



Sujith
Salesforce Developer

PROFFESIONAL SUMMARY

- Around **9+** years of IT experience in **SalesForce.com CRM Platform** as **Sales force Developer**.
- Proficient in **Sales Cloud, Service Cloud, Community cloud**.
- Experience in **Data Loading using both Web based and Apex Data Loader**.
- Experience in **Automation - Workflow Management, Queues**.
- Experience in CI/CD automation.
- Experience in **SFDC Administration, Deployment, Reports, Dashboards, Data Management**.
- Experience in creating the relationships junction objects and Security like **Master-Child, lookups, Entity Relationship data model, Roles, Profiles** and permission sets.
- Extensive work experience using **Force.com Web services (Rest, Soap)** for implementing web services in the application for access to data from different users.
- Extensive experience **Creating Profiles, Page Layouts, workflow alerts and actions, Dynamic Visual force pages and Approval workflow**
- Created Workflow Rules to **automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound Messages**
- Implemented security and sharing rules at **Object, Field and Record level** for different Users at different levels.
- Used **SOQL&SOSL** with consideration to **Governor Limits** for **data manipulation** needs of the application using platform database objects.
- Well versed in **migration and integration of CRM applications** for large enterprise customers.
- Used Force.com **Web services API** for **implementing web services** to access data from different users.
- Extensive business knowledge and customization experience on various salesforce.com **standard objects** like **Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting, Reports and Dashboards**.
- Experience in exporting and importing data using **import Wizard and Apex Data Loader**.
- Experience in implementation & Integration experience on **SalesForce.com** using **Apex Language (Classes, Controllers & Triggers), Visual force Pages, Custom Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards**.
- Experience in wide range of languages and tools such **APEX, Visualforce, HTML5, Javascript, Angular JS, CSS and jQuery**.
- Strong understanding of **Change, Release, Configuration, and Incident management**.
- Experience in realizing the business requirements to design on **SalesForce.com** platform by designing the required entities like custom objects.
- Experience in all phases of **Software Development Life Cycle (SDLC)** including **analysis, requirement gathering, development, enhancements, testing, deployment** and maintenance of enterprise applications.
- Experience with **Agile software development practices** and life cycle.
- Experience in working across various **SFDC implementations covering Sales cloud, Service Cloud and Chatter applications**.
- Involved in using **Lightning, Process Builder and Workflows**.



EDUCATION

Bachelors in Computer Science Engineering in **Kakatiya University**, Warangal, India

TECHNICAL SKILLS

Salesforce API tools	App Exchange Data Loader, Force.com Explorer, Change Set , Force.com Excel Connector, Force.com IDE, Workbench, SOQL Explorer and Force.com Migration Tool (ANT), Github, Jenkins, Metadata API.
Salesforce.com Development	Apex Classes, Apex Triggers, Test Classes, Apex Custom Controllers and Extension, Visual force (Pages, Components & Controllers), Validation Rules, Work Flows, Dashboards, Reports, Custom Objects, Force.com Eclipse IDE Plug-in, Apex Web Services, Apex Explorer, Sandbox Development and testing, Apex Data Loader, SOQL, SOSL, Ajax Tool Kit.
Salesforce Integration Tools	Data Loader
Languages	Ápex, Java, SQL
Database	MYSQL, Oracle 9i, Oracle 10g, SQL Server
Web	HTML, XML, CSS, JavaScript, SOAP Web Services, REST Web Services and WSDL
Platforms	Windows NT/2000/XP Pro/Vista/7, 8,10
Java Technologies	Java, JSP, JavaScript, JSON

CERTIFICATION

Certified in **Salesforce Platform Developer 1 (DEV 401)**.

WORK EXPERIENCE

Client: Interactive Data Corp, Hayward, CA

Jun 2015 to Present

Role: Salesforce Developer

Project Description:

Interactive Data Corporation is a company that provided financial services and related solutions to financial institutions, Project involved implementing sales, support and integration of suppliers, inventory, orders into Salesforce, worked on partner portal and customer portal.

Roles and Responsibilities:

- Involved in gathering the requirements from business administrators to have a clear understanding about the accurate project requirements and understand the business requirements.
- Used to Lightning Components access at the user, profile, and organization level.
- Worked in developing various lightning components, events and lightning applications.
- Created Lightning Component Tabs and Visual force Tabs.
- Used Lightning process builder for visualizing and creating automated business processes.
- Assist in the configuration and maintenance of Sandbox environments to facilitate success development and QA testing of new on-demand features and functionality in Sales Cloud Platform.



