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Experience Summary :

- Over 4 Years and 8 Months of experience in Salesforce Development and Administration.

- Implementations in **Sales Cloud, Service Cloud & Data management**.

- Experience in collaborating with Business Users to articulate business processes, Use Cases & implement in SFDC through Customization and personalization.

- Extensive experience in designing & development of Custom Objects, Custom Tabs, Custom Fields, Validation Rules, Process Builder, Page Layouts, Record Types, Relationships, Data Migrations and Workflow rules.

- Migration from high level customization to Declarative Framework reducing load and improve overall performance and scalability of the application.

- Use of Declarative Framework to reduce future maintenance cost of the application.

- Have good hands-on in **Visualforce Pages, Apex Controllers, Triggers, Lightning Aura and LWC components**.

- Have extensive experience in leveraging **JavaScript** and **CSS** to drive usability factor & adoption.

- Have in-depth knowledge on Schedule Apex and Batch Apex.

- Have extensive experience in Security controllers by using Profiles, Roles, Permission sets and OWD Settings.

- Have designed & developed Reports and Dashboards to map KPI's for a given role.

- Create new user accounts and configure Salesforce.com to fit security needs at the user and organization levels.

- Salesforce product knowledge with app exchange product reviews and recommendation to enhance business throughput and adoption.

- Validation and Compliance processes in HealthCare following FDA norms. Validation document creation, approvals and regulation in healthcare software products.

- **Deployment**: Using Salesforce change set, workbench (Package.xml), Jenkins, Visual Studio(SFDX) and version controlling with Git and SVN.

- **Salesforce Data Tools**: Hands on experience in Import Wizard, Data Loader & Workbench.

- Experience in developing application in agile methodology and rally.

- **Documentation experience** – Data Model, Requirement elicitation (URS, FRS), Design (DS) & User Manual.

- Excellent team player.

Qualification:

- **B.Tech (Computer Science Technology)** *Punjab Technical University, Jalandhar* (2016) *Aggregate: 72.5%*

Certifications:

- Salesforce Certified Administrator 201
- Salesforce Certified Platform App Builder

Experience

Organisation	Eternus Solutions Pvt Ltd
Project Name	Vera Solutions
Duration	May 2020 – Present
Area	Lightning/ LWC/ SFDC Communities/ Product Development
Team Size	12
Project Description	Vera Solutions is a social enterprise and Certified B Corporation® providing cloud and mobile solutions that help social sector organizations better track their impact, streamline their operations, and create feedback loops that put data in the hands of those who need it. The project specialises in Monitoring & Evaluation (M&E), Impact Measurement, Social sector consulting, Sales and Supply Chain, Program Management, Data Management, Non-profits and Social Enterprise.
Roles & Responsibilities	I am working as a senior developer associated with development, understanding and collecting requirements and solution designing