

## **PROFESSIONAL SUMMARY:**

- Around 6 Years in Enterprise Software Applications Development using Salesforce Cloud Technologies, and programming languages PHP, Java, Java Script, HTML, CSS.
- Hands on experience in salesforce lightning, building and customizing lightning components and applications.
- Hands on expertize in Force.com platform, building and customizing applications using Apex and Visualforce. Sound knowledge in customizing Sales and Service cloud applications and building custom applications to suit complex business requirements.
- Good knowledge on Web Service integrations using REST and SOAP API.
- Expertize in implementing Salesforce Security Model using Profiles, Permission Sets, OWD, Roles and Sharing Rules.
- Experience in implementing declarative Salesforce platform features using Object model, Relationships, Record Types, Page Layouts, Validation Rules and Workflows etc.
- Experience in developing web/ecommerce applications using PHP, Java, Java Script, HTML, CSS and good understanding on MVC architecture.
- High energy and result oriented professional with business intelligence, Health care, finance and supply chain management expertise.
- Having pure customer based approach utilizing 'in-depth' customer interaction and requirement gathering.
- Interacted with the Business Analysts, Identified the needs and requirements of the system, and designed a reporting solution to fit the needs.
- Experienced in customizing standard objects Accounts, Contacts, opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
- Excellent interpersonal skills to achieve senior management and end-user buy-in with succinct presentation and clear communication.
- Experienced in Administration setup like manage Users, Security Controls and Data Management.
- Good familiarity with Service Cloud and Salesforce Communities.

## **TECHNICAL & BUSINESS SKILLS:**

- **SalesForce:** Sales Cloud, Service Cloud, Apex, Visual Force and Apex Data Loader.
- **RDBMS:** Oracle, MS SQL Server, DB2. (Throughout my experience)
- **EAI:** SOAP and REST API Web Services.
- **Business/Industries:** AirLines, Telecommunications, Manufacturing, Data Center Management, Hardware support/inventory, Software Services, Health Care, Finance.
- **SDLC Methodologies:** waterfall, Iterative, Agile Scrum
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## **PROJECT EXPERIENCE:**

**Client:** Delta Air Lines, Minneapolis, MN

**April 2017 – Present**

**Industry:** Air Lines

**Role:** Salesforce Developer/ Administrator

**Technologies:** Salesforce CRM, Salesforce Lightning, Apex, Visual Force, Java Script, CSS

- Involved as Developer and throughout life cycle of the projects. Implemented triggers, Visual Force pages and Components.
- Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud and PROS CPQ.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
- Retrieved data and its functionality from Third-Party API's and displayed within the lightning component.
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
- Designed multiple custom lightning components.
- Managed Different SFDC Sandbox environments for Dev/UAT environments.
- Worked extensively with lightning process builder flows, Connect API, Chatter and quick Action
- Designed, and developed Apex Classes, Controller Classes, and extensions for various functional needs in the application.
- Implemented Web services using SOAP and REST API for integrations with internal systems as well with external third-party vendors.

**Client: GE Energy, Atlanta, GA**

**Aug, 2016 – Mar, 2017**

**Industry: Energy**

**Role: Salesforce Developer/ Administrator**

**Technologies: Salesforce CRM, Apex, Visual Force, Java Script, CSS**

- Involved as Developer and throughout life cycle of the projects. Implemented triggers, Visual Force pages and Components.
- Actively participated in Technical team discussions between teams, Analysts, developers and QA Team.
- Designed and deployed the Custom objects, Formulas, Page layouts, VF pages, Components, Profiles, Custom Settings, Workflow rules and Labels to suit to the needs of the application.
- Implemented the Standard Set Controller and its attributes to paginate the records in Visual Force Pages.
- Designed Complex visual force pages using Apex Controllers (Standard, Custom Controllers and Extensions).
- Developed complex Triggers for standard and custom objects.
- Implementing test class for each functionality.
- Hands on experience on Sales force Lightning for Customizing Reports and Dashboards for business use.
- Managed Different SFDC Sandbox environments for Dev/Test/UAT environments.
- Worked extensively with lightning process builder flows, Connect API, Chatter and quick Action
- Managed Deployment management/Release Management.
- Involved in working with team to upgrade handoffs in production.
- Experience with build Automation and Deployment tools (TFS, Subversion (SVN), Jenkins, MSBuild, etc.)
- Extensively used Github, Jenkins for code migration from personal sandbox to Dev.

