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Professional Summary:

- Over 4 **years** of experience as a **Developer** and **Administrator** involved in, **Administration, Development, Configuration, Integration, and Testing** with Salesforce.com and Force.com platforms. Additionally extensive having knowledge in implementing, customizing, and maintaining Salesforce solutions.
- In-depth knowledge of Salesforce end-to-end implementation cycle in **Sales Cloud, Service Cloud, Salesforce Field Service, Experience Cloud, and Health Cloud**.
- Experience in SFDC designing, development, and testing using **Apex Classes, Apex controllers, Triggers, Batch Classes, Schedule classes, Test Methods, Visualforce pages, Lightning Components, DML, SOQL, and SOSL**.
- Experienced with **Lightning UI development** and created numerous **Lightning applications** using **Lightning components, controllers, lightning events, Lightning Bundle, Lightning App Builder, and Lightning Component Feature**.
- Expertise in **Flows**.
- Expertise in aura framework, Lightning Components, and Salesforce Lightning Design System (SLDS).
- Good development experience with **Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service**
- Developed multiple custom **Lightning Applications** using SLDS to convert existing Visual-force pages to Lightning Components, Aura tags, JavaScript (Client-Side Controller), Apex (Server-Side Controller), and Events and using custom CSS in the components.
- Hands-on experience with Salesforce. **Web Service API** like REST API, SOAP API, Bulk API, and Metadata API.
- Experience in using **Data Loader** for **insert, update and bulk import or export** of data from Salesforce.com Objects.
- Proficient knowledge of **Governor limits**. Experience in optimization of existing code by the governor limits.
- Expert in Implementing and customizing **third-party add-ons** (App-exchange) and helping identify, work with, and manage third-party agencies, vendors, and solutions.
- Voluminous experience in designing **Picklists, Dependent Picklists, Multi-Picklist & Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation** according to application requirements.
- Good at Deployments using Salesforce DX, Gearset, and Changesets.

Work Experience:

Company: App Solve, Canada
Salesforce Developer

November 2021 - present

Environment:

Salesforce.com platform, Visual-force, Lightning Components, Sales cloud, Service-cloud, Data loader, JavaScript, Eclipse IDE, integration, migration, SOQL, SOSL, HTML, WSDL, CSS, ETL, Case management, Apex Classes/Triggers, workflow approvals Sandbox data loading, Custom reports, and dashboards.

Responsibilities:

- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
- Administered, configured, and maintained Salesforce.com application user **profiles, and roles, assigning Permissions, generating security tokens, and validation Rules.**
- Implemented security and sharing rules at object, field, and record levels for different users at different levels of the organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Created various Reports (Summary reports, Matrix reports, Pie charts, Dashboards, and Graphics) and Report Folders to assist managers in better utilizing Salesforce as a sales tool and configured various Reports for different user profiles based on the need of the organization.
- Designed, developed, and deployed **APEX Classes, Controller Classes, and APEX Triggers for various functional needs in the application.**
- Worked on ETL tools and Web Services like **REST API and SOAP API** to integrate Salesforce with other applications within the organization.
- Involved in building Lightning **components** apps to provide better and more interactive interfaces to end-users, which help in sales enhancements.
- Assigned workflows for Lead conversion, transfers, merging duplicates, and managing web-to-lead to track responses to online campaigns.
- Involved in **data mapping and migration** of data from legacy systems to Sales Force.com Objects and fields.
- Worked on Lightning Component Library and SLDS classes (Lightning Design System); integrated custom-built Lightning Web Components and replaced existing Aura Components on the Salesforce platform using Lightning Component Framework, modern web stack (modern JavaScript, HTML, CSS), and native web browser engine.
- Used SOQL and SOSL statements within **Governor Limits** for data manipulation needs of the application using platform database objects.

Environment:

Salesforce.com platform, Apex, Agile Methodology, Visual force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, SOQL, SOSL, Email Services, Eclipse, Visual force pages, Pardot, Sandbox data loading, SQL, Java, SOAP, WSDL & Restful Web Services.

Responsibilities:

- Involved in various stages of the Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, and testing.
- Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, and **Lightning Components** to suit the needs of the application.
- Created many **Lightning Components** and **server-side controllers** to meet business requirements.
- Installation of Field Service managed Package.
- Manage Field Service Permissions for Admin, Agent, Dispatcher, and Technician.
- Worked on creating work rules, work types, and scheduling policies. Set up service resources and crew management.
- Set up Dispatcher Console. Worked in Dispatcher Console Gantt and console Map.
- Created Mobile Flows, Screen Flows, Auto launched Flows, Record Triggered Flows, and Scheduled Flows.
- Efficient in using **GitHub, and Workbench**.
- Implemented SFDC Integration using **REST/SOAP Web Service APIs**. Integrated the SOAP/REST API-based Web Services on Demand for extracting the data from external **systems**.
- Enabled **Aura Framework**, by adding **Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications**.
- Designed and deployed Custom Tabs, Validation Rules, Approval Processes, and Auto-Response Rules for automating business logic.
- Implemented service cloud functionality like case management, field service management, and CTI integration
- Picklists, dependent pick lists, lookups, master-detail relationships, validation, and formula fields to custom objects.
- Configured **Omni Channel, Omni supervisor, Queue routing, custom settings, Roles, profiles, groups, and chatter**.
- Created page layouts, and search layouts to organize fields, custom links, related lists, and other components on a record detail and editing pages. Created workflow rules and defined related tasks, time-triggered tasks, email alerts, and filed updates to implement business logic.

Certifications:

Salesforce Certified Platform Developer I -22417584

Salesforce Certified Administrator -23059965

Educational Qualification:

- PG Diploma in Project Management, Lambton College, Toronto.
- BTech in JNTUH College of Engineering, Hyderabad, India.