



Santhosh.G
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Professional Summary:

CERTIFIED SALESFORCE DEVELOPER

- **7 years** of overall professional IT experience in Java, Salesforce Lightning, Salesforce Development and Administration
- Experience in various stages of Software Development Life Cycle (SDLC) including analysis, requirement gathering, development, deployment and maintenance of web-based object oriented enterprise applications.
- Strong knowledge in **sales, service and marketing** clouds.
- Hands on Experience in implementation and customization of Salesforce.com using **Apex (Classes, Controllers & Triggers), Apex Scheduler, Batch Apex, Apex Web Service, Visualforce Pages, Custom Tabs, Custom Objects, Analytic Snapshots and Dashboards.**
- Experience in working with **Eclipse IDE** with **Force.com** Plug-in environment for writing Business logic in **Apex Programming Language.**
- Maintained and supported various Functional areas like **Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes and Activities.**
- Experience in Salesforce.com administration including **creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Tasks and Actions.**
- Configured and maintained user security permissions in compliance with organization
- Explicitly worked on **custom objects, custom fields, Pick-lists, page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules.**
- Good Experience in **data migration and integration using Data Loader, Import Wizard**
- Hands on experience in developing and configuring **Reports, Custom Reports, report folders, report extractions, Dashboards** for different user profiles based on the requirements.
- Extensively worked on web technologies like **HTML, XML, CSS, JSP, JavaScript, WSDL, J-query, Tool tip & Auto Complete widget, SOAP, REST, BULK and METADATA API.**
- Hands on experience of **Apex Data Loader, Data Import Wizard** and Data Manipulation Language for Data Migration and Integration services.
- Experience in creating or modifying the apex triggers, apex classes, visual force pages, visual force components, Custom settings, custom labels etc.
- Experience in implementing **REST** and **SOAP** Web services, Implemented Asynchronous jobs such as Batch Apex and Schedule Apex
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy
- Good Knowledge on **Apttus** Quote-to-Cash, Contract Management, and Revenue Management.
- Worked in **Agile/Scrum** Environment and participated in daily scrum calls, Planning meetings and Backlog grooming activities.

- Experienced in handling Salesforce **data import/export** through Salesforce **Data Loader and Import Wizard**.
- Good experience in developing Salesforce Lightning Apps, Components, Controllers and Events.
- Worked on **Apttus CPQ configuration** and integration
- Used **JIRA** Agile for project management and bug tracking. Always willing to learn new skills to improve efficiency and increase knowledge base.

EDUCATION :

- Bachelors in Computer Science, JNTU, India
- Masters in Computer Science, Campbellsville University, Kentucky, US

TECHNICAL SKILLS:

- **Force.Com:** APEX, Classes, Triggers, Visualforce, Controllers, Lightning Components, Lightning App Builder APEX Testing, Debugging, SOQL, SOSL, DML Statements, Workbench, Lightning Application and Heroku.
- **Salesforce CRM Functionality:** Sales/Service Clouds, Users, Profiles, Permission Sets, Record Type, Email Templates, List Views, Queues, Groups, Workflows, Validations, Approvals, Process Builders, Login policies, Monitoring, Omni-Channel, Live Agent, Chatter, Call Center.
- **AppExchange:** DocuSign, Conga Composer, Agile Accelerator, Map Anything and Field Trip.
- **Salesforce Integration:** Salesforce Lightning Connect, Salesforce APIs: REST, SOAP, Tooling, ETL, and ESB.
- **Sandboxes & Deployment:** Developer, Full, Change Sets, Eclipse IDE, Force.com ANT Migration tool, and Packages.
- **Languages & Databases:** APEX, Visualforce, SQL, AWS, Java, HTML, CSS, Java Script, MongoDB, SQL server 2016.
- **Frameworks & Tools:** Agile, SCRUM, Sprint Cycle, Junit, JQuery, JIRA, Developer Console, Eclipse IDE, Workbench, APTTUS CPQ.
- **Languages:** Java, C++, PHP.
- **Version Control & Management:** GitHub, Sandbox, Bit Bucket.
- **Industries:** Health Care, Banking, Digital Services, Insurance and Automotive.
- **Network:** Ubuntu Linux, Wireshark, VMware, Windows server 2012 r2, VLAN, VPN
- **Collaboration/Presentation:** WebEx, GoToMeeting, Zoom, Prezi, Slack, Skype and MS Office

