**PRAVEEN M**

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**SUMMARY**

 **Certified Salesforce Administrator. Certification Number: 2013069.**

 **Certified Salesforce Developer. Certificate Number: 1596319.**

 Having around 7.5 years of experience in IT, which includes 6+ years in Salesforce.com platform, Sales cloud, and Service cloud.

 Extensively exposed to **creating objects, fields, Record Types, workflows, approval processes, Escalation rules, Assignment rules, validation rules, Email services, data migration activities, custom page layouts, custom fields** and other standard functionality.

 Excellent Communication and inter-personal skills; accustomed to working in both large and small team environments.

TECHNICAL SKILLS

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| **Sales Force Technologies** | Sales Force CRM,Apex Language, Apex Classes / Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages ,Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Reports and Dash Boards, Custom Objects |
| **Sales Force Tools** | Data Loader, Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Connect Offline, Force.com Migration Tool |
| **Languages** | Apex, C, C++, Java, UML,SQL |
| **Web** | HTML, XML, Java Script, WSDL |
| **Databases** | MS SQL Server 2000/2005, PL/SQL,Oracle 9i,MS Access, and MySQL |
| **Operating Systems** | Windows NT / 2000 / Vista, Windows Server 2000/2003/2008, UNIX, Sun Solaris 9 |

**PROFESSIONAL EXPERINCE**

**Client: Zonare Medical Systems, Mountain View, CA Dec 2015- Present**

**Role: Salesforce Consultant**

**Responsibilities:**

 Program and maintain the FPX Firepond CPQ system which is integrated with SFDC for generating quotes and proposals.

 Work with Behaviors, Conditions, and Context Variables in CPQ system to manage the accessibility of products and price books to users.

 Website and Pardot Integration with Salesforce.

* Develop Access rules, approval processes for quote object in the FPX based on discount percentages.
* Managing Users, Roles, Profiles, lead assignment rules, permission sets in Salesforce and FPX.

 Support the migration of one salesforce instance and merging it with other instance.

 Developing Training plans, and documentation for new hire, existing representatives, both internal and field employees i.e. new product, system changes & interface controls.

**Client: Facebook, Menlo Park, CA Jan 2015- Dec 2015**

**Role: Salesforce Administrator/Developer**

Facebook uses Salesforce platform as Sales and Service cloud for various applications such as SORT (Inventory Management), TEM, IT Asset Management, Accounts Payables, Sales Operations, and Peoples Operations

. **Responsibilities:**

 Development and Production Support such as user management, Scheduling reports with custom settings, maintaining data integrity and case management to applications such as SORT, Accounts Payable, IT Asset Management, and TEM.

 Created various Validation rules, assignment rules, permission sets and workflows such that if a new email is received for a closed case, the case is reopened and placed in the owners queue and color-coding of cases based on age.

 Developed triggers where IT Assets and Locations are updated when the respective hardware standards are changed.

 Working on Apex Language and Visualforce development of prime function such as case repair.

The case repair page is a combination of case feed, custom repair page and attachments.

 Created new record types and page layouts for Facebook Asset object, which is used by Infra network team, ENS team and Data center team.

 Supported data migration from salesforce to new application reSORT using ETL tools such as

Informatica cloud and Data loader.

**Client: Varian Medical Systems, Milpitas, CA Apr 2014- Nov 2014**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

 Owned and Managed Market Clearance Management (MCM) application of the Brachytherapy

Division that manages the Products and their Clearance entries in different countries.

 Created Roles, Profiles, Access Settings, Workflows, Validations, creation and modification of fields, page layouts.

 Created reports and dashboards which help user to track the history of the custom object etc.

 Designed and Developed Apex triggers and Classes that helps creation of custom child (CEF)

Records for all the countries based on the custom parent(Product Profile) record creation.

 Designed Visual Force Pages with custom controllers and extensions that help in mass update of document link records based on the selected Product Profile, Product Bundle and Clearance Family.

 Developed Forecasting functionality which gives the Estimated Submission date and Expected

Clearance date based on the release milestone selection.

**Client: Seagate, Scotts Valley, CA Dec 2013- Mar 2014**

**Role: Salesforce Developer**

**Responsibilities:**

 Worked on Job Tracking application for Seagate Recovery Services (SRS) that handles customer and partner interactions, case management, lab processing, and customer invoicing.

 Managed cases and tasks that originate from various customer and partner sites.

 Created Custom Report Types, Joined Reports, and Summary Reports for users reporting.

 Worked on various Apex classes, triggers, and Visual force pages involved in the recovery business process.

 Designed and Developed Workflow rules, Validation rules, Assignment flow and other customizations with Salesforce.com.

* Worked on Defects logged in the Quality Center and rectified them by developing optimal solutions.
* Managed financial force application that is used for the Invoice generation.