**Client: Comcast Corporation**

**Jan, 2015 – Aug, 2016**

**Industry: Telecommunications**

**Role: Salesforce Developer**

**Technologies: Salesforce CRM, Apex, Visual Force, Java Script, CSS**

- Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
- Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.
- Designed and built cloud service models including infrastructure as a service, Platform as a service, Software as a service.
- Implemented apex scheduler to invoke apex classes at regular intervals.
- Have deployed code from sandboxes to production environment by using ANT migration tool
- Authored Dynamic apex to access Subjects and field describe information execute dynamic SOQL, SOSL and DML queries.
- Authored methods that can be called from Visual force pages to Controller Extensions.
- Created Custom Controllers to make external web service callouts, validate and insert data.
- Created Visual force pages that could be rendered as PDF's, build dashboard components and define email templates.
- Created Visual force pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.
- Implemented Bulk API based on REST principles to load and delete large sets of data.
- Implemented call center on **Salesforce** with CTI integration and Data Integration with ETL.
- Worked closed with the Interaction designer and implemented complex visual force pages involving several static resources, CSS files, JavaScript and JQuery.
- Used pick lists, dependent pick lists and implemented search functionality in picks lists and auto refresh and auto search on selecting pick list.
- Designed and modified Approval process and created Approval steps, which used email alerts and field updates.
- Actively participated in Technical team discussions between teams, Analysts, developers and QA Team.
- Involved in working with team to upgrade handoffs in production.

**Client: Assurant, Kansas City, Missouri**

**July, 2014 – Jan, 2015**

**Industry: Insurance Service**

**Role: Salesforce Developer**

**Technologies: Salesforce CRM, Apex, Visual Force, Java Script, CSS**

- Implemented Sales and Service Cloud.
- Actively participated in Technical team discussions between Business teams, Analysts, developers and QA Team.
- Designed and deployed the Custom objects, Formulas, Page layouts, VF pages, Components, Profiles, Custom Settings and Labels to suit to the needs of the application.
- Designed and developed Batch Classes to handle bulk logic and invoked the batch Class from Trigger Context asynchronously.
- Implemented the Standard Set Controller and its attributes to paginate the records in Visual Force Pages.
- Designed Complex visual force pages using Apex Controllers (Standard, Custom Controllers and Extensions).
- Developed Triggers for standard and custom objects.
- Managed Different SFDC Sandbox environments for Dev/Test/UAT and Training.
- Managed Deployment management/Release Management.
- Assigned and worked with team members to resolve any issues they have in completing the tasks and providing support.

- Involved in working with Admins in business office to upgrade handoffs in production.
- Prompt identification, escalation and resolution of issues.

**Client: MerrillLynch , NY**

**Sept,2013July,2014**

**Industry: Finance Service**

**Role: Salesforce Developer**

**Technologies: Salesforce CRM, Apex, Visual Force, SOAP and REST API, Java Script, CSS**

- Involved as Developer and throughout life cycle of the projects. Implemented 2 custom applications on Force.com Platform.
- Implemented Sales and Service Cloud.
- Actively participated in Technical team discussions between Business teams, Analysts, developers and QA Team.
- Designed and deployed the Custom objects, Entity-Relationship data model, Formulas, Validation rules on the objects, Page layouts, Custom tabs, Components, Roles, Profiles, Public Groups, Permission Sets, Custom Settings and Labels to suit to the needs of the application.
- Developed inbound email services for processing inbound emails
- Designed and developed Batch Classes to handle bulk logic and invoked the batch Class from Trigger Context asynchronously.
- Developed Scheduler Classes for nightly batch processes.
- Implemented the Standard Set Controller and its attributes to paginate the records in Visual Force Pages.
- Designed Complex visual force pages using Apex Controllers (Standard, Custom Controllers and Extensions).
- Developed Triggers for standard and custom objects.
- Implemented Web services using SOAP and REST API for integrations with internal systems as well with external third party vendors.
- Developed Asynchronous Callouts using the Future Annotation and executed the future methods from a Trigger.
- Managed Different SFDC Sandbox environments for Dev/Test/UAT and Training.
- Managed Deployment management/Release Management.
- Assigned and worked with team members to resolve any issues they have in completing the tasks and providing support. Involved in working with Admins in business office to upgrade handoffs in production.
- Train and support end-users and facilitate end user adoption.
- Prompt identification, escalation and resolution of issues.
- Supported Post Go-live for resolving critical issues.

**Client: Henderson Brothers, Pittsburgh, PA**

**July, 2012 - Aug, 2013**

**Industry: Health Care Service**

**Role: Salesforce Developer**

**Technologies: Salesforce CRM, Web Services**

- Involved as Sr. Developer and throughout life cycle of the projects. Implemented Sales and Service Cloud.
- Developed Custom Applications for Physician Relationship Management and Referral Management.
- Actively participated in Technical team discussions between Business teams, Analysts, developers and QA Team.

- Designed and deployed the Custom objects, Entity-Relationship data model, Formulas, Validation rules on the objects, Page layouts, Custom tabs, Components, Roles, Profiles, Public Groups, Permission Sets, Custom Settings and Labels to suit to the needs of the application.
- Developed inbound email services for processing inbound emails
- Designed and developed Batch Classes to handle bulk logic and invoked the batch Class from Trigger Context asynchronously.
- Developed Scheduler Classes for nightly batch processes.
- Implemented the Standard Set Controller and its attributes to paginate the records in Visual Force Pages.
- Designed Complex logic involving Apex Controllers (Standard and Custom Controllers).
- Developed Triggers for standard objects.
- Implemented Web services using SOAP and REST API for integrations with internal systems as well with external third party vendors.
- Developed Asynchronous Callouts using the Future Annotation and executed the future methods from a Trigger.
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- Supported Post Go-live for resolving critical issues.