Professional Experience:

Eli Lilly, Indianapolis, IN
Sr.Salesforce Developer

March 2019 – Present

Responsibilities:

- Worked on Salesforce.com customizations using Apex (Classes, Triggers and Webservices) and Visualforce that consists of several new data integrations.
- Developed **Lightning components** and **Lightning apps** to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Added Lightning Component to Lightning Pages and Record Pages.
- Have worked on **Apex classes, Visualforce Pages, Controller classes and Apex Triggers** for various functional needs in the application.
- Involved in designing junction objects and implemented various advanced fields like **Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, sharing rules and Approval Processes** for automated alerts, field updates, and Email generation according to application requirements.
- Implemented the Web services through **REST** in the Salesforce.com for outbound messaging. Customized company profile and communication Templates of the organization as per the organization requirements.
- Managed Security settings and conducted regular Security/Configuration Audit.
- Involved in **Case Management with Workflow & Approval Process, User Entitlements and Role hierarchy** for Salesforce.com Applications
- Used the Force.com explorer to build and test **SOQL** and **SOSL** queries.
- Integrated the **Web Services** for extracting the data from external systems to display in the pages of salesforce.com. Design & implementing **REST APIs, SOAP, WSDL, XSD, JSON**, Web services and XML.
- Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, Validation rules, Workflow Rules, Auto-Response Rules, Page Layouts, Components, and Visual force Pages to suit to the needs of the application.
- Implemented campaign management application on Salesforce.com using Apex, Visual force.
- Developed ad-hoc reports as requested by the user groups or stakeholder and performed analysis on the data as required.
- Extensively Used **Data Loader** for Insert, Update, Upset and bulk import or export of data from Salesforce.com.
- Performed customizations by creating the Custom profiles, Fields, Dependent pick-lists, Page Layouts, Record Types, Objects, Tabs, and custom Apps. Customized Tabs for different business user groups and business centers.

Environment: SalesForce.com, Force.com, Apex, VisualForce (Pages, Component & Controllers), DataLoader,HTML,CSS,Workflows,Lightning(Components&Controllers),SalesforceChatter, Approvals, Reports, Custom Tabs and Objects, Email Services, AppExchange, REST, Eclipse, IDE Plug-in.

The Sherwin Williams Company, Cleveland,OH
Sr.SalesForce Developer

Feb 2018 – Mar 2019

Responsibilities:

- Worked on various salesforce.com standard objects like **Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.**
- Involved in End-to-End development, design and **requirement Analysis.**
- Involved in using lightning, Process Builder and Workflows. Worked on customization of visual force to have Lightning Experience for desktop and mobile applications.
- Involved with Billing and order management modules of the **Quote to cash process** along with third party packages like cyber source payments.

- All deployment activities with standards defined in the organization and planning the deliverables based on priorities.
- Supported in sustaining security and impose **sharing rules** and **access settings**.
- Shaped Custom Objects and **outlined lookup and master-detail relationships** on the objects and created junction objects.
- Designed and **modified Approval processes** and **created Approval steps** which used email alerts and field updates.
- Created different screen views using **Lightning Aura Components**, which are visible to users based on their roles.
- Providing all technical and **functional documents for the implementation**.
- Created various custom buttons with JavaScript logic to perform one-click operations.
- Written Apex Classes, Custom & Extension Controllers and Apex Triggers in the application for various Business/functional requirements.
- Used JIRA Agile for project management and bug tracking. Always willing to learn new skills to improve efficiency and increase knowledge base.
- Created Triggers on three different frames Case Comments, Attachments, Email messages.
- Coordinated business process review meetings with multiple teams to establish standard workflow processes.
- Performed **Apttus CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows
- Used series of **Ant Scripts** to commit and pull files from GitHub. .
- Created user Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.
- Developed triggers to meet the complex business rules on custom objects by following Apex Best Practices.
- **Written Apex REST web service classes** for inbound calls to salesforce from external applications
- Created auto assignment rules using the workflow process to route tasks.
- Worked on **Salesforce WorkBench to perform SOQL and other DML operations** like Data Loader and Query Editor in Developer console.
- Used **SOQL and SOSL** for data manipulation needs of the application using platform database objects.
- Created Visualforce pages to provide customer status to sales team and executive team based on different geographical location filters.
- Handled administration, maintenance and support of Salesforce modules for 400 users.
- Designed and Developed page layouts according to the user requirements.

