**Meyhar Bhattarai**

817-403-2433

Denton, TX - Overlook Lane, 2300

[meyhar01bhattarai@gmail.com](mailto:meyhar01bhattarai@gmail.com)  
**Salesforce Developer**

[**https://www.linkedin.com/in/meyhar-bhattarai-3334aa179/**](https://www.linkedin.com/in/meyhar-bhattarai-3334aa179/)

**H1b**

**Only C2C  
willing to relocate from day 1 across USA**

**Certification:**

*Certified salesforce administrator credential id :3099988*

**Professional Summary:**

* Certified Salesforce Developer/Administrator with 8+ years of IT experience, skilled in Salesforce.com CRM and Force.com platform.
* Experienced in Salesforce CRM platform across Sales Cloud, Service Cloud, and Marketing Cloud.
* Proficient in using Copado for automated testing, continuous integration, and continuous deployment.
* Expertise in optimizing runtime of Omniscripts, DataRaptors, and Vlocity Integration Procedures.
* Skilled in utilizing Kafka for streaming real-time feeds from external applications.
* Experienced in SFDC development using Apex, Triggers, Batch processes, S-Controls, Components, VF Controllers, Reports, SOQL, and SOSL.
* Proficient in Salesforce administration, including SFA, Profiles, Roles, Page Layouts, Sharing rules, Workflows, Approval Workflow, and Dashboards.
* Strong experience with Salesforce configuration, customization, and programming with APEX APIs, APEX Web Services, and APEX Triggers.
* Skilled in data migration from legacy systems using Data Loader and developing, deploying, and integrating Salesforce.com.
* Good hands-on experience in creating Lightning Web Components (LWC) and Aura framework.
* Configured Service Cloud for case management, email-to-case routing, and sharing settings.
* Experience in configuring, deploying, and supporting cloud services including AWS.
* Worked on CRM platform environment of SFDC Sales Cloud and Service Cloud modules.
* Experience in migrating metadata from sandbox to production using Ant, Eclipse IDE, and Change Sets.
* Proficient in using SFDX CLI and DevOps process for deployments using Visual Studio Code.
* Experience in developing custom debuggers to identify transaction exceptions and working with debug Apex scripts using debug logs and system log console.
* Skilled in Salesforce lightning schema builder, process builder, app builder, components, and lightning connect.
* Proficient in designing Visualforce pages with JavaScript Remote using client-side technologies like JavaScript, AJAX, and CSS.
* Worked in DevOps models with GitHub, Azure platforms, and Copado.
* Experience in designing UML diagrams like Use Case Diagrams and Sequence Diagrams in Microsoft VISION.
* Extensive experience in using continuous integration tools like JIRA, Jenkins, and Bitbucket.
* Skilled in creating Email Templates, Mail Merge Templates, and developed SFDC customized Reports, Dashboards.
* Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.

**Technical Skills:**

**Salesforce Technologies & Tools:** Apex Language, Apex Trigger, Apex Class, Sales CloudVisual force (Page layout Controller). Templates, Formula Fields, Validation rules, workflow and approvals, AppExchange, Data export and Import wizard Workflow & Approvals, Field updates, Outbound/Inbound Messages, Reports, Custom Objects, Custom Settings, Custom Labels, and Tabs, Account Management, Copado, Contact Management Pipeline Management, Email Services, Security Controls & Custom Application and Sandbox environment, Lightning Experience Jenkins Apex API, Apex Data Loader, ETL Data Extraction, Force.com Apex Explorer, Force.com Migration Tool, Force.com Excel Connector Workbench and Eclipse IDE with plug-in, Migration tool, Lightning Component Framework, Lightning App Builder

**Salesforce Clouds:** Sales Cloud, Service Cloud, Experience Cloud (Community).

**Databases & Query Languages:** Oracle, Microsoft SQL Server, SQL & PL/SQL.

**Integration**: Jitterbit, Informatica, MuleSoft.

**Devops/CI/CD**: GitHub, Azure Devops, Jenkins, SonarQube, Bitbucket

**Programming Languages & IDE:** C, Java, JavaScript, jQuery, SQL, HTML, XML, CSS, Eclipse, VS Code (Visual Studio Code).