**Client: Crystal Rock, Watertown, CT Jan 2013- Oct 2013**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

**•**  Worked on Apex Triggers, Apex Classes, and Visual force pages for phone orders and contract orders.

**•**  Created Record Types, page layouts and workflow rules for the two types of Accounts which

are Parent Account and Location Account.

**•**  Managed User accounts, profiles, permissions, page layouts, advanced formulas, reports and dashboards.

**•**  Created and configured various custom reports and report folders for different user profiles.

**•**  Worked on Salesforce Integration with Route Manager which is a legacy system for handling

Equipment pricing and order delivery.

* Performed bulk imports of data using the Dataloader on weekly basis.
* Worked on Custom Objects such as Turf, and Street Sheets which are for assigning territories to sales representatives.
* Created Documentation of the customizations done while deploying.
* Used Git Hub application for version controlling.

**Client: EMD Millipore, Billerica, MA Sept 2011- Dec 2012**

**Role:** **Salesforce Developer**

**Responsibilities:**

* Implemented ServiceMax app that would help the Ground Servicemen to provide Services related to Installation of the product, and further any Services provided to the Installed Product.
* Assisted in transformation from SAFARI (Current Lotus notes application for the management of field service work) to ServiceMAX app.
* Managed various ways of case creations such as e-mail to case, web to case etc.
* Worked in deploying from the sandbox environment to test allchnages to business logic.
* Developed an Interface between Oracle and ServiceMax that will automate the creation of Installed Product when a Serviceable product is booked in the Oracle ERP system.
* Maintained various ServiceMax objects like Installed Products (IP), Locations, Accounts, Contacts and relationships between them.
* Created relationship mapping for the Tables in the Oracle ERP system and Objects of the ServiceMax app.
* Managed operational requests such as creating rules around workflow, validation,Case Escalation, Approvals etc.
* Worked on various customized objects such as Work orders, Cases, Warranty etc.

**Client: FleetMatics, Boston, MA Jan 2011-Aug 2011**

**Role: Salesforce.com Developer**

FleetMatics is one of the leading vehicle tracking application providers. I was involved in implementing Salesforce.com and its enhancement and customization.

**Responsibilities:**

* Demoed the suggested developments and proposed best possible alternatives to the CRM Committee, admins and senior stake holders.
* Developed and maintained the functional areas of data management, forecasting, accounts, leads, opportunities, dashboards and reports and any other customized required.
* Created Apex Helper classes, transaction and session management.
* Performed batch reassignment of accounts and opportunities based on organizational changes.
* Wrote several Apex classes for creating clone button, Visual force for UI customized pages to override the new opportunity button.
* Used various SOQL & SOSL queries according to the governor limitations to store and download the data from salesforce.com.
* Integrated Pardot with Salesforce for lead generation.
* Proficient in ANT packing and deploying several profiles, triggers, classes, visualforce pages and so on.
* Integrated cases and solutions into a simplified one page self-sufficient case tracking system.
* Handled massive amounts of lead and accounts data while importing data using both the Apex Data loader and import wizard.

**Client: Wgbh, Boston May 2010-Dec 2010**

**Title : Salesforce.com Developer**

Wgbh is a not-for-profit organization in media sector and includes stations like PBS and tv/radio channels. I was involved in implementing Salesforce and migrating from blackbaud systems.

**Responsibilities:**

* Developed and deployed Salesforce.com Enterprise edition.
* Worked on various salesforce.com standard objects like campaigns, leads, accounts, contacts, opportunities, cases, giving, gifts and activities.
* Integrated Salesforce with Blackbaud system using Java application and REST Api, to send donor information for Gifts processing.
* Used Quartz scheduler for scheduling the integration for Gifts processing.
* Developed cascading style sheets(CSS) for creating effects in Visualforce pages.
* Implemented Single Sign-on with ADFS. This allowed users to login one-time into a single place and provided access to 3 different cloud based applications.
* Integrated yourmembership.com with Salesforce.com to synchronizing campaigns & updating Leads using REST API.
* Used Cast Iron Cloud for ETL process (migrated data from Oracle database to Salesforce).
* Implemented field level and object level security for sensitive data holders fields.
* Configured analytic snapshots.
* Created data migration templates.
* Implemented Approvals/Workflows.

**Client: Sify Technologies Jan 2009 - Apr 2010**

**Role: Java/J2EE Developer**

**Responsibilities:**

* Analyzed the customer provided functional Requirements and prepared High level design document, UML class diagrams using rational tool.
* Built base framework, common critical reusable classes for dependent modules.
* Studied the project requirement and designed the project. Created tables, views, synonyms, and sequences.
* Extensively used triggers, Pl/SQL procedures, packages, functions, while developing the forms and reports.
* Added more functionality for site administration.
* Involved in maintenance tasks like porting the application onto a new site.
* Developed unit test case classes and tested persistence methods of the different components using JUnit framework.
* Involved in the configuration, development, and deployment of EJBs, and JSPs & Servlets in web logic Test Environment.