Jagadeesh M
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Senior Salesforce Developer/Administrator

Professional Summary:

- Around **10years** of IT experience in all phases of the **Software Development Life Cycle (SDLC)** which involves requirement gathering, analysis, design, development, & enhancement of projects in the salesforce.
- Certified Salesforce Admin and Developer with **7+ years of Salesforce** application development.
- Proficient in the understanding of **CRM business processes like Account, Contact, Opportunity, Lead, Campaign, and Case Management.**
- Good experience with salesforce out-of-the-box data model and modeling in salesforce by creating Custom Objects, Formula Fields, Roll-up Summary Fields, Field dependencies, creating new relationships using Lookup, Master-Detail, and Junction Objects.
- Design and Develop customer solutions in **Vlocity**, **Visualforce**, **Apex, CSS, Javascript** and other technologies ..
- Strong salesforce development experience with **Apex Classes, Apex triggers, Batch Apex, and Schedule Classes.**
- Extensive experience in creating Visualforce pages and integrating with external sources by developing SOAP, REST, Apex Web Services, and Force.com API.
- Extensive experience in writing **SOQL, SOSL queries, relationship queries in Apex Triggers**, and Controllers, and used Statements and Database methods for performing DML operations.
- Worked extensively in developing, and customizing **Visualforce** pages with **Visualforce** components, Custom, Extension controllers, and developed dynamic components.
- Hands-on experience with Inbound and Outbound Integration of salesforce with external systems by developing custom **Apex SOAP, RESTful** classes for inbound class, and written Apex callout for invoking outbound applications.
- Hands-on experience with Salesforce and **python**, how to automate data extraction from salesforce, retrieving salesforce data using python, and how to set up **python package and API access**. And how to **automate data processing and reporting.**
- Experience working across various SFDC implementations that are covering Sales Cloud, Service Cloud
- Good experience in the rollout of Saleforce1 for mobile and customized visual force pages with Aura components.
- Worked on customization of Sales **Cloud** schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products
- Strong experience in design, development, communities, **lightning component** development, **lightning web component** development, **lightning locker services**, classic to **lightning migration,** and deployment of applications using Force.com, **Apex, Visual Force,** and Cloud Computing based Developed **Lightning** apps and components to be more interactive to end-users.
- **Deployed** applications from **sandbox to sandbox/production** using **the ant migration tool, Eclipse,** and **Change Set**.
- Experience in developing applications using **Lightning web components** which include **HTML, CSS, SLDS, and JAVA Script.**
- In my current project, we are using **CTI** areas such as Automatic transcriptions of phone conversations, The screen pops with information about an account or customer, Automated routing for incoming calls, and Click-to-dial or auto-dialing embedded within the **SFDC** interface.
- The other services that we are providing customers in Service Cloud offer will enable you to provide a differentiated customer experience such as **case, Solutions, Knowledge, communities, Console, social media, and live agent.**
- In one of my projects, I was involved working in implementing the requirements of CMS (Centre for Medicare and Medicaid Services). CMS relies heavily upon Salesforce communities to implement their need of sites and manage the users who access their portals. On that project, my role is to study the existing community functionality and create

new custom communities with further enhancements. This project involved converting existing pages and functionality within the community sites to reusable components.

- Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming language**.
- Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
- Experience in web technologies including **HTML, XML, CSS, JavaScript,** and **SOAP.**
- Well versed with project development life cycle, System Business Process Analysis, Requirements Study, Fit-Gap Analysis, and Post-implementation support.
- Experience in doing a build with **Jenkins, Maven, Gatsas, Source Tree,** ClearCase, Change man **Visual Source Safe** and Defect Tracking Tool.
- Expertise with **DB2 Stored Procedures Creation, Optimization, and Maintenance.**
- Deployment experience through **Change set, Tortoise GIT/GITHUB, ANT Deployment.**
- Experience in Software Testing Projects, SQL Server.
- Installed Apps from **App Exchange**, **Configured** and maintained user **Security Permissions** in compliance with organizational needs.

Technical Skills:

Salesforce Technologies	Force.com Web Services API, Apex Classes, Apex Trigger, Visual Force, SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Force.com Explorer, Data Loader, Salesforce.com customizations like Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench.
Salesforce Tools	Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector.
Web Development	XML, HTML, CSS, Visualforce, JavaScript.
Languages	C, C++, JavaScript, SQL, Apex, Python
Version Control Tools	VSS, CVS, GIT.
Databases	Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL.

