**Ujwal Phone: (937) 505-0609**

**Sr. Salesforce developer Email: ujwalkumar.sfdc11@gmail.com**

**Certified Salesforce Platform Developer-I**

**Certified Salesforce Administrator**

**Certifications can be verified on (**[**http://certification.salesforce.com/verification**](http://certification.salesforce.com/verification)**)**

**Summary:**

* 8+ years of professional IT experience, with 5+ years of experience on Salesforce platform and 2+ years working knowledge on UI developer.
* Experience in working with Banking domain, with proven expertise on Cards, Switching, and Payment Gateways.
* Experience with Salesforce.com Sales Cloud, Service cloud, Community and Force.com platform.
* Working knowledge on various phases of SDLC involving Requirement Gathering, Analysis, Design, Implementation, Deployment, Testing and Maintenance. Well versed with various design patterns and their implementations.
* Expertise in developing custom code using Apex classes, Controllers, Triggers, and Visual Force pages.
* Have excellent knowledge in implementing Batch Apex, Schedule Jobs and scheduling reports and dashboards.
* Strong Knowledge in App Exchange Applications and integrating with Third Party Applications.
* Experience in Lightning app builder and Lightning experience.
* Excellent knowledge in using lightning components in building salesforce1 mobile application.
* Experience of working by integrating web service call outs using the SOAP & REST API.
* Specialized in writing complex SOQL, SOSL queries across multiple objects within SFDC database.
* Valuable experience in deploying code using Sandbox to production using change sets along with eclipse and ANT tools.
* Effectively implemented the development process of a software application using Java, HTML, CSS, JavaScript, XML, jQuery, AJAX.
* Regulated the Salesforce Security setup using Profiles, Permission sets, OWD, Role Hierarchy and Sharing Rules.
* Advocated the usage of best practices in maintaining quality code coverage with Salesforce Governor Limits and patterns.
* Developed SFDC Configurations/Customizations – User Interface/Page Layouts, Tabs, Custom fields, Custom objects, Record Types etc.
* Proficient in Data Migration from traditional applications to Salesforce using Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete etc.
* Strong hands-on experience with Workbench – importing and exporting data, testing, and troubleshooting the Force.com APIs.
* Expertise in working with Force.com Plug-in and Eclipse IDE for writing business logic in Apex programming language.
* Proven expertise in implementing many-to-many, look-up, and master-detail relationships and automating the business processes using Approval processes, Workflows, Escalation Rules, and Auto-response rules.
* Excellent communication and interpersonal skills, with self-motivated attitude, adapting to various work cultures with ease.
* Highly dedicated, quick starter, solution driven pattern programmer, Strong in Object Oriented Analysis and Design, Excellent at solving complex problems under strict deadlines.

**Technical Skills:**

|  |  |
| --- | --- |
| Salesforce Technologies | Salesforce CRM, Apex Classes, Controllers, Apex Trigger, Apex Web services, SOQL, SOSL, Sales and service cloud, Integration, Migration, Batch Jobs, Static resources, Workflow & Approvals, flows, Reports, Dashboards, Standard and Custom Objects, Custom Tabs, Schema Builder, Process builder, App Exchange. |
| Salesforce tools and integration tools | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Developer console, Apex Data Loader,  Force.com Platform (Sandbox and Production) |
| Programming Languages | Apex, Java and C. |
| Web Technologies | HTML, CSS, XML, JavaScript, jQuery, AJAX, JSON, REST, SOAP, visual force. |
| Operating systems | Microsoft Windows, Linux, Unix. |
| Database | SQL server 2008, MS Access, SSIS, SSRS |
| SDLC methodologies | Waterfall model, Agile Scrum. |
| Source Controls | GIT, SVN. |

**Education:**

* Bachelors in Electronics & Communication Engineering – Jawaharlal Nehru Technological University - India

**Certifications:**

* Salesforce Certified Platform Developer-I
* Salesforce Certified Administrator: ADM 201

**Professional Experience:**

**Client: Barclays Investment Bank Location: New York, NY**

**Role: Sr. Salesforce Developer Duration: Jan 2018 to Till Date**

**Client Desc**: Barclays is having over 325 years of history and expertise in banking. Barclays operates in over 40 countries and employs approximately 85000 people. Barclays moves, lends, invests and protects money for customers and clients worldwide.

**Project Desc**: The project at Barclays Bank formulated a strategic approach to optimize its CRM. It was liaised in cooperation with the existing IT teams to make configurations, development and migrations easier while maintaining the integrity of the system.