- Implemented and maintained Salesforce Service Cloud and Sales Cloud. Built custom solutions with Apex and Visual Force, which support most critical processes and workflows.
- Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with an emphasis on Service Cloud solution.
- Worked with various Salesforce.com objects like Accounts, **Contacts, Leads, Opportunities, Reports and Dashboards**.
- Used Data Loader for insert, update, delete and bulk or export of data from Salesforce.com S Objects.
- Used **SOQL & SOSL** with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Developed complex workflows and approval processes for automating business logic.
- Written **Apex Classes, Controller, Extension Controllers** and **Apex Triggers** in the application for various Business/functional requirements.
- 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.
- Involved in querying Sales force tables using SOQL & SOSL using Force.com Explorer.
- Developed and deployed **Workflows** and **Approval processes** for opportunities and products/ assets management.
- Created and used **Email templates** in HTML and Visual force.
- Involved in Setting up of reminder emails and triggers.
- Involved in unit testing, bug fixing and post release support.
- Developed SFDC Customized **Reports, Dashboards** and **Processes** to continuously monitor data quality and integrity.
- Worked closely with Business Users to enabled business process using SFDC.
- Data migration from legacy system to Sales force using **Data Loader** and CSV.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.
- Involved in using Lightning, Process Builder and Workflows. Worked on customization of visual force to have Lightning Experience for desktop and mobile applications.

Environment: Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in.

Client: HMS, Las Vegas, NV
Role: Sales force Developer

Apr 2014 to May 2015

Project Description:

Designed CRM application which will maintain the insurance information of the user accounts and the system is integrated with multiple applications for generating leads and for other data.

Roles and Responsibilities:

- Worked with Business Analysts and end user to determine screen layouts for a new web application.
- Worked on various Salesforce.com standard objects like **Accounts, Contacts, Leads, Campaigns, Reports and Dashboards**.
- Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages** to suit to the needs of the application.



- Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
- Created Junction object to leverage the functionality of Many to Many relationships between two objects.
- Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.
- Created lookup and master-detail relationships on the objects and created junction objects and various advanced fields like **Picklist, Field Dependencies, Custom Formula, and Approval Process, Sharing rules** for automated alerts, filed updates and Email generation.
- Created **custom reports and dashboards** for analyzing the information provided by the user.
- Imported & created data from excel sheets into Leads, Accounts ,Contacts and Opportunities Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard and scheduling tools to automate bulk data loading.
- Implemented Web-to-Case, Email-to-Case functionalities to provide a better customer support to the customers.
- Involved in using Lightning, Process Builder and Workflows.

Environment: Salesforce Enterprise Edition, Apex, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Reports, Custom Objects, Escalation rules, Security controls, Email Services, Sandbox data loading, Unit testing, Import Wizard.

Wipro Technologies, Mysore, Karnataka

Apr 2012 to Mar 2014

Role: Sales force Developer

Project Description:

This project was on Salesforce CRM to fulfill their business needs in call center, Sales and Marketing. Sales force CRM call center was deployed for customer and operational support users in the field. Sales force CRM made it easy to develop unique customer case its own set of rules for escalations, notifications and approval.

Roles and Responsibilities:

- Designed, developed and **deployed Apex Classes and Test classes, Controller Classes and Apex Triggers, validation rules** for various functional needs in the application.
- Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on daily basis.
- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of salesforce.com (SFDC).
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- Organized email templates and inbound emails using Visual force for the clients and customers.
- Written SOQL queries to fetch the data from **Workbench** and **Explorer**.
- Provided support to on-going salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow and Triggers.



- Integration of Application with salesforce.com by using SOAP web services API Used Dashboards to keep in track the percentage of sales.
- Implemented the modules using **Model View Controller (MVC)** design pattern.
- Developed GUI related changes using JSP, HTML and client validations using Java script.
- Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.

Environment: Java 1.4, HTML, Java Script, Eclipse, SQL, Salesforce.com platform, Apex, Visualforce, Controller extensions, Data Loader, workflow & Approvals, Reports, Cases, Custom Objects, Custom Tabs, Email Services, Security Controls, Windows XP, Eclipse IDE Plug-in, Test.

Wipro Technologies, Noida, Delhi

Role: System Administrator

Apr 2008 to Mar 2012

Client: EXL

Project Description:

EXL serving organizations in insurance, healthcare, banking and financial services, utilities, travel, transportation and logistics, deliver solutions from wherever clients need them.

Roles and Responsibilities:

- Installing and Configuring IIS 5.0, 6.0, 7.0.
- Creating Websites and Virtual Directory.
- Hosting Websites in Production Server for public usage.
- Deployed ASP.NET applications on IIS.
- Monitoring IIS servers, services and application pools.
- Configuration of Website properties and virtual Directory.
- Configuration of Application Pool.
- Configuring Different .net frameworks 1.1, 2.0, 3.5.
- Creating FTP Account for users to upload their content.
- Configuring SSL on Website.
- Analyzing Access/Error/HTTP Error Logs and identifying potential issues with computer systems.
- Troubleshooting day-to-day problems related to Servers, Websites, FTP, Database Connectivity etc.
- Uploading Web Content via FTP (Command/IE/Third Party Tool).
- Backup and Restore of websites and Virtual Directories.
- Windows Load Balancing and Clustering.

Environment: Microsoft IIS 5.0, 6.0, 7.0, 7.5, Windows XP, Windows server 2000, 2003 & 2008, MS-Office, SQL.

Additional Information:

CRM, Apex Language, Apex Classes/Controllers, Triggers, SOQL, SOSL, Visualforce Pages / Components, Reports, Workflow & Approvals, Process Builder, App-Exchange, Custom Objects, Tabs, Apex Data Loader.