**AppExchange Products**: DocuSign, Conga Composer, Field Trip, Config Workbook.

**Productivity Tools**: MS Office (Word, Excel, PowerPoint), MS Visio, MS Outlook, OneNote, OneDrive, Google Drive, Lucid charts, DocuSign+

**Documentation / Project Management**: Team Foundation Server / Visual Studio Team Services (TFS/VSTS), JIRA, Trello, SharePoint.

**Professional Experience:**

**Kimberly-Clark, Irving, TX April 2021 - Till date**

**Salesforce Developer**

**Description:** Kimberly-Clark Corporation is an American multinational personal care corporation that produces mostly paper-based consumer products. The company manufactures sanitary paper products and surgical & medical instruments.

**Responsibilities:**

* Collaborated closely with business teams to gather requirements and implement projects.
* Conducted both declarative and programmatic customizations.
* Proficient in designing and implementing Mule APIs using MuleSoft Anypoint API platform.
* Utilized Apex classes, Controllers, Extensions, and Triggers for functional needs.
* Designed tabs and web pages using Visualforce for UI customization.
* Used SOQL, SOSL, and DML considering governor limits for data manipulation.
* Contributed to the development and enhancement of Lightning Web Components (LWC).
* Implemented Agile, Scrum, and Kanban methodologies as part of the DevOps process.
* Utilized tools such as Developer Console, Force.com Explorer, and Eclipse for development and data.
* Assisted in designing and implementing Salesforce CPQ Cloud and Salesforce solutions.
* Tested the Apttus CPQ integration with ERPs; Helix and Web loyalty.
* Integrated Apache Storm with Kafka for web analytics.
* Created API services for data integration from legacy system to SFDC using Mulesoft ESB.
* Managed Jenkins, Cloudbees, and ELK, and worked with AWS services like EC2, VPC, RDS, etc.
* Conducted migration of Vlocity components using Data Packs and managed connected Orgs.
* Worked in Copado for committing components and deployment.
* Optimized runtime of Omniscripts, DataRaptors, and Vlocity Integration Procedures.
* Developed Lightning Web Components (LWC) for calendar events display.
* Participated in the full software development lifecycle of multiple applications.
* Automated Cloud infrastructure setup via Cloud formation, terraform, and AWS Code Deploy.
* Developed test classes for quality assurance, maintaining over 90% coverage.
* Maintained version control using GITHUB and Auto Rabbit for deployments.
* Used Data loader for bulk data upload from CSV files.
* Maintained AWS cloud user accounts and services (IAM, RDS, Route 53, etc).
* Wrote Cloud formation templates and deployed AWS resources using it.
* Implemented workflows, Process Builder, Apex triggers for customizations.
* Developed Batch and Schedule jobs for Bulk data processing at scheduled intervals.
* Managed code merge for Triggers and other Apex classes as a part of team collaboration.
* Integrated CPQ system with multiple CRMs like Salesforce, MS Dynamic, and CRM On Demand.
* Developed Apex classes for custom data migration from Siebel to Salesforce.
* Handled outbound integrations from Salesforce to PeopleSoft using SOAP API.
* Implemented security configurations using Salesforce tools (Page layouts, Record types, Profiles, etc).
* Managed configurations of multiple servers using Ansible.
* Implemented Live Agent and Omni-Channel for better customer assistance.
* Developed reusable lightning components for lightning application.
* Implemented Salesforce Communities for improved client interaction.
* Developed inbound email services to create data into custom objects from inbound emails.
* Used Asynchronous Apex and Future methods to push Governor limits.
* Performed Sandbox refresh from production and used SOAP UI for XML testing.
* Overrode standard buttons with visual force controllers for custom logic.
* Utilized Custom metadata type for various functional needs.

**Environment:** Apex Web Services, XML/XsD/WSDL, APEX Triggers, APEX Classes, Ansible, GitHub, Auto Rabbit, IAM, SOAPUI, Siebel, PeopleSoft, Custom Pages, Custom Components, JavaScript, JSON, Custom Objects, Kafka, HTML, CSS, Java Script, jQuery UI, jQuery Mobile, Salesforce Mobile packs, Firebugs, Salesforce1, Workbench, Bitbucket

**International Paper, Memphis, TN Nov 2019 - Mar 2021**

**Salesforce Developer / Admin**

**Description:** The International Paper Company is an American pulp and paper company, the largest such company in the world. It has approximately 56,000 employees, and is headquartered in Memphis, Tennessee.

**Responsibilities:**

* Created and managed User Accounts, assigning Profiles according to Role Hierarchy.
* Gathered detailed business and technical requirements, defining business rules and data standards.
* Maintained email templates for Workflows, Auto Assignment Rules, and Auto Response Rules in Sales Cloud.
* Translated business requirements into Salesforce.com (SFDC) terminology, reviewing Service Cloud solution design.
* Configured and designed the Salesforce.com CRM to support business processes.
* Optimized Sales/Service cloud functionality through solution design and implementation.
* Utilized Microsoft Visio for creating technical designs and diagrams (Use Cases, State Diagrams, etc).
* Developed functionalities using Batch Apex for Email Integration between Salesforce Marketing Cloud and Salesforce.
* Built visual force pages using apex components.
* Experienced in Agile Scrum and Waterfall methodologies.
* Managed Auto response rules and worked on Record Types, Validation Rules, Triggers, and Page Layouts.
* Prepared test cases and scripts for various types of testing (Navigational, Functionality, UAT, GUI).
* Utilized SQL queries for database information collection.
* Facilitated requirement gathering from stakeholders for Salesforce.com development.
* Regularly communicated with senior managers regarding Use Cases, Workflows, and requirements.
* Acquired user requirements for Salesforce.com CRM to meet sales and marketing needs.
* Implemented Service Cloud by migrating from Siebel Servicing Portal.
* Documented requirements in Agile tools - Rally or Jira.
* Used MS-Visio for flow-charting, process modeling, and architectural design.
* Implemented Rational Unified Process (RUP) methodology for Requirements Management and Development.
* Developed Visualforce Pages and Components with Apex classes.
* Implemented SalesCloud, Service Cloud, Chatter, and custom applications in Force.com.
* Performed detailed data analysis for Legacy system migration to Salesforce.com.
* Documented “AS-IS'' Business Workflows adhering to UML standards, conducting JAD sessions.
* Performed mass data imports using the API or import tools upon request.
* Worked closely with Business Users to understand legacy system functionality integrated with SQL Server.
* Utilized Waterfall methodology for process, standards, and procedures development.
* Conducted business process analysis, including requirement facilitation, software selection, prototyping, and process mapping.
* Developed dynamic Salesforce.com Visualforce pages using HTML, CSS, JavaScript, and Apex page functions.
* Wrote Apex Trigger on Contact for cross-object field update.
* Conducted meetings and JAD sessions for project planning and resource identification.
* Led User Acceptance Testing to ensure developed reports meet requirements.

**Environment:** Project Management, Quality Center, Excel, Sql, My Sql, Salesforce Marketing cloud, Agile, Outlook, MS Office, MS Project, Rational Rose, Rational Requisite Pro, RUP, UML.

# **Protecht, Phoenix, AZ Dec 2018 - Nov 2019**

**Sr. Salesforce Developer / Admin**

Protecht Inc. is a leading embedded insurance provider, driving the provision of digital consumer protection at the point of sale. Protecht couple insurance and technology in revolutionary ways to disrupt the status quo of the experience economy. Their proprietary technology platform has the potential to power insurance protection through any online transaction.

**Responsibilities:**

* Involved in Salesforce.com Application Setup and customization to meet organizational needs.
* Developed Workflow rules on standard CRM objects (Accounts, Contacts, Opportunities, Cases) to support business logic.
* Organized fields, custom links, related lists, etc. on record detail and edit pages using page layouts and search layouts.
* Automated processes through the creation of templates, approval processes, approval page layouts, and approval actions.
* Designed Visualforce pages to display customer-related information, overriding standard Salesforce layouts.
* Developed Apex Classes, Controller Classes, and Apex Triggers for various application functions.
* Created test scenarios on Sandbox, moved packages between Sandboxes and Production environments for final implementations.
* Proficient in Data Migration from Legacy systems to Salesforce CRM using SFDC Data Loader and SFDC Excel Connector.
* Used Apex Data Loader for data insertion, update, and bulk import/export to/from Salesforce.com Objects.
* Scheduled imports and exports for data management in the Salesforce application.
* Integrated with Salesforce using the Standard Outlook Plug-in, extending it to pull Contact Object, custom objects, and related data to Outlook.
* Created various Reports (tabular, summary, matrix, pie charts, dashboards) and Report Folders to assist managerial sales tool utilization, configuring reports for different user profiles.

**Environment:** Salesforce.com platform, Apex Language, VisualForce (Pages, Component & Controllers),Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Web services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP

**Cerner, Kansas City, Missouri Feb 2018 - Dec 2018**

**Salesforce Developer/Admin**

**Description:** Cerner Corporation is an American supplier of health information technology services, devices, and hardware. As of February 2018, its products were in use at more than 27,000 facilities around the world. The company had more than 29,000 employees globally, with over 13,000 in Kansas City, Missouri.

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Efficiently worked on customizing with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities using Apex.
* Performs routine Salesforce data management/cleanup tasks.
* Customized standard objects like Accounts, Opportunities, Contacts, Leads, Campaigns, Reports and Cases.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Create and customize Salesforce objects, custom tabs, page layouts, record types, custom fields, picklists & dependent pick lists, formula fields, reports, dashboards, and validation rules to better perform business functions.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation Rules and formula fields to the custom objects.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visualforce Pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Implemented Service Cloud including: Service Console, Customer Portal and Communities, Case Feed and Knowledge Base and Entitlements.
* Worked on Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to for reading, extracting, and loading data external data sources like .CSV types.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Handled admin activities in maintaining and setting user roles and responsibilities. Controlling user access by defining various profiles for the organization.

**Environment:**Salesforce.com Platform, Workflow & Approvals, Reports and Dashboards, Custom Report types, Custom Objects, Data loading, App exchange, Email services, Security controls, Oracle, Windows.

**Paychex Inc., Penfield, NY Feb 2017 – Jan 2018**

**Salesforce Developer/Admin**

**Description:** **Paychex, Inc**. is an American provider of **payroll, human resource, and benefits outsourcing** services for small- to medium-sized businesses. This application is a very old application started in 2006 and it has got more than 8000 active users. This application is used by the sales representatives for creating Leads, Opportunities, Quotes, Reports, Documents, sending the docs for E-signatures, Case Management etc.

**Responsibilities:**

* Created Visual force pages to fit both desktop and mobile devices using bootstrap.
* Developed various interfaces, Apex classes, Controller classes and apex triggers for various functional needs in the application.
* Developed custom reports to display within the visual force pages.
* Customized sales force objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Created tabs for visual force pages and Salesforce.com custom objects and managed profiles and permissions.
* Customized page layouts, search layouts to organize fields, buttons custom links, related lists and other components on a record detail and edit pages.
* Written the SOQL queries within the controller classes and apex classes to retrieve update and delete data maintaining the security and sharing models.
* Worked on various AppExchange products like Salesforce CPQ (Formerly SteelBrick CPQ) for generating the various quotes, Conga composer App for generating the various documents for clients, DocuSign to Send Quotes and Agreements to End User for E-Signature.
* Created and customized various Reports & Dashboards according to the Business Units Requests.

**Environment:** Salesforce.com, Apex Classes, Triggers, Controllers, Visualforce, Force.com, SOSL, SOQL, Sales Cloud, Eclipse, Service Cloud, Page layout, custom links, Roles, Data Loader, Data Migration, Dashboard.

**Verisk Nepal Pvt Ltd Nov 2013 - Jan 2016**

Verisk Nepal focused on software projects and business operations. They consider our internal clients’ objectives and requirements from both a business and technology perspective. Plus, they collaborate with Verisk’s businesses through all stages of a project, from team development and management to final delivery.

**Salesforce Developer/Admin**

**Responsibilities:**

* Worked with the Business Stake holders in designing the requirements and documenting the same using various tools like Microsoft Visio, Power point, Visual Paradigm and many other tools.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application. Migrated data from external sources and performed insert, delete, upsert, export operations on millions of records.
* Developed Visualforce Pages to customize the view and functionality of the Knowledge Articles that were required by the Organization.
* Experience in code check-ins on a daily basis using SVN and GIT version control.
* Used JIRA, ALM and Rally for issue tracking and project management.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Customized page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Developed Workflow Rules, Time-Dependent Workflow Actions, Email Alerts and Field Updates.

**Environment:** Salesforce.com, Apex Classes, Triggers, Controllers, Visualforce, Force.com, SOSL, SOQL, Sales Cloud, Service Cloud, Page layout, custom links, Roles, Cast Iron, Data Loader, Data Migration, Dashboard.  
  
**Education:**

BBA from Purbanchal University in 2013, Nepal