**Responsibilities:**

* Researched, Prototyped Emerging Technologies and Recommend Business on how to utilize the latest Technology to solve current process.
* Dissect high-level information into details and communicate these details in a manner understood by relevant audiences.
* Perform root cause analysis to identify solutions that address the true source of issues and gaps.
* Managed users, public groups, profiles, and roles within the Salesforce CRM - designating access to the applicable user within the user hierarchy.
* Coordinated the Database Migration from SQL Server which was essential in building an entirely new and updated Salesforce CRM application.
* Defined Stories, Estimates, Product Backlog. Involved in Sprint Planning.
* Work closely with Scrum master for deliverables.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder, and Lightning Component features.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in the Salesforce1 mobile platform to make Lightning Application mobile.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used Salesforce Lighting Connect Integration with third party tools and created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Designed and Implemented CRM, Workflow solution in Salesforce with SAML-SSO security.
* Developed conceptual flow diagram for CRM, Workflow.
* Designed and integrated SOAP, REST Webservices on Salesforce.
* Involved in integration of their legacy system with Salesforce CRM package through web services based on BULK API.
* Implemented Standard Controllers by creating Force.com sites for form processing, record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, place command buttons and create custom messages.
* Used Data Loader to insert, update, bulk-import/export data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Performed many declarative administration tasks as needed - managing custom fields, integration and data clean-up.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed Complex Reports and Dashboards using standard reports, HTML and Visual force pages.
* Developed an automated integration process using workflow rules, validation rules, apex classes to integrate Accounts, Contacts, and Orders between the customer service and sales divisions for different organizations.
* Built apex classes and triggers implementing SOQL and SOSL statements within Eclipse to manage interaction with the database.
* Developed back-end data scripts, batches, triggers on Salesforce to sync data and to clean the data.
* Implemented the Salesforce.com applications using Agile SCRUM Methodology that involves

the iterative development methodology.

* Designed, and developed Visual force pages and Apex controllers for various functional needs

in the application.

* Used JavaScript, CSS for performing validation and assigning style sheet to the visual force page respectively and developed HTML to create Custom Email Templates inside Visual force page and under Communication templates section.
* Developed Apex classes & triggers and test classes which are part of unit testing and for the

code coverage to avoid performance issues.

* Mapped data sources using Apex Data Loader and loaded data into Call Center application.
* Created and used Email templates with HTML and Visualforce.
* Used the Sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, SOQL, SOSL, REST, SOAP, BULK, Apex Triggers, Web Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Salesforce Lightning (design, components & app builder).

**Client: Deutsche Bank Location: New York, NY**

**Role: Salesforce Developer Duration: Sep 2016 to Dec 2017**

**Client Desc:** Deutsche Bank is a leading provider of financial services and products to agencies, corporations, governments, private individuals and institutions with its headquarters in the Deutsche Bank Twin Towers in Frankfurt.

**Project Desc**: The Loan Management project at Deutsche Bank involved providing support to existing Salesforce implementation in handling new account creation and as well make changes to requests for handling existing accounts in the bank application. This project ensured Loan origination and dealt with processes to be carried out with Salesforce as the UI.

**Responsibilities:**

* Involved in Salesforce.com setup activities and customized the apps to match the functional needs of the organization.
* Developed and Customized User interface in salesforce.com using Visualforce, Apex controllers and Force.com IDE.
* Designed and developed Visualforce pages using JavaScript, HTML.
* Designed and developed Visualforce pages and controllers for distribution enhancement.
* Built apex classes implementing SOQL statements within Eclipse to manage interaction with the database.
* Developed web services using integration of Salesforce.com Webservices API to provide data for third party clients.
* Developed design document for data loader based on integration.
* Created and deployed several Reports using salesforce.com platform.
* Created Visualforce email templates and automated Email Process to send installation instructions to new and existing customers.
* Used CSS in HTML code to better manage look and feel of Visualforce pages.
* Created summary reports, matrix reports, pie charts and dashboards to assist the business team.
* Worked intensely on custom objects, triggers and workflows.
* Implemented picklists, dependent picklist, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created custom page layouts with custom fields and buttons.
* Used field-level security along with page layouts to manage access to certain fields.
* Designed and built custom applications using Force.com and Visualforce.com.

**Environment:** Saleforce.com platform, Apex, Force.com, Eclipse IDE, Visualforce, Data Loader, SOQL, SOSL, Apex Triggers, Security Controls, HTML, Java Script, Partner Community Portal.

