**Kumar**

**PROFESSIONAL SUMMARY**

* **7+ years** of experience in information technology with **experience in all the phases of SDLC (Analysis, Design, Development, Administration, Testing, Implementation and Support) in various software Applications using Salesforce (CRM) and Mainframe.**
* Experienced with **retail, manufacturing, service, Finance, Banking, Airline and Insurance industries** business needs and blending them with the package based solutions to meet all the variety of IT needs of each customer.
* Experience **with Salesforce.com CRM technology as an admin and developer**. Worked in various project environments like Customer Portal, E-commerce website, Healthcare.
* Hands on experience on SalesForce.com developer toolkit (force.com IDE), Triggers, Visual Force Pages, data migration and working knowledge of Apex classes, Controllers, SOQL & SOSL.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, Junction objects, master-detail relationships** and **lookup relationships**.
* Experienced in admin modifications like Creating **Roles, Profiles, Email Services, Page Layouts, Workflow Alerts** and **Actions**, and **Approval Workflow**.
* Strong Salesforce development experience with **Apex Classes, Triggers, Controller Classes, Visual force** pages and Integrating with external sources by developing **SOAP**, **RESTfulApex** Web Services for inbound calls to Salesforce.
* Worked on customization of Sales **Cloud** schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming language**.
* Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
* Experience in web technologies including HTML, XML, CSS, JavaScript and SOAP.
* Well versed with project development life cycle, System Business Process Analysis, Requirements Study, Fit-Gap Analysis and Post-implementation support.
* Experienced in requirement gathering and estimating the hours of work based on the requirement from the client and maintaining the quality documents for all the work done till the end of the cycle.
* Expertise in **data modeling, design and development of mainframe applications using COBOL, CICS, IMS, DB2, JCL, VSAM.**
* Expertise with **DB2 Stored Procedures Creation, Optimization and Maintenance.**
* Experience in working with client specific solutions like Salesforce.com Sandbox deployments, Force.com IDE, **Eclipse** IDE, **SOQL, SOSL** and various production environments.
* Proficient in **CMM Level 5 standards, METHOD I, and quality aspects**.
* Experience in Software Testing Projects, SQL Server.
* Installed Apps from **App Exchange**, **Configured** and maintained user **Security Permissions** in compliance with organizational needs.

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce.Com Technologies** | Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, AJAX Workflow & Approvals, Dashboards, Reports, Custom Objects, Validation Rules, Visualforce (Pages, Components and Controllers), Import Wizard and Data Loader |
| **ETL/ Integration Tools** | Force.com Data Loader, Force.com IDE Plug-in,Talend 5.4.1, Talend MDM |
| **Web Technologies/ Tools** | HTML, CSS, JavaScript, WSDL, Adobe Photoshop, AJAX, Dream weaver, XML, Visual Studio, MS Project, MS Visio, Rational Rose, SharePoint. |
| **Languages** | Apex, C, C++, Java, PL/SQL, VB, UML |
| **Database** | Oracle, MS SQL Server, MySQL, MS Access |
| **Operating Systems** | Windows Variants, UNIX, LINUX |

**Professional Experience :**

**Diageo, Norwalk, CT May 2016- Till Now**

**Salesforce Consultant**

**Responsibilities:**

* Performed the roles of **Salesforce.com Developer** in the organization.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation**.**
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Development of SFDC B-2-B solutions using **CloudCraze**& Service Cloud Infrastructure.
* Created **Custom objects, custom fields, Pick list, role based page layouts, Workflow Alerts** and **Actions**, and **Approval Workflow, Validation Rules, Approval Processes, custom Tabs, custom reports, report folders, report extractions** to various formats, design of **Visual forcePages, Snapshots, Dashboards**, and **Email generation** according to application requirements.
* Worked with various Salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.**
* **Cloudcraze** development and Salesforce backend development + **APEX &Visualforce**
* Worked with **Angular-Js** during the time of development environment.
* Expertise working on **Visual force pages**, **HTML**, **CSS**, **JavaScript** and **JQuery**.
* Worked on the different requirements from user on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* • Involved in Developing Lightening pages using Aura, implemented lightening Controllers, Components using **Lightening Design system (LDS)** for Lightening Community builder.
* Developed a Human Resources **Service Cloud** and customer **community**.
* Developed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Developed various **Custom Objects, Tabs, Components** and **Visual force Pages**.
* Developed and configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.
* Developed **Custom Objects, Custom Reports** and configured the **Analytic Snapshots** to dump the data on regular basis for the sales performance and lead generation statistics.
* Designed and developed user interfaces using **JSP, HTML and CSS**.
* Developed **Lightening** Components, **Lightening** apps using **Lightening Design System (LDS)** to provide more interactive interfaces to end users.
* Maintained **user roles, security, profiles**, and **workflow rules** wherever necessary.
* Working experiences on **Salesforce.com intranet** sites and **Salesforce external sharing**.
* Interacted with the Salesforce.com premium tech support team on a regular basis.
* Built a custom app with **Lightning** experience for sales to monitor their performance close details.
* Used **Angular JS** as the development framework to build a web-page
* Build a salesforce1 lightning app for different business groups in the organization and used sales force lightning designed systems style.
* Have built custom user interfaces using **Lightning components** and also used Lightning Components to create stand-alone applications that are hosted on Salesforce.

