SARATH CHANDRA

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Professional Summary

Salesforce Certified Professional with 5 years of IT experience including 5 years of experience in Salesforce.com and Force.com working extensively on configuration, customization, integration, communities, and lightning migration from classic, lightning component development using lightning design system.

- Remarkable experience in project life cycle management, excellent configuration skills, familiarity with administration and security controls, and amazing ability to aid technical team members, developers and support teams, outstanding expertise in troubleshooting and superior communication skills.
- Extensive Knowledge in building Custom Applications that includes Administration, Configuration and Implementation and Support experience with Salesforce.com platform.
- Worked Salesforce.com Customization, Creation and maintenance of Record types, Page Layouts, Objects, Tabs and Fields.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages
- Expert level skills in writing Apex Classes, Apex Triggers, Batch Process Wrapper Classes and VisualForce pages.
- Knowledge in working with various deployment tools like Change sets, ANT, Jenkins, Tortoise Git, Tortoise SVN, Eclipse IDE and managing repositories efficiently.
- Experience in working with Service Now and handled help desk tickets without reaching service level agreements.
- Involved in creating the Tabs, Links and Visual Force pages to configure the application in Salesforce, Managing and Executing queries in SOSL/SOQL.
- Worked on designing SOAP/REST APIs integration architecture to provide the programming interface to interact with Force.com and External systems.
- Worked with Apex Data Loader tool to migrate and update the data from External data base.
- Worked with APTTUS CPQ on Product Configuration, Pricing Configuration with some advanced functionality of SFDC.
- Worked on Salesforce CPQ (Steelbrick) pricing using list, cost/markup, percent total, block, price rules, and calculator plugins, system and user discounts and filter rule.
- Good knowledge in automating business with Lead and Case Assignment rules based on different criteria.
- Experience withSalesforce.com Reports, Dashboards, Workflows.
- Experience in Force.com platform, Sales Cloud, Eclipse Force.com IDE, Custom App development & maintenance, Roles & Profiles, Security and Sharing, Approval process.
- Extensive experience working on custom objects, custom fields, Pick list, and role based page layouts, Workflow Alerts and Actions, and Approval Workflow, Validation Rules, Approval Processes, Custom Tabs,

Custom reports, Report folders, Report extractions to various formats Snapshots, Dashboards, and Email generation according to application requirements.

- Extensive experience of capturing and analyzing business requirements, entity relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships

- Experienced in Business Requirements definitions and Analysis, translating the complex business needs into clear and concise Business Requirements Documents (BRD) and Functional Requirements Documents.

- Possess Comprehensive understanding of CRM business processes like Campaign Management, Lead Management, Account Management, and Case Management and worked on Sales cloud, Service cloud, marketing cloud.

- Experience in implementing Enterprise applications using Java/J2EE, JSP, Servlets, JDBC, Web Services, JavaScript, HTML and XML.

- Acted as a liaison between experts and the client to ensure standards were met, while tracking all project requirements and maintaining appropriate documentation.

- Gathering information from various sources and evaluate them according to the client's needs.

- Excellent inter-personal skills, accustomed to working in both small and large team environments.

- Ability to work in a fast-paced environment with changing priorities.

- Created team specific agile process flow in JIRA to move tasks from one activity to another.

- Experience in using JIRA for issue tracking issues.

- Strong knowledge and working experience with software Development Life Cycle methodologies Agile, Scrum.

Skills

- Salesforce CRM
- Apex Language (Classes, Trigger, Batch, Schedule), SOQL & SOSL Language, Visualforce Pages, Components, Sales, Service, Ant based Force.com Migration Tool, Workflow rules, Approval Process, Profiles, Permission Sets, Role Hierarchy, Validation Rules, Custom objects, Relationships, Page Layouts, Search Layouts, Record Types, Reports, Dashboards, lightning, lightning Components, lightning design systems, Web Services (Rest, Soap),Jitter bit,
- Developer Console, Force.com IDE, Force.com Explorer, Workbench, Data Loader, Eclipse.
- Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL, DB2.
- Versioning
- Git, SVN, Bit bucket
- Apache, Tomcat 5.0, JBoss, WebLogic, IBM Web Sphere, IIS.