**Client: GE Location: Chicago, IL**

**Role: Salesforce Developer/Administrator Duration: Jan 2016 to Aug 2016**

**Client Desc**: GE Power is a leader in power generation helps in transforming the electric industry with digital power plant and service solutions as well as data-leveraging software. GE digital offerings help make power more affordable, reliable and sustainable.

**Project Desc**: Configuration of Salesforce.com application to incorporate various standard functionality like Leads, Accounts, Contact, Activity, Campaign, Products etc. were done. Creation and customization of various objects, fields, record types, Workflow and Approval Processes, Triggers, Controllers, Escalation rules, Assignment rules, Validation rules, sophisticated Visualforce Pages, Custom fields, Email Services, and Sharing rules were done as per business needs of the client.

**Responsibilities**:

* Created the data migration design documents for Salesforce standard and custom objects by taking into consideration of all the governor limits, custom business logic, validation rules and automation rules that impact the migration process.
* Worked on REST API web services for integration, SOAP API web services with XML as intermediate platform.
* Used Canvas tools and JavaScript API's to integrate a third-party application in Salesforce.
* Performed Salesforce.com configuration activities creating Users, Roles, Profiles, Organization

Wide Defaults, Permission Sets, Public Groups and Queues.

* Designed Workflow rules, Approval process and its associated actions like time triggered tasks,

email alerts, field updates to implement the business logic.

* Worked on customizing Salesforce OOTB features - Creating Search Layouts, Record Types,

Page layout assignment based on Record Type, Custom links.

* Implemented picklists, dependent picklists, lookups, master detail relationship, validation rules

and formula fields to the custom objects.

* Worked on various salesforce.com standard objects like person Accounts, Accounts, Contacts,

Cases, Opportunities, Leads, Campaigns, Tasks and Events.

* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.
* Deployed application from Sandbox to Production environments using Change Set, Eclipse and

Force.com Migration tool.

* Involved in the training sessions to the internal business users to use the application and

develop their own custom reports.

* Experienced on various standard modules such as service cloud, community cloud, sales cloud and AppExchange applications.

**Environment:** Salesforce.com platform, Visual force (pages, components & controllers), Apex Language, Force.com IDE, Eclipse, XML, JavaScript, REST, SOAP, workflows and approvals, Data loader, Sandbox.

**Client: Deutsche Bank Location: Pune, India**

**Role: Salesforce Developer Duration: Jun 2014 to Dec 2015**

**Client Desc**: Deutsche Bank is a leading provider of financial services and products to agencies, corporations, governments, private individuals and institutions with its headquarters in the Deutsche Bank Twin Towers in Frankfurt.

**Project Desc**: Loan Servicing System (LSS) project is a powerful and flexible application which deals with bank loans, disbursements, deposits, credit and history of accounts. The project incorporated developing Salesforce objects and making custom configurations on applications, while transitioning from their legacy CRM.

**Responsibilities:**

* Actively participated in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, deployment and maintenance of Force.com sites and other enterprise applications.
* Worked extensively on Apex for implementing Apex Classes, Extension Classes to support Visualforce pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Designed, Developed and Published a certified Salesforce app (Field Aware SF Connector).
* Administrated and monitored the organization's Salesforce CRM application (1 Production instance, 3 full Sandboxes, 12 developer Sandboxes) and developed plan and governance for environment management.
* Processed Service contracts by using Contract Lifecycle Management (CLM) and Customer Relationship Management (CRM) to create an Excel spreadsheet, uploading the spreadsheet to CRM, and create the service billing plan.
* Used REST API from JavaScript that serves from a domain outside Force.com to integrate Visualforce pages.
* Worked on implementing REST API and expose to external System.
* Integrated the SOAP and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors Limits.
* Worked on Force.com Explorer for querying Salesforce database using SOQL & SOSL queries and Data Loader for data migration, insert, update, and bulk import or export of data.
* Involved Performing administrative tasks such as customizing Formula fields for calculation, validation rules, creating custom reports and dashboards to track the usage for productivity and performance, managing CRM content.
* Expert in designing and implementing sharing and security models at object, field, record level for various users at various levels of organization.
* Creating workflow rules and defining related tasks, time triggered tasks, email alerts, business logic.
* Creating email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.

**Environment**: Salesforce.com, Visualforce, Apex Classes, Apex Triggers, Force.com, Eclipse IDE, SOQL, SOSL, SOAP, REST, JavaScript, workflows and approvals.

