

## **SUMMARY:**

IT Professional with 7+ years Software Development experience with strong Object Oriented analysis, designing and programming skills including 5+ years of extensive experience in Salesforce.com CRM and Force.com platform with proficiency as a developer and administrator.

- 15x Salesforce Certified.
- Experience in developing & configuring Salesforce enabled business solutions working extensively with Apex, Visual Force and HTML coding, and other Salesforce Interfaces (web services, ETL)
- Understanding of Lightning components – Aura and web.
- Worked closely with business users and cross-functional team.
- Expertise in working on APEX Web Services API, Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization
- Experience in gap analysis, design and an expert understanding of development, quality assurance and integration methodologies
- Ability to research and recommend Salesforce solutions to business issues.
- Self-starter with ability to re-engineer processes,
- Good judgment and pragmatic approach to delivering a solution that optimizes architecture activities across company needs, business constraints and technological realities

## **TECHNICAL PROFICIENCY:**

CRM	Salesforce CRM applications
Salesforce Technologies	Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, S Controls, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects, Key/Certificates,
SalesforceApps Worked	DrawLoop, Pervasive Data Integrator, Backupify, TimbaSurveys, DupeCatcher, RingLead, Case Management Automation, Apttus Workflow & Approvals (AWA), data.com, D&B database
Salesforce Tools	Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Force.com Excel Connector, Force.com Platform (Sandbox and Production), Migration Tool, Workbench.
Web Technologies	HTML, XML

## **PROFESSIONAL EXPERIENCE:**

Concur, WA

June 2016- June 2020

Salesforce Consultant

- Integrated Salesforce with Entity management system.
- Worked on configuring Apttus CLM templates
- Enhanced existing site based Customer/Partner Portal that supports multi-languages.
- Developed POC for migrating to Customer Communities.
- Implemented Entitlement & SLA management process.
- Part of team that won Agile practice and hackathon awards.
- Build module to that implements security verification for customer portal users.
- Implemented API based integrations using CA-singed Certificated as mode of authentication.
- Enhanced Salesforce to JIRA integration for Cases.

Fitch Ratings, NYC

Nov 2014 – June 2016

Salesforce Lead Consultant/Architect

- Participate and lead project meetings
- Provided solutions to business problems
- Worked closely with business, directors and BA in order to architect solutions.
- Service cloud implementation.
- Worked on integration tools like SCRIBE.
- Gap analysis with respect to business requirements.
- Responsible to identify right AppExchange tools, understanding their feasibility with the system.
- Conducted JAD & sprint sessions and provided demos to large group of business users.
- Produced detailed functional design document to match customer requirements.
- Automated sales process from opportunity to order creation.
- Customized out of box notes and Attachments emphasizing on security.
- Established approval process for opportunities.
- Production Issues and data migration.
- Worked with offshore team to facilitate development and project success.
- Security, roles and profiles, sharing rules.
- Integrate SAP to SFDC to complete the existing Sales process.
- Implemented auto renewal process for contracts and auto closure based on business process.
- Implemented case management process for group of business.
- Established Case routing process.
- Overridden out of box Lead conversion process.
- Worked on Data clean up. Purging old contacts based on certain business rules and cross object references.
- Developed batch classes, apex class and visual force pages.
- Developed Site.com pages for external users to create lead, contacts and activities as well as make case updates.

- Established a change management process and deployment plan for the team.

Citrix, Fort Lauderdale, Florida  
Salesforce Sr. developer/Consultant

May 2014 – Nov 2014

- Among Top 50 clients for Salesforce.
- Working in a strict Agile Environment to develop/customize application for ~3000 - 4000 users.
- Closely with Salesforce Senior Architect and Lead to understand requirements and determine the object design/structure for best user experience.
- Designed, Implemented and deployed Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
- Extensive work on Apex Triggers and Classes based on EDA patterns.
- Test Classes and Utility methods.
- Dynamic Visualforce pages using dynamic SOQL, dynamic HTML 5 tags components.
- Developed a model (through Visualforce), which will be used by multiple departments of users for creating sales exceptions and its approvals based on their profiles and level of access. Each of them filling forms in the same VF pages – the questions/answers and their visibility-provisions being managed through multiple objects binded dynamically in controller.
- Created user Roles and Profiles, security controls, permission set and sharing settings.
- Created workflow rules and defined related tasks, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
- Customized page layouts for Campaigns, Opportunity, Contacts and Accounts depending upon user roles, and groups.
- Experience with Apttus Workflow and Approval (AWA) application for workflows and approval processes along with product configuration & defining price matrices based on geo location and currency exchanges.
- Use of Eclipse and developer console for development.
- Worked on XML packages for Workbench and change-sets for deployments.
- Extensive use of Apex Data Loader, workbench, Import Wizard and Data Manipulation Language for data migration and management in bulk.
- Worked on Batch processes
- Demo to business users and cross-functional teams for the application being developed and receive feedback for each sprint.
- Provided necessary inputs to test lead.
- Closely with QA team for defect resolution during SIT.
- UAT Support.

Ameriprise Financial Inc., Minneapolis, MN  
Salesforce Tech Lead/Consultant

Nov 2013 – Apr 2014

- Worked as a part of CRM implementation team.
- Worked on installing CTI adaptor and configure out of box functionality & layout as per business requirements for Service Console.
- Configurations of Agent console & case management with escalation rules.

- Setting up of Knowledge Base as per the business rules for the agents.
- Responsible for salesforce VisualForce and Apex code changes, triggers, and workflows.
- Domain Management & Certificate Key management.
- Worked with XML packages.
- Support for various application integrations with salesforce.
- Provided support to the database team to create the most optimum staging database for the transformation to salesforce.
- Participated in JAD, Sprint sessions, Requirement gathering sessions.
- Worked closely with business users in Administrator and data governor roles within the business to deliver innovative solutions and flawless functional changes.
- Ensured design and code meet business requirements in the most efficient and effective manner.
- Track and publish key metrics.
- Responsible for ensuring application monitoring, error reporting, production readiness and adhering to development policies, standards & change management.
- Data analysis, Data mapping, Data integration & worked closely with ETL team.
- Mentored new team member(s) for the CRM.
- Provided client with Salesforce best practices for Apex Coding.
- Worked on Single Sign on (SSO) integration.
- Worked with Salesforce SIT Test team to prepare test cases & testing.
- Worked with both on-shore & off-shore as well with Cross-Commits

Bank of Tokyo, Manhattan, NYC

Dec 2012 - Oct 2013

Sr. Salesforce Developer/Administrator

- Worked on Production Support.
- Worked with business users to understand/define their needs & transform it to SFDC.
- Worked closely with Data Loader and export & import functionality.
- Worked extensively on Lead Management, Campaign Management, Account & Contact Management, -Opportunity and Pipeline Management, Forecasting, & Activity Management, Case management, Knowledge Management.
- Developed VisualForce pages, Apex triggers, Batch & schedule processes.
- Configured salesforce related solution, Workflow, Approval processes, validation rule.
- Configured page layouts, record type and assignments etc.
- Configure profile, role hierarchy, and user assignment rules, sharing rules.
- Provided solution definitions, design, layout and configuration of the SFDC implementation and related applications
- Analyzed requirements, determine, document and communicate the optimal design/development approach to meet the requirement

## **EDUCATION:**

B. Tech Computer Science