**Environment:** Saleforce.com platform, Apex Language, **Cloud Craze**,Visual force Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightening design system(LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Walgreens, Chicago, IL April 15–May 2016**

**Salesforce.com developer/Business Analyst**

**Responsibilities:**

* Implemented the requirements on **Salesforce.com** platform and Force.com IDE Plug-in using **Eclipse**.
* Worked on **enhancements** to SFDC application required by business users from time to time.
* Hands on experience on Salesforce Lightning for Customizing Reports and Dashboards for business use.
* Designed and developed **Apex triggers**, **Apexclasses**, **custom objects**, **custom layouts**, **workflows**, **approval processes**, **tasks**, **email alerts**, and **record types** in **Salesforce.com**.
* Worked on **Salesforce** implementations from inception to delivery.
* Worked with **Business analyst** to develop project implementation and develop plans including user interfaces.
* Hands on experience on **Roles**, **Profiles**, **Security and Sharing settings**.
* Worked with the Business group for requirement gathering throughout the planning and implementation. Coordinate with **business analysts** for the issues requiring **business analyst** help.
* Developed and tested SFA based Application on Force.com Platform in **Salesforce.com** environment with **Apex** programming language at backend and **Visualforce** pages as user interface.
* Involved in **Accounts & Opportunities** and the **VisualforceControllers**. Actively participated in the design and development of **custom Visualforce search pages**.
* Well versed with the process of detailed analysis of business and technical requirements and designed the solution by customizing various objects of **Salesforce** and using other Platform based technologies like **Visualforce**, **Force.com and Web Services**.
* Designed **Apex Classes**, **Controller Classes and Apex Test Classes** for various functional needs in the application.
* Worked effectively to ensure that the **data** is protected and is made available to the authorized users by customizing the user **Roles**, **Role hierarchies**, Profiles and Sharing settings.
* Worked in **Salesforce.comCustomization**, Creation and maintenance of **Record Types**, **Page Layouts**, **Objects**, **Tabs**, and **Fields**.
* Created many **Email Templates** and **Mail MergeTemplates** and was involved in doing the mail merge for different standard and custom objects.
* Used **Force.com** developer toolkit including **Apex Classes, Apex Triggers** and Visualforce pages to develop custom business logic.
* Worked on **Sales Cloud, Service Cloud and Apex Programming On Force.com Platform.**
* Used **Cast Iron integration** tool for synchronizing master list of customers such as **leads,accounts**, **opportunities** and forecasts. It is used for data configuration.
* Used **SOQL**&**SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Created business processes, best practices, standards, templates and operating procedures to optimize IT project development.
* Worked closely with **UAT** team and **SIT** team in clarifying and **resolving** any **issues** while implementing projects.

**Environment**: Salesforce.com, Force.com Explorer, Apex Triggers, Visualforce Pages & Apex Controllers, Sales Cloud, Service Cloud, Cast Iron, Data Migration, Data Loader, Siebel, Eclipse IDE, Custom Objects, Custom Tabs.

**Press Ganey – Chicago, IL March2014- April 2015**

**Salesforce developer/Business Analyst**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Reports, Dashboards, Events** and **Tasks**.
* **Agile Development Methodology** was followed for the implementation
* Developed various **Apex classes**, **Controller classes**and **Apex Triggers**for various functional needs in the application.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.**
* Worked closely with sales team and **business analysts** and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Sale sforce.com (SFDC).
* Created various **Profiles, Roles and Page Layouts and** configured the permissions based on the organization hierarchy requirements.
* Designed and deployed **Custom tab**s, **validation rules, Approval Processes**an**d Auto-Response**for automating business logic.
* Developed Cascading Style Sheets**(CSS)**for creating effects in **Visual force pages.**
* Performed Webservice Callout using the **RESTful** services with the third party application Broad bean API.
* Created **Workflow rules**and defined related **tasks, email alerts,**and **field updates.**
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects**.**
* Extensive experience on **S controls**, **Visual force pages** and **Page layouts** according to the Business requirements
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customers complaints
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform based technologies like Visual force, force.com API, and web services.
* Created email templates and inbound emails using **Visual Force** for clients and customers.
* Worked extensively in customization of Service Cloud Console by embedding Visual force pages in custom console components, highlight panel and interaction log.
* Enabled **Chatter** for the Organization and to effectively communicate with the users in the Organization.
* Implementation of **Data Loader** for loading the data.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Merging of Salesforce instances
* Developed business documents for Salesforce.com **Custom objects**.
* Developed several **Custom Reports**& **Dashboards**to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Expert in Salesforce Sales and Service cloud implementation.
* Provided the **training**to Business users about the system.