**Client: Hoopla Advertising Location: Hyderabad, India**

**Role: Salesforce Admin Duration: Sep 2013 to May 2014**

**Client Desc**: Hoopla is a creatively driven advertising agency that partners with start-ups, expanding or companies scaling to next level to create high-quality brands.

**Project Desc**: The project at Hoopla Advertising formulated a strategic approach to optimize its CRM. It was liaised in cooperation with the existing IT teams to make configurations, development and migrations easier while maintaining the integrity of the system

**Responsibilities**:

* Performed the roles of Salesforce.com Administrator in the organization.
* Administrated and monitored the company’s Salesforce CRM application. Created the workflows for automated lead routing, lead escalation and email alert
* Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
* Involved in gathering customer requirements from business user teams spread over the Sales, and Customer service.
* Involved in creating gap analysis document, clearly identifying the data, business process and work flows of the organization with respect to salesforce.com implementation.
* Developed and Customizing salesforce.com application based on the user needs.
* Developed field & page layout customization for the standard objects like Account, contact, Leads.
* Maintained and gave permissions to communication templates based on Profiles.
* Performed Data Analysis and migrated data from SQL Server database to sales force.
* Involved in Accounts Merging, maintaining Public Groups.
* Created Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Worked with senior team members to analyze of each product and its competitor, to integrate new product, and optimize existing products.
* Imported accounts and contacts data through Import Wizard.
* Worked on data migration from databases to SFDC using Data Loader.
* Build the organization’s role hierarchy by adding the Roles as per the organization structure and created custom profiles to satisfy the organization’s hierarchy.
* Performing the Risk Analysis and Cost Assessment for the Project implementation.
* Created Workflow Rules, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Workflow & Approvals.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports.
* Created new custom objects, assigned fields, custom tabs, components, custom reports.
* Created custom Reports based on business need and associated them to Dashboard.
* Customizing Company Profile, Security Controls and Communication Templates of the organization as per the organization requirements.

**Environment:** Salesforce, Apex Data Loader, Workflow, Approval Process, Reports, Dashboards, Import Wizard, Record types, OWD, Sharing rules, Permission Settings, Internet Explorer, Microsoft Excel.

**Client: Standard Chartered Bank Location: Mumbai, India**

**Role: Front End Developer Duration: June 2011 to Aug 2013**

**Client Desc**: Standard Chartered PLC is a multinational financial corporation headquartered in London, England. It is a universal bank with operations in consumer, corporate and institutional banking and treasury services. Standard Chartered has a primary listing on the London Stock Exchange.

**Project Desc:** This project involves the development of TFAS (Total File Access System) which is a Multi-User Web based solution. It is a web application implemented for communication and data-transfer among different tiers. It is designed using JSP and JavaScript & business logic. This product provides Comprehensive Solution support, Quotation, Customer Enquiry, Performa Invoice, Sales Automation, Purchase Order, Invoice, Stock Lots, Financial and Management Reports, Credit & Debit Notes, Account Receivables and Payables. Features of this system are ‘Automatic Mail alerted’ and ‘Browser Independent User Interface.

**Responsibilities**:

* Designed dynamic and browser compatible web page using web design techniques HTML5, CSS/CSS3, JavaScript and jQuery.
* Worked on both mobile responsive web design and desktop pages.
* Maintain and enhance existing web applications and all integrated systems JavaScript, AJAX, and jQuery.
* Responsible for creating responsive application by using HTML5, CSS3 and Bootstrap.
* Creating Interactive slide show by using Bootstrap and jQuery.
* Design and create optimized landing pages in HTML5 and CSS to support company's marketing and promotional needs which include Salesforce integration and cross-browser compatibility
* Used JSON to store and access the data in search pages.
* Developed modules to retrieve data using AJAX calls through jQuery method.
* Applied XML into transferring administration data to the back end.
* Validated the user input using jQuery validation plugin.
* Implemented a lightweight customizable jQuery plugin for style appearance.
* Resolved Cross Browser Compatible Issues for the different version of IE, Safari, Chrome, Firefox.
* Achieved responsive effect on internal test website using Bootstrap.
* Tested and debugged code using IE tester, Chrome Inspector, Firebug, Safari Web Inspector and Jasmine testing framework.
* Cooperated with team members to conduct user research with effective communication, analytical and interpersonal skills.

**Environment**: HTML/HTML5, CSS/CSS3, JavaScript, jQuery, Ajax, JSON, SQL, SVN, Bootstrap, Photoshop, XML.