**Sr. Salesforce Consultant**

Satish D

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Over all 13+ years of experience with 11+ Years of experience in Salesforce.com CRM space that includes Development, Administration, Implementation, and Support experience.  
• Around 4+ year of experience in implementation of Salesforce Lightening Components and Lightening Pages  
• Good Expose working in Agile/Scrum methodology and the agile process.  
• Good exposure on Apex Classes, Triggers, Visual Force pages, Custom Objects and Standard Objects, Reports, Dashboards, Validation Rules, workflows & Approvals and Sites.  
• Experience in implementing of Lightening Components  
• Experience in writing Apex Batch classes, Schedule Apex, HTTP Callouts, Dynamic Apex, Single e-mail methods, Mass e-mail methods, Test classes, Wrapper classes.  
• Expertise in implementing the Security Model and Sharing Rules in Sales force.  
• Experience in Data Import and Export using Data Import Wizard and Data Loader.  
• Developed Custom Reports and Dashboards to continuously monitor data quality and integrity  
• Experience in working with Eclipse IDE, Force.com IDE and integration tools like Apex Data Loader.  
• Experience working across various SFDC implementations covering Sales Cloud, Service Cloud, Chatter & App-exchange applications.  
• Experience in writing queries salesforce objects, using SOQL and SOSL.  
• Well versed in analyzing of CRM business processes that include Order Management, Account Management, Case Management and merging management.  
• Used Single Sign-On (SSO) settings to enable the user to login to various applications  
• Recognized proficiency in business process mapping, requirement study for salesforce.com, defining the various specifications for application implementation, and client interaction for resolving concerns in Customer Relationship Management domain.  
• Expertise in design and development of multi-tiered web based applications using technologies like HTML, CSS, XML, WSDL, jQuery, SOAP, REST and JavaScript.  
• On-premise infrastructure integration for Salesforce.com using Force.com platform, XML, SOAPWeb Services and third-party packages.  
• Experience in TFS, HP QC Test management tools in writing of Unit test cases and Project Management.  
• Experience in tracking of defects finding the root cause and fixing them.

**Work Experience**

**Sr. Salesforce Lighting Consultant**

Cox Communications – Atlanta, GA December 2017 to Present

**Responsibilities**:  
◦ Involved in business requirement gathering, analyzing the requirement and documenting the requirements.  
◦ Designed, developed and deployed the Custom objects, Components, Visual Force Pages to suit to the needs of the application.  
◦ Create various Profiles, Roles, Page Layouts, Security Controls and Sharing Settings and configured the Permissions sets based on the Organization hierarchy requirements.  
◦ Designed, developed, test and deployed custom Salesforce applications software using APEX  
◦ Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.  
◦ Used SOQL and SOSL for data manipulation needs of the application using platform database objects  
◦ Setting up & customizing Service cloud console.  
◦ Developing custom console components and integrating with console.  
◦ Configuring Assignment rules & escalation rules for cases.  
◦ Development &consumed SOAP and REST based web services.  
◦ Created workflow rules, process builders, lightning flows to related tasks, time-triggered tasks, email alerts, and filed updates to implement business requirements.  
◦ Involved in integration of Live Agent API and custom Email Services  
◦ Experience in SFDC Integration using Web service and Apex programming, Salesforce Service Cloud enterprise.  
◦ Developed Lightning components and Lightning pages using JavaScript and Aura framework.  
◦ Developed Salesforce Lightning apps, components, controllers, handlers and events in the existing organization.  
  
Environment: Eclipse IDE, Salesforce.com, Force.com, Apex, Force.com migration tool, Developer console, SOAP API, Workflows, Email Updates, Rest API, Bulk API, XML, JavaScript, Ant, Linux, Wave Analytics, Einstein Analytics, Wave Apps, Agile/Scrum, Lightening, Aura

**Salesforce Lighting Developer/Administrator**

Kaiser Permanente - Oakland, CA July 2015 to November 2017

**Responsibilities**:  
◦ Analyzing application requirements and providing best feasible solutions.  
◦ Implementing the requirements and preparation of technical documents.  
◦ Administer the overall configuration, user management, customization, design and layout, data management, functionality of Salesforce CRM.  
◦ Worked on Created Custom Objects, Fields, Visualforce Pages, Apex Classes, Apex Triggers, Apex Controllers, Batch Classes and Test Classes.  
◦ Created List views, Reports, Dashboards, Page layouts, Custom objects, custom fields, validation rules.  
◦ Created picklists, dependent picklists, lookup, master-detail relationship, and formula fields on custom objects.  
◦ Used field level security along with page layouts to manage access to certain fields.  
◦ Have pleasant experience with Data Loader, Eclipse and ANT migration tool.  
◦ Worked on data import and export using data loader, import wizard and using Salesforce API's.  
◦ Handled deployments between orgs and made all sandboxes sync with Prod org.  
◦ Created various workflows to send emails, field updates, outbound messages  
◦ Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.  
◦ Migrated data to Salesforce database using Data Loader and completed the configurations to Salesforce platform.  
◦ Audited, uncovered and resolved data integrity issues with legacy systems  
◦ Handled code migration from one org to another org effectively and taken care of all deployments to Production.  
◦ Involved in Analysis, Design, Development and testing In Agile methodology.  
  