Professional Experience:

Amtrak Boston, MA   **Aug'21- Present**
Senior Salesforce Developer/Admin
Responsibilities:

- Worked with **SOQL, and SOSL** queries with Governor Limitations to store and download the data from the Salesforce.com platform database.
- Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visual Force, Force.com IDE**
- Performed Steel brick, approval matrices, approval rules, process builders, and flows.
- Extensive experience with S controls, **Visualforce** pages, and Page layouts according to the Business requirements
- Developed Lightning apps using Lightning Components and made them compatible with the salesforce1 mobile app.
- Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
- **Worked** on various **Salesforce.com** standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports, and Dashboards.
- Conducted Gap Analysis on **Vlocity Insurance Cloud functionality** to shore up any process gaps between current and future state capabilities.Worked on Salesforce1 Platform to build **Mobile App** by enabling **Lightning Components** to make Lightning Application mobile and softwareanalysis.
- Well versed with migration of **Vlocity components** using Data Packs and manage connected Orgs.
- Agile Development Methodology was followed for the implementation

- Managed Salesforce integration with existing systems and third-party providers.
- Created many **Lightning** Components, **Lightning Web Components,** and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience. Developed various Custom Objects, Tabs, validation rules, and formula fields.
- Developed custom Business logic using **Apex Classes, Visual force** pages, and **Lightning** components. Used Visual force components like Page Block, Command Buttons, Action support, and Action Function.
- Implemented custom Cascading Style Sheets **(CSS)** for Visual force pages.
- Experience in creating **Lightning** Components and using a **lightning** Design System to convert existing Visualforce pages to **lightning** components.
- Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
- Migrating existing Aura Components and Visual force page to **Lightning Web Components** to improve application performance by following web standards, shadow DOM, custom elements, templates, ECMA Script, and events.
- Developed **lightning** components and Lightning apps to provide better and more interactive interfaces to end-users, which help in sales enhancements.
- Involved in using **lightning**, Process Builder, and Workflows. Worked on customization of visual force to have a Lightning Experience for desktop and mobile applications.
- Developed Visual Force pages to change the entire look and feel, tabs, and views of the **Salesforce.com UI** in accordance with the company requirements.
- Constant involvement in exploring apex change apps and using the apps wherever necessary. Used apps like **Apttus**, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, DocuSign, etc.
- Strong Experience in Salesforce **Lightning** components design & designing compact layouts using Apex triggers, Page layouts, Visual force pages, and workflows for Mobile platforms.
- Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
- Managed and deployed **Salesforce.com CRM** solution to multiple departments within the organization.
- Performed data cleanup and/or Data migration to/from salesforce.com
- Designed and deployed Custom tabs, validation rules, Approval Processes, and Auto-Response for automating business logic.
- Created relationships among objects using Lookup and Master-detail relationships.
- Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, **Contacts, Cases, Reports,** and **Dashboards**.
- Created various **Profiles, Roles, Page Layouts,** and **Record Types** and configured the Permissions based on the Organization hierarchy requirements.
- Implemented Data Loader through the Command Line Interface to extract the data from **database**
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Created and maintained the documentation for **Design, Migration, Integration,** and **Training**
- Involved in deploying applications from **Sandbox** to Production.
- Developed Custom Reports and Dashboards as per given requirements.
- Wrote Custom Formula **fields** and **Validation** rules.

Environment: Saleforce.com platform,Vlocity, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightning design system (LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

Smart News, New York, NY **Oct '18 – July'21**
Salesforce Developer/Administrator
Responsibilities:
- Experience consuming **RESTful** web services.
- **Extensively worked on Data loader activities.**

