App Builder and Lightning Components.
* Created Call center directories using CTI and developed salesforce console using integration toolkit

### ***Environment***:

Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), CTI, Data Loader, Sales and Service cloud, HTML, Validation Rules, Page Layouts, Process Builder, Data Loader, Workflow & Approvals, Lightning Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in.

**GAP Inc** March’16 - October’17

### ***Role***: Salesforce Administrator

### ***Responsibilities:***

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. Closely worked with other Salesforce.com consultants while implementing the solutions for the needs of organization.
* Being the Administrator in the organization Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Worked on Service Cloud and Sales Cloud implementations in two different projects.
* Designed, and developed Apex Triggers for various functional needs in the application and worked in improving existing Apex code.
* Administrated and monitored the company's Salesforce CRM application.
* Created the workflows for automated lead routing, lead escalation and email alert.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Troubleshooting and configuring Data Loader operations and running the Data Loader in batch mode.
* Worked on various salesforce objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Used Data loader to read, extract, and load data from comma separated values (CSV) files.
* Responsible for Data load operations using Force.com, Apex Data Loader.
* Developed Validation rules to ensure Data integrity, and Cross-object formula fields to automatically calculate data based on other fields.
* Extensively worked with Customer Service, created and escalated Cases, configured Email-to-Case and Web-to-Case to direct cases, created Solutions and articles on Knowledge Base for various Cases.
* Configured Web-to-Lead functionality to gather Leads, converted them into Accounts, Contacts and Opportunities, and worked with Sales process.
* Conducted Knowledge Transfer to the Customer team to train them with understanding the system during the project implementation phase.
* Worked with the Senior Business Analyst to elicit, analyze and document solutions for some of the most complex business requirement.

### ***Environment:***

Saleforce.com platform, Service Cloud, Apex Language, Apex Scheduler, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lookup and Maser Details Page, Email Services, Security Controls, HTML, Java Script, Java, Web Services, Sandbox, Eclipse IDE Plug-in.

## **Dhruvsoft Services PVT Ltd** – Hyderabad, India July’15 – December’15

### ***Role:*** Salesforce Developer

### ***Responsibilities***:

* Working with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards
* Develop various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages
* Build page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
* Create workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic
* Setup templates, approval processes, approval page layouts and defined approval actions on them to automate the processes
* Develop and configure various Reports and Report Folders for different user profiles based on the need in the organization
* Worked with Apex Data loader for loading the Leads, Opportunities and their related activities into salesforce.com.

### ***Environment:***

Saleforce.com platform, APEX Language, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Security Controls, HTML, Java Script, Web Services, Sandbox, Eclipse IDE Plug-in.

**Genpact** – Hyderabad, India January’14 – June’15

### ***Role:*** Java Developer

***Responsibilities:***

* Extensively used Hibernate in data access layer to access and update information in the database.
* Involved in the database retrieval and connections establishment to the SQL Server.
* Implemented various tables required for the project in Oracle database and used the Stored Procedures in the application.
* Designed and Developed Session Beans necessary for various functionalities.
* Designed and developed DAO's to implement the business logic.
* Implemented spring architecture and increased modularity by allowing the separation of cross-cutting concerns using Spring AOP.
* Designed Restful client utilizing POSTMAN plugin, utilized Jersey implementation of JAXRS specification to design the Restful web service. Handled various types of HTTP requests like: PUT, POST, DELETE, and GET etc. from client to web service, dealt with various type of Text, XML, and JSON requests.
* Involved in Java Multithreading programming.

***Environment:***

HTML, JSP, Servlets, JDBC, Oracle, JSP, SOAP, WSDL, Spring framework, Apache Tomcat, Hibernate, JavaScript, Angular JS, Eclipse, XML, SQL, PL-SQL.