**SFDC Developer**

**Email:**

**Ph #:**

**Professional Summary:**

* **6+ years** of experience as Salesforce CRM Developer, Administrator and Analyst on Salesforce.com platform.
* Experience with major highlights **Salesforce.com platform, Sales Cloud, Service Cloud, CPQ, Marketing cloud, Field Service lightning, Apex, HTML, Visual Force, API, SOAP, REST, SOQL, SOSL, Force.com, JavaScript, jQuery.**
* Strong experience with **Salesforce.com CRM full implementation, migration of Sales, Marketing, Service clouds, Communities** and **Force.com platform.**
* Proficiency in analysing business requirements, entity relationships and converting them to **Salesforce custom objects, object relationships, Entity relationship data model, Pages, Classes, Interfaces, Workflow rules, Email Alerts.**
* Expert in SFDC Administrative skills like creating **Profiles, Roles, Users, Relationships, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks** and **Events.** Experienced working with
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, and SOAP.
* Proficient in Data Integration and ETL TOOLS from Traditional Applications to Sales Force Using **REST/SOAP API**, Cast Iron on Demand.
* Experience on creating business process Quote to cash and Quote line items implemented on **Apttus CPQ (Configure-Price-Quote)** and understanding of the business process **Apttus CPQ, Apttus CLM (Contract life-cycle Management)** data model and functionality.
* Build scalable solutions that will focus on Sales and Service Processes to support both the **B2B** and **B2C** businesses.
* Ability to write complex **SOQL, SOSL** queries across multiple objects within the SFDC database, Salesforce.com sandbox and production environments, also with **Eclipse IDE Force.com** Plug - in environments.
* Experience with **Git**, **Subversion** and **SVN** version control tools and **Jenkins** build tools.
* Team player with excellent interpersonal and communicational skills, ability to learn and adapt to new technologies and experience in successfully implementing new technologies.

**Technical Skills:**

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| **Salesforce Technologies** | Custom Objects, Roles and Profiles, Workflows, Assignments, Approvals, Triggers, Record Types, Dashboards, Roles, Security, Field updates, reports, SOQL, Visual Force Pages. Apex Classes, Apex Trigger, Visual force, SOQL/SOSL, Aura, lightning components |
| **Force.com Tools** | Force.com Eclipse IDE, Apex Data Loader, Force.com Apex Explorer, Single Sign-On (SSO), Force.com Migration Tool, SOQL, SOSL, Service Cloud, Marketing cloud, Sales Cloud, Salesforce APIs, Force.com Excel Connector. |
| **Languages** | Apex, Java, SQL, Jquery, AJAX, PL/SQL, Python |
| **Web Technologies** | HTML5, CSS3, XML, REST, SOAP, JavaScript |
| **Operating Systems** | Windows, Unix, Linux |
| **Office Tools** | Microsoft Project, JAWS, MS Visual Source, MS Visio, MS Office |
| **IDE and Editors** | Eclipse, My Eclipse and Force.com Eclipse IDE |

**Role: SFDC Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for **salesforce.com CRM** implementation.
* Worked closely with the business and IT teams to understand business strategy and contributed to achieve business goals from assigned applications for SFDC.
* Created **Lightning Components** and server-side controllers to meet the business requirements.
* Developed salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers, packages** for various functional needs in the application.
* Used **Community Cloud** to build deeper relationship with customers to provide better service and assist them through online.
* Designed and developed Lightning Community website for marketing using Lightning community builder, Lightning components, SDLS, Lightning events, **HTML5, CSS, Lightning controllers**.
* Installed salesforce Lightning inspector for chrome browser as an extension for debugging JavaScript code.
* **Configured** the **External Routing** for Omni-Channel and **Integrated third** - **party** routing with Omni-Channel to give the support team more routing options for the tasks.
* Used Trigger framework Interface to implement different business logic in multiple apex classes such a way that if a single or multiple event's occurs on single trigger multiple classes can be called.
* Managed and deployed **Salesforce.com CRM** solution to multiple departments within the organization.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud,** & **App-exchange** applications.
* Responsible for day-to- day administration, including creating **new users, Role Hierarchy, Profiles, Permission Sets, Record Types, Page Layouts, Approval Processes, Field updates, Campaigns and custom tabs.**
* Worked on Accounts, Opportunities, Quotes, and Orders and implemented the logic based on the business needs.
* Used Relationship, Aggregate queries using **SOQL, SOSL** to query and search records from salesforce platform database.
* Implemented the Web Services through **WSDL** in the Salesforce.com for outbound messaging.
* Worked on Integrating SAP and Salesforce Systems using **SOAP** and **REST API’s.**
* Used a tool named Snapshot, **Force.com IDE** migration tool for deploying the Force.com components (Apex Classes, Objects, Triggers, Visualforce page components, Visual Force pages) from sandbox to sandbox and sandbox to production environment.
* Implemented and maintained the branching and build/release strategies using GIT.
* Used **Data Loader** to bulk load data into Salesforce.com from other databases and CSV files.
* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce. Confidential platform and Force. Confidential IDE Plug-in using Eclipse.

**Environment:** Lightning Experience, Lightning Components, Apex Classes and Controllers, Salesforce.Com Platform, Force.com, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Sales Cloud, Marketing Cloud, Community Cloud, Scrum, Custom Objects, Custom Fields, Web Services, SOAP/Rest.

**Responsibilities:**

* Followed **Agile & Scrum** methodology for the execution of day to day work related activities.
* Involved in business and technical grooming sessions and provided solutions for various stories.
* Customized application to extend Salesforce functionality and wrote Apex Classes to provide functionality to the **Visualforce pages.**
* Administrator for different salesforce.com **CRM** application for sales cloud and service cloud.
* Written **SOQL, SOSL**, relationship and aggregate queries in Apex Classes, Triggers and tuned queries to avoid data skewing.
* Created modern Enterprise **Lightning Apps** combining Lightning Design System, **Lightning App Builder** and Lightning Component features.
* Developed apex test classes and targeted for 90% of code coverage across each Apex Class & trigger.
* Closely worked with Salesforce.com consultants for implementing the business solutions for their client requirements, using APPTUS CPQ within the exclusively developed framework.
* Implemented **Email-to-Case**, **Case** Escalation rules, Case Assignment rules for service request automation.
* Implemented CPQ solution using **Apttus CPQ & Contract Management (CLM)** for various customers in industries.
* Work on day to day data management activities and move data from legacy systems into salesforce.
* Created visual force pages with complex, dynamic components with the standard Visualforce AJAX components.
* Worked on Ajax tool kits and java script rest tool kits with the SOAP API to call JavaScript on visual force pages.
* Debug **Apex scripts** using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* For Code Repository, Version Control utilized Bit Bucket, **JIRA** and Collaborated with the team through, Outlook, Slack and GoToMeeting.
* Used the sandbox for testing and migration of code to the deployment instance after testing.
* Involved in daily stand-up meetings, Scrum. This resulted to bring good solution to the business requirement.
* Troubleshooted performance issues and analysed salesforce event monitoring logs.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like Visualforce, **Force.com IDE.**

**Environment:** Salesforce Lightning, Salesforce.com platform, Apex Language, Visual Force, Pages, Data Loader, Apttus CPQ, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Tomcat, Oracle, Eclipse IDE Plug-in, Windows.

**Role: SFDC Developer/Admin**

**Responsibilities:**

* Developed the Apex classes, Triggers and Visual force pages with required UI designs.
* Worked on the Web Services for enabling the data to be used outside the domain.
* Involved in Salesforce.com Service Cloud development, customizing the UI, including creation of Custom objects, Page layouts, Custom tabs, Validations to suit different business users groups.
* Worked on Salesforce.com application to setup activities and customized it to match the functional needs of the organization.
* Built Workflow rules, Approval process and created related actions Field update, Email alert, Creating a Task and outbound messaging.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Wrote Apex code to convert lead to a contact and associate the contacts with accounts.
* Created various Reports (**summary reports, matrix reports, pie charts, dashboards** and **graphics**) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the need in the organization.
* Used **SOQL & SOSL** for data manipulation needs of the application using platform database objects.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange** applications.
* Extensively worked on integrating **REST API** using callouts framework in SFDC
* Developed **Reports** and **Dashboards** for various business users on Opportunity, Cases and Accounts.
* **Refactoring** of code to fix the existing issues in the sequence of operations on real-time.
* Worked on Agile and Scrum methodology for Salesforce custom app implementation.

**Environment**: Saleforce.com Service cloud, Apex Classes, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Workflow & Approvals, Reports, Eclipse IDE, WSDL and GitHub.

**Role: SFDC Admin**

**Responsibilities:**

* Involved in **Salesforce.com** Application Setup activities and customized the apps to match the functional needs of the organization.
* Created various Reports **(summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to better utilize Sales force as a sales tool and configured various Reports for different user profiles based on the needs of the organization.**
* Efficiently worked on customizing with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities using Apex.
* Involved in setting up the **Role Hierarchy** and assigning the Users as per the role.
* Worked on different relationships between the objects like lookup and master detail relationships.
* Designed various types **Email templates** for auto response to customers and set outbound messages
* Developed workflow rules for various tasks and **Email alerts** as per the requirement.
* Developed field & page layout customization for the standard objects which includes Account, contact, Leads.
* Created multiple custom profiles & permission set to meet the business requirement & process.
* Worked closely with sales team and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of **SalesForce.com.**

**Environment:** Salesforce.com platform, JIRA, Apex, Visual Force (Pages, Component & Controllers) Workflow Rules & Approval Processes, AppExchange, Apex Data Loader, HTML, CSS, XML, Java Script, SOAP API, REST API, Email Services Custom Objects, Page Layouts, Reports, Dashboards, Web Services and Sandbox, Eclipse IDE tool.