**Environment:** Sales Cloud, Service Cloud, Data loader and Data management, Workflow rules and 9Approval processes, sandbox, workflows, Custom objects, Reports and Dashboards, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Data Sharing Rules.

**Apollo Health Care, Phoenix, AZ Aug 2013- March 2014**

**Salesforce Admin/Developer**

**Responsibilities:**

* Worked in a large team, on new enhancements into tools and speaking with Business partners and designing solutions.
* Agile Development Methodology was followed for the implementation.
* Developed **Apex classes, Apex Triggers** for various functional needs in the application.
* Created Test Classes and used SOQL queries based upon the requirements.
* Created workflow rules, validation rules and assignment rules. Configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Used Process builder for record creation as well as record updates.
* Design of **Visual Force** Pages, Dashboards and various other components as per the client and application requirements.
* Implemented **REST** based web services for fetching the data.
* Implemented web to lead and email to task functionalities.
* 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.
* Customized page layouts for Lead, Opportunity, Account, Contact objects depending upon user roles and groups.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Creating an apex scheduler class which will schedule the batch **Apex class**.
* Ability to overcome the governor limit.
* Responsible for creating the Test Methods to provide maximum coverage to the triggers and other Controller classes.
* Involved in **SFDC** application support for end users.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Worked in onsite/offshore model with the client.

**Environment:**Salesforce.com platform, Visualforce pages, Apex triggers, Apex classes, SOQL, Data Loader, REST, Data Management, Validation Rules, Workflow Rules, and Relationships

**Mercedes-Benz Financial USA, LLC, Fort Worth, TX Jan2012- Aug 2013**

**Salesforce Developer**

**Responsibilities:**

* Interacted with various Business User Groups to gather the document requirements.
* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Created several Record Types, page layouts.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Created Batch Apex classes and scheduled Batch jobs.
* Created Triggers like sending emails to the portal users whenever they update their account information comparing their new information with their old information.
* Developed Visual force pages, Visual force custom components.
* Used Visual force in development mode to change the behavior and appearance of Visual force components.
* Written Test Classes to meet Unit testing before migrating from Sandbox to Production environment.
* Deployed the changes from Sandbox to Production.

Environment: APEX, Force.com IDE, Import Wizard, Java Script, Visual Force Pages, Workflows and Approvals, Data Loader, Eclipse Force, Excel Connector.

**Global Union bank, India Jun 2010-Dec 2011**

**Java Developer**

**Responsibilities:**

* Part of the core agile team in developing the application in Agile Development Methodology.
* Developed all the services by following a full flown Test Driven Development.
* Interacting with the system analysts, business users for design & requirement clarifications.
* Designed front end pages using Jsp, HTML, Angular JS, JQuery, JavaScript, Css and Ajax calls to get the required data from backend.
* Designed and developed this application using Spring MVC.
* Spring Framework IOC (Inversion of Control) design pattern is used to have relationships between application components.
* Developed the DAO layer for the application using Hibernate and JDBC.
* Implemented Restful web services with JAX-RS (Jersey).
* Used JMS (Java Message Service) to send, receive and read messages in the application.
* Used Junit for testing.
* Used databases like Oracle 10g, DB2 and wrote complex SQL statements, PL/SQL Procedures, Cursors to retrieve data from DB.
* Mentor and coach development team on implementing business requirements.
* Interacting with the offshore team to assist them in the development and help them understand the requirements and performed code reviews.
* Used extensively Eclipse and RAD in development and debugging the application.
* Used maven as a project build, dependency and management tool.
* Used SVN and Git repositories for version control.

**Environment:** Java1.5, JSP2.0, Servlets2.4, EJB2.0, Struts1.2, Spring 2.0.3, JDBC3.0, Design patterns, Html, XML, CSS, Log4j, Ant, Web services, RAD6.0, IBM Web Sphere server6.1, IBM DB29.0, VSS.