- Developed Visual Force pages to change the entire look and feel, tabs, and views of the Salesforce.com UI in accordance with the company requirements.
- Constant involvement in exploring AppExchange apps and using the apps wherever necessary. Used apps like Apttus, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, DocuSign, etc.
- Implemented **Data Loader** through the **Command Line** Interface to extract the data from the database.
- Configured **Chatter** for the Users in the Organization for collaboration.
- Created **Email templates** in **Text, HTML, and visual Force** necessary for the application.
- Developed **visual Force** pages with **JavaScript** and **Apex classes**
- Worked on various Salesforce.com Standard objects like **Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports, and Dashboards**.
- Implemented custom Cascading Style Sheets **(CSS)** for **Visual force pages.**
- Experience with Salesforce modules objects like Campaigns Management, **Leads, and Opportunities**
- Designed, Implemented, and developed the **Custom Objects, Page Layouts, Custom Tabs**, and Components to suit the needs of the application.
- Worked with business analysts to develop project implementation and develop plans including user interfaces.
- Used Community cloud to build a deeper relationship with customers to provide better service and assist them online.
- Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **Visual Force, Force.com IDE**
- Extensive experience with **S controls**, **Visualforce pages,** and **Page layouts** according to the Business requirements
- Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customers complaints
- Managed and deployed Interacted with various Business users for requirements gathering.
- Developed various **Custom Objects, Tabs, validation rules, and formula fields.**
- Developed custom Business logic using **Apex Classes, Visual force pages, and Lightning components**. Used Visual force components like **Page Block, Command Buttons, Action support, and Action Function**.
- Written **Apex Test classes to Unit test** Apex classes before moving to Production.
- Created and maintained the documentation for Design, Migration, and Integration.
- **Deployed** applications from **Sandbox to Production**.
- Created relationships among objects using **Lookup** and **Master-detail** relationships.
- Created various **Profiles**, **Roles**, **Page Layouts, and Record Types** and configured the **Permissions** based on the Organization hierarchy requirements.
- Hands-on experience on Salesforce **Lightning** for Customizing Reports and Dashboards for business use.
- Created mash-up between Salesforce CRM and Gmail through Force.com AppExchange's Email integration engine.
- Developed custom Business logic using Apex Classes, Visual force pages, and **Lightning** components.
- Responsible for source control and configuration management for managing source code and technical documentation.
- Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules, and contract templates.
- Salesforce.com CRM solution to multiple departments within the organization.
- Performed data cleanup and/or **Data migration** to/from **salesforce.com**
- Designed and deployed **Custom tab**s, **validation rules, Approval Processes**, an**d Auto-Response** for automating business logic.

Environment: Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

Enterprise, St. Louis,MO   **May '16 – Sep '18**
Senior Salesforce Admin
Responsibilities:
- Created relationships among objects using Lookup and Master-detail relationships.

- Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, **Contacts, Cases, Reports,** and **Dashboards**.
- Created various **Profiles, Roles, Page Layouts,** and **Record Types** and configured the Permissions based on the Organization hierarchy requirements.
- Implemented Data Loader through the Command Line Interface to extract the data from **database**
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Created and maintained the documentation for **Design, Migration, Integration,** and **Training**
- Involved in deploying applications from **Sandbox** to Production.
- Developed Custom Reports and Dashboards as per given requirements.
- Wrote Custom Formula **fields** and **Validation** rules.
- Conducted Design reviews and technical reviews with other project statehood Implemented Services using Core Java.
- Developed and deployed UI layer logics of sites using JSP.
- Struts (MVC) are used for the implementation of business model logic.
- Worked with Struts MVC objects like Action Servlets, Controllers, and Validators, Web Application Context, Handler Mapping, Message Resource Bundles, and JNDI for look-up for J2EE components.
- Developed dynamic JSP pages with Struts.
- Used built-in/custom Interceptors and Validators of Struts.
- Developed the XML data object to generate the PDF documents and other reports.
- Used Hibernate, DAO, and JDBC for data retrieval and medications from the database.
- Developed JUnit Test cases for Unit Test cases and as well as System and User test scenarios
- Involved in Unit Testing, User Acceptance Testing, and Bug Fixing.
- Implemented mid-tier business services to integrate UI requests to DAO layer commands.

Environment: Force.com IDE, Apex Classes, Apex Triggers, VisualForce pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow & Approvals, Web Services, CSS2.x, JavaScript, JQUERY, AJAX, JSON, XML, Eclipse

Scape Solutions, India   **Aug '12– April'16**
Software Developer & SAP BODS/BOIS Administrator
- Designed, developed, and maintained REST highly scalable, robust, and fault-tolerant production-grade microservices and web applications using C#, ASP.NET, and Angular frameworks and deployed on AWS.
- Designed the Oracle database, SQL statements, and procedures using SQL to perform CRUD operations.
- Gathered requirements and converted them into technical specifications (user stories).
- Worked extensively in Agile environment (2weeks SCRUM)- Sprint planning, Risk Analysis.
- Worked on various reporting tools- dashboards, Web-i report, crystal report, etc.
- Monitoring the BODS Servers, reporting issues with product Vendors, and working with resolving application issues.
- Handling environmental issues in BODS and BOIS related to Job, access, and EIM Adaptive Processing Servers.
- Information Steward responsibilities include migration of a new set of rules, updating the existing rules, calculation of scorecard, and scheduling of rules
- Performed BODS/BOIS Patch upgrade activities.
- Received Best Promising Fresher Award for the design and development of a web application that tracks production server outages and maintenance timings and sent reports to the team regarding them.