Environment: Salesforce.com CRM, Force.com platform, Apex Classes, Chatter, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, JIRA, GitHub, Workflow & Approvals, Reports, Workbench, Security Controls, Force.com IDE, Windows.

Vonage, Holmdel, Newjersey
Sr.SalesForceDeveloper

Jan 2017 – Feb 2018

Responsibilities:

- Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (**SFDC**) and other Platform based technologies like **Visualforce, Force.com API, and Web Services**.

- Worked on various Salesforce.com standard objects like **Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.**
- Developed and maintained SFDC analytical reports and dashboards for management review and planning for accurate forecasting purposes.
- Wrote custom controllers implementing complex code for retrieval from Sales Force to VisualForce pages.
- Used **JIRA Agile** for project management and bug tracking. Always willing to learn new skills to improve efficiency and increase knowledge base.
- Coordinated business process review meetings with multiple teams to establish standard workflow processes.
- Involved in **APP Exchange Integration of CPQ** to configure and ensure the pricing & quoting accuracy also **created an integration with Apttus CPQ application** and automated processes on Salesforce1 platform.
- Experienced in Lightning which includes the **Lightning Component Framework** and actively involved in building a lightning component using the **aura framework.**
- **Performed Apttus CPQ related configuration** for product setup, approval matrices, approval rules, process builders and flows
- Created user **Roles and Profiles, Security Controls and Sharing Settings, Permission Sets.**
- Developed triggers to meet the complex business rules on custom objects by following Apex Best Practices.
- Wrote test methods and Test cases with code coverage of more than 75%.
- Developed solutions on the Force.com platform, strong understanding of Apttus Contract **Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).**
- Developed dynamic web applications for desktop and mobile devices using **Salesforce Lightning Components.**
- Worked on Salesforce WorkBench to perform **SOQL and other DML operations like Data Loader and Query Editor in Developer console.**
- Used SOQL and SOSL for data manipulation needs of the application using platform database objects.
- Created Visualforce pages to provide customer status to sales team and executive team based on different geographical location filters.

Environment: Salesforce.com CRM, Force.com platform, Apex Classes, Chatter, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Email Services, JIRA, GitHub, Workflow & Approvals, Reports, Workbench, Security Controls, Force.com IDE, Windows.

Delta Dental, SFO, CA
Salesforce Developer/Admin

Nov 2015 – Dec 2016

Responsibilities:

- Performing the roles of **Salesforce.com Developer and Administrator** in the organization.
- Interacted with various business user groups for **gathering the requirements.**
- Worked on various Salesforce.com Standard Objects **including Accounts, Contacts, Reports, Dashboards, Events, and Tasks.**
- Developed various **Custom Objects, Tabs, validation rules, Components.**
- Using Force.com developer toolkit including **Apex Classes and Visualforce pages to develop custom business logic.**

- Worked with **SOQL & SOSL queries with Governor Limitations** to store and download the data from Salesforce.com platform database.
- Encrypted sensitive data with Encryption Fields feature.
- Designed and deployed **Custom tabs, validation rules, Approval Processes, and Auto-Response for automating business logic.**
- Developed Cascading Style Sheets (CSS) for creating effects in Visualforce pages.
- Implemented pick lists, dependent pick lists, **lookups, master detail relationships**, validation and formula fields to the custom objects.
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
- Used **field level security** along with page layouts to manage access to certain fields.
- Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
- Worked on Unit testing, for the customizations and developments done during the project.

Environment: Salesforce.com CRM, Force.com platform, Apex Classes, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, Windows.

Scope International, Chennai, India
Salesforce Developer/Admin

Nov 2013 – July 2015

Responsibilities:

- Performing the roles of Salesforce.com Developer and Administrator in the organization.
- Interacted with various business user groups for gathering the requirements.
- Worked on various Salesforce.com **Standard Objects including Accounts, Contacts, Reports, Dashboards, Events, and Tasks.**
- Developed various Custom Objects, Tabs, validation rules, Components.
- Developed custom UI using CSS, HTML, Visualforce components and used JQuery, JavaScript for front-end validation.
- Using Force.com developer toolkit including **Apex Classes and Visualforce pages to develop custom business logic.**
- Involved in system integration using **Call Outs, Triggers and outbound messaging.**
- Created **Apex triggers and classes** to accommodate bulk process of data/records according to the business needs.
- Worked on Custom Settings in Apex and Field Sets in Visualforce Pages.
- Worked with SOQL & SOSL queries with Governor Limitations to store and download the data from Salesforce.com platform database.
- Encrypted sensitive data with Encryption Fields feature.
- Designed and deployed Custom tabs, validation rules, Approval Processes, and Auto-Response for automating business logic.
- Developed **Cascading Style Sheets (CSS)** for creating effects in Visualforce pages.
- Worked with **standard objects, business processes and field-level security.**
- **Created/Modified Dependent Picklists, Lookup Fields, Formula Fields, Roll-up Summary Fields, Page Layouts and Record Types.**

- Set security and access rights using **Organization Wide Defaults, Roles, Roles & Hierarchies, Sharing Rules, Public Groups, Sales teams, Account teams, Case teams and Folders.**
- Set up **Workflow and Workflow Approval processing.**
- Performed data validation and use data utilities including **Data Loader and Mass Delete.**
- Configured and used standard **reports, custom reports and custom report types.**
- Configured and used **dashboards and dashboard components.**
- Print and export reports; email and **scheduled reports and refreshed dashboards.**
- Set up **Salesforce Console functionality and navigation.**
- **Configured custom objects, applications and tab,** Configured the Company Profile.
- **Manage tasks, events, public calendars and multiday events.**
- Developed Custom Objects, Custom reports and configured Analytical Snapshots to dump the data into on a regular basis for sales performance and lead generation statics.
- **Added custom fields and validations to new and existing objects and added custom functionality** using custom controllers and custom extensions.
- Designed and developed **User Interfaces for Salesforce users** as per requirements
- Used **workflows to govern data flow** across various objects.

Environment: Salesforce.com CRM, Force.com platform, Apex Classes, Visual Force Pages, Controllers, Custom Objects, Custom Tabs, Email Services, Workflow & Approvals, Reports, Security Controls, Eclipse IDE, WSDL, Windows.

CSSI (Computer solutions & software international), India
JavaDeveloper

Feb 2013 – Oct 2013

Responsibilities:

- Worked with the business community to **define business requirements** and analyze the possible technical solutions.
- Requirement gathering, Business Process flow, Business Process Modeling and Business Analysis.
- Extensively used UML and Rational Rose for designing to develop various use cases, class diagrams and sequence diagrams.
- Used JavaScript for client-side validations, and **AJAX** to create interactive front-end GUI.
- Developed application using **Spring MVC architecture.**
- Developed custom tags for table utility component
- Used various Java, J2EE APIs including JDBC, XML, Servlets, and JSP.
- Designed and implemented the UI using Java, **HTML, JSP** and **JavaScript.**
- Designed and developed web pages using Servlets and JSPs and also used XML XSL XSLT as repository.
- Worked with **PYTHON, MYSQL, CSS, JavaScript, Bootstrap and XHTML** to build a fully functional user website.
- Involved in Java application testing and maintenance in development and production.
- Involved in developing the customer form data tables. Maintaining the customer support and customer data from database tables in **MySQL database.**

- Involved in mentoring specific projects in application of the new SDLC based on the Agile Unified Process, especially from the project management, requirements and architecture perspectives.
- Designed and **developed Views, Model and Controller components implementing MVC Framework.**

Environment:

JDK 1.3, J2EE, JDBC, Servlets, JSP, XML, XSL, CSS, HTML, DHTML, JavaScript, UML, Eclipse 3.0, Tomcat 4.1, MySQL