Environment: Eclipse IDE, Salesforce.com, Force.com Sandbox, Data loader, Import Wizard, Apex, XML, JavaScript, Controllers, Sharing Rules, Visualforce Pages, Workflows, Email Updates, Web Services API, Siebel, Oracle 11g, Toad, MS Dynamics

**Salesforce Developer**

West Corporation - Omaha, NE February 2013 to June 2015

**Responsibilities**:  
◦ Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.  
◦ Involved in designing the system based on UML concepts, which include data flow diagrams, class diagrams and sequence diagrams, state diagrams using Rational Rose Enterprise Edition.  
◦ Developed and deployed workflows, Reports, Approval processes using salesforce.com platform.  
◦ Developed reports, dashboards, and processes to continuously monitor data quality and integrity. Migrated data to Salesforce database using Data Loader and completed the configurations to Salesforce platform.  
◦ Created and used Email templates in HTML, Custom and Visualforce format.  
◦ Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.  
◦ Created Email templates and inbound emails using Visualforce for the clients and customers.  
◦ Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.  
◦ Developed Apex Classes, Controller and Apex Triggers for various functional needs in the application.  
◦ Maintaining test coverage for all the classes and triggers and supporting deployment activities.  
◦ Used Change sets to deploy code from sandbox to sandbox and production environment.  
◦ Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.  
◦ configured various Custom Reports and Report Folders for different user profiles based on the ◦ need in the organization.  
◦ Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.  
  
Environment: Eclipse IDE, Salesforce.com, Force.com Sandbox, Apex, XML, JavaScript, Controllers, Visualforce Pages, Workflows, Email Updates, Web Services API, Remedy Force, Permissions, Profiles and page layouts.

**Salesforce Developer**

BP - Houston, TX October 2011 to January 2013

**Responsibilities**:  
  
◦ Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.  
◦ Meet with Business stakeholders for detailed requirements elicitation and gathered business requirement through various interviews, and meetings to collect functional and non-functional requirements relating to client's Salesforce CRM platform enhancement and initiatives.  
◦ Developed, gathered and documented the business requirements of clients and stakeholders.  
◦ Organized and validated the requirements and ensures that all are traceable and measurable.  
◦ Designed and maintained user roles, security, profiles, workflows, approval processes, and validation rules.  
◦ Assisted in user acceptance testing (UAT) process including creating and validating UAT scripts and coordinating UAT process with users.  
◦ Created new custom objects, assigned fields, page layouts, workflows, email templates, data fields, reports and dashboards according to the business need.  
◦ Participated in the training sessions to support end users. Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.  
◦ Responsible for Creating the Validation rules for email and other custom fields.  
◦ Maintained & enhancing visual layouts, workflow rules and business logic to enhance business processes and improve user experience.  
◦ Deployed Salesforce meta-data between non-production and production environments using appropriate tools.  
◦ Custom development using Apex and Visual Force Pages.  
◦ Extensive experience on S controls, Visualforce pages and Page layouts according to the business requirements.  
◦ Based on the business requirements, created multiple custom objects and fields (created lookup fields to maintain relationship between objects)  
◦ Used ETL to extract files for the external vendors and coordinated that effort.  
◦ Supporting BAT and UAT with testers.

Environment: Salesforce.com, Apex, Windows XP, Configure a salesforce Console, HP Quality Center, Oracle 11g, Toad, Visual Force Pages, XML, Security Controls.

**Salesforce Administrator**

Circle IT Solutions - Bengaluru, Karnataka June 2009 to September 2011

**Responsibilities**:  
◦ Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.  
◦ Designed, deployed the Custom objects, Page layouts, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.  
◦ Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.  
◦ Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.  
◦ Developed technical specs for Informatica Power Center in synchronizing SQL and Oracle to the Salesforce application.  
◦ Worked with various salesforce.com objects like Accounts, Contacts, Cases, Reports and Dashboards.  
◦ Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.  
◦ Worked on users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.  
  
Environment: Eclipse IDE, Developer Console, Salesforce.com, Force.com Sandbox, Apex, UML, JavaScript, Controllers, Visualforce Pages, Workflows, Approvals, Email Updates, XML, Email Services.

**Salesforce Developer/ Administrator**

Hexaware Technologies - Mumbai, Maharashtra January 2007 to June 2009

**Responsibilities**:  
◦ Created custom controllers implementing complex code for retrieval from Sales Force to VF pages  
◦ Supported the data migration activities for migration the data from various business sources with the support of salesforce.com.  
◦ Worked on various Salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Territory Management, Reports and Dashboards.  
◦ Created Users, Roles, Public Groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.  
◦ Create various roles, profiles and configured the permissions based on the organizational hierarchy requirements.  
◦ Configured Salesforce.com security profiles and custom object supporting integration and quote-featured enhancement.  
◦ Creating custom fields, workflows and approval processes.  
◦ Created validation rules, auto response rules and email templates, queues, escalation rules, assignment rules, page layouts and record types.  
  
Environment: Salesforce.com Enterprise Edition, Reports and Dash boards, Work flows and Approvals, Data Loader, Reports, Custom Objects, Custom Tabs, Security Controls, Data Management, Manage Users, Page Layout, Validation Rules

Education

Bachelor of Engineering in Information Technology

Skills

APEX (9 years), ECLIPSE (7 years), FORCE.COM (9 years), WORKFLOW (7 years), XML (10 years)

**Technical Expertise**:  
  
Salesforce Technologies  
Apex (Classes, Triggers), Custom Objects, Visual Force (Pages, Components and Controllers), SOAP API, REST API, Bulk API, Web Services, Service Cloud, SOQL, SOSL, Dashboards, Reports, Workflow and Approvals, Batch Classes, Lightening Components  
  
Salesforce CRM Tools  
Apex Data Loader, Force.com IDE, Developer Console, Workbench, Eclipse IDE Plug-in, Force.com Platform, AppExchange apps, Apex Data Loader, Data Wizard  
  
Languages and Tools Apex, Java, Java Script, UML, HTML, XML, SQL, TOAD, MySQL developer  
Migration Tools Change Set, Eclipse IDE, Jenkins, Ant Migration Tool  
Other Tools HP QC, TFS, MS Visio, MS Office