- Call Center, Functional, Mail, Read, Type
- Com, HTML5, Outlook, Red Hat Linux 7.x, UNIX
- Contract management, HTML, Windows 8, Requirement, User interface
- Controller, DB2, Window, Requirements gathering, Validation
- Conversion, IBM Web Sphere, 2000, Routing, View
- CRM, IDE, NT, Sales, Websites
- CSS, IIS, Word, Sales and support, WebLogic
- Clients, Explorer, Migration, SAP, Workbench
- Client, J2EE, MQ Series, SDLC, Workflow

- Windows 8/7/XP/2000/NT, Red Hat Linux 7.x/9.0, Unix.
- C++, Focus, Exchange, Quick, Translating

Work History

Role: Salesforce Lightning Developer   Feb 2020 - Current

Client: Verizon   Irving, TX, USA

<u>Responsibilities:</u>

- Responsible for requirements gathering from business users and prepare technical requirement specification document Implemented Agile Methodologies in developing SDLC.
- Experience working across various SFDC implementations that are covering Sales cloud, Service Cloud.
- Implemented CSS for VisualForce pages and experience working with Partner portal system and Add methods that can be called from VisualForce pages to Controller Extensions.
- Created Custom VisualForce components and attributes to override look and feel of standard VisualForce components.
- Implemented VisualForce pages with public-facing websites by using Force.com Sites.
- Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
- Using Data Loader and Import Wizard for Data Export, Updates and Backup for organization.
- Set up Marketing Campaigns, Campaign Hierarchies, Lead queries, Assignment rules, Web-to-Lead and Auto-Response rules.
- Working with Administration activities like Users, Profiles, Permission Set Role, OWD settings and Sharing Rules.
- Worked with Approval processes that use Email Approvals and parallel Approval steps.
- Created Dashboards and Dashboard Components and implemented multiple levels and scheduled Dashboard refresh.
- Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on parent.
- Implemented Email-to-Case, Web-to-Case for automation of case creation.
- Configured Chatter for Users in Organization for collaboration.
- Used Tab permissions, Record Type permissions and Field Level Security to implement Component-based security.
- Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
- Experienced in setting up Environment by enabling Domain, Decompose App in Components and build Lightning App.
- Formatting and migrating user data into LE, Implemented Salesforce Lightning Components for small set of users within organization.
- Developed Lightning apps using lightning Components and made them compatible with salesforce1 mobile app.
- Involved in estimation and analysis for migration from classic to lightning.

- Designed and developed apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in application.
- Worked on writing Apex Triggers Apex Classes, Batch Apex and Scheduled Apex.
- Worked with Dynamic Apex to access S-Objects and field describe information, execute dynamic SOQL, SOSL and DML queries.
- Design, develop and implement solutions for Apttus CPQ system deployed on Salesforce platform.
- Developed Quote documents using X-Author for word, also developed customized login screen for community user and functionality to redirect user from Salesforce to Apttus CPQ Quote creation using APTTUS API's, Apex, Visual force and Triggers.
- Implemented Single Sign-On with SAML on force.com.
- Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
- Deployed Apex using Force.comIDE, Force.com Migration Tool and Web Services API.
- Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
- Performed Unit, Integration, Regression and User Acceptance Testing.
- Provided product engineering and implementation support services with custom development and production support.
- Implemented Classes, Interfaces and Keywords.
- **Environment:** Salesforce.com Platform, Sales cloud, Service cloud, Apex language, Apex Custom Controllers, Visual force pages, Data Loader, HTML, Workflows, Approvals, Reports, Custom-Objects, Security Controls, SOQL, SOSL, Apttus CPQ (Configure Price Quote), Integration, Force.com Platform(Sandbox and production), Force.com IDE Agile, Scrum.

Role: Salesforce Developer   Mar 2019 - Jan 2020

Client: options clearing corporation   USA

Responsibilities:

- Customized Company Profile, Security Controls and Communication Templates of organization as per organization requirements.
- Developed Case Assignment Rules, Escalation Rule, Auto Response Rules, Email to Case, Web to Case.
- Created Workflow Rules, Workflow actions and time dependent actions.
- Configured Validation Rules based on business requirement.
- Implemented pick lists, dependent pick lists, lookup, and master detail relationships.
- Modified Apex Class, Apex Test Methods, Triggers ad Visualforce Pages.
- Configured approval process.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
- Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
- Retrieved some data and its functionality from Third-Party API's and displayed within lightning component.

- Created multiple Lightning Components, added CSS and Design Parameters that makes Lightning component look and feel better.
- Leveraged APEX Controller to make call for external requests to retrieve data from various API's and displayed them on to component.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
- Updated APEX Controller and Helper functions regularly making Component Context Aware as per business requirement.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Tested apps by appending multiple components to Lightning Application thereby deployed Applications from Sandbox to Production.
- Used refined global search in Lightning by developing Apex classes and Controllers.
- Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
- Used SOQL and SOSL statements within Governor Limits for data manipulation needs of application using platform database objects.
- Maintenance of installed Managed Packages in Lightning using Apex.
- Experienced in using Data Migration tool called Data Loader.
- Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
- Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
- Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
- Used field level security along with page layouts in Lightning to manage access to certain fields.
- Collaborated with business users and product managers in development of new business requirements and enhancement requests by accurately capturing all stakeholder positions and translating them into system specifications.
- Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications.
- Worked extensively on Salesforce.com standard objects like Accounts (Person and Business), Contacts, Opportunities, and Cases.
- Experience in complex handling APTTUS - Configure, Quote and Contract management application.
- Implemented and maintained Salesforce Service Cloud and Sales Cloud.
- Built custom solutions with Apex and VisualForce, which support most critical processes and workflows at Hilton.
- Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com solutions, with emphasis on Service Cloud solutions.
- Implemented Service Cloud including: Service Console, Customer Portal & Communities, Case Feed, Knowledge Base and Entitlements.
- Implemented Salesforce Development Cycle covering extensively in Sales Cloud, Service Cloud and Call Center.

- Developed various Custom Reports and deployed them for different business user levels.
- Analyzing and customizing applications according to Client Requirements.
- **Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Service Cloud, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Web Services, WSDL, Sandbox, Oracle, Window.

Salesforce Developer   Aug 2018 - Feb 2019

Advanced BI & Analytics, Inc   TX, USA

<u>**Responsibilities:**</u>

- Worked with user group for Requirement gathering throughout Planning and Implementation.
- Worked on various sales force objects like Accounts, Opportunities, Products and Reports.
- Created profiles and implemented Object level, Field level and Record level security.
- Created Custom labels and used them in validation rules to parameterize validation rules.
- Created record types and page layouts and assigned page layouts to record types.
- Created custom report types and generated report using report types.
- Developed various custom objects, tabs, components, visual force pages and controllers.
- Developed Visual Force Pages to include extra functionality and wrote Apex Classes to provide functionality to visual pages.
- Created Visual force Mail templates and Automated Email Process to send installation instructions to new and existing customers.
- Developed various Apex classes, Controller classes and Apex triggers for various functional needs in application.
- Created Apex web services which are consumed by backend systems using OAuth.
- Created cases by performing DML operation using Salesforce API's.
- Maintained various sandboxes and helped in building Ant based automation deployment application with release management.
- Integrated web services by generating necessary stubs from WSDL files for extracting data from other systems.
- Implemented Data Loader through Command Line Interface to extract data from database.
- Created custom business calendar and used it in triggers to calculate due dates.
- Created workflow rules and defined related tasks, Time triggered tasks, email alerts, field updates to implement business logic.
- Developed integrations to Integrate Data from Salesforce.com using SFDC APIs.
- Worked on designing of Test plans, Test scenarios and Test case for integration and performed user acceptance testing Writing Unit Test scripts for test coverage.
- Written test classes with extensive test coverage to test various scenarios and to cover code coverage of minimum 85%.
- **Environment:** Salesforce.com, Sales cloud, Apex classes, controllers, Visualforce, HTML5, JavaScript, Web Services, WSDL, Data Loader, UAT.

Salesforce Developer/Administrator   Mar 2015 - Jun 2017

Hewlett Packard Enterprise   Bangalore, INDIA

Responsibilities:

- Involved in Salesforce.com Application Setup activities and customized apps to match functional needs of organization.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Data migration to Salesforce using Data Loader.
- Queried Salesforce database using SOQL SOSL queries using work bench.
- Involved in analysis of functional and technical requirements created custom objects, formula fields, lookup, and master-detail relationships.
- Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.).
- Created Workflow Rules, Validation Rules, Record Types, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates.
- Created various Reports summary, matrix, tabular and dashboards to assist managers to better utilize Salesforce as sales tool.
- 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 permissions based on organizational hierarchy and created public groups.
- Developed Assignment rules, Escalation rules to enable proper routing of cases to case team members.
- Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
- Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
- Configured multiple Outlook settings for various users and perform field mapping and matching criteria and other advanced settings based on requirements.
- Worked on making minor enhancements to SFDC application required by business users from time to time.
- Worked with developers to modify Visualforce Pages, Apex Classes, Apex Test Methods and Triggers.
- Involved in SFDC application support for business users.
- Advised sales and support team on efficient utilizing of Salesforce.
- Analyzed different business reports and guided team on deployment and customization of those reports in Salesforce.
- **Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce.com Data Loader, MySQL, Reports, Workflow & Approvals, Web Services, Sandbox.

Education

Bachelor's of Technology: **Computer Science Engineering**   2016

SRM University   Chennai, India

Masters: **IT**   2018

Valparaiso University   USA

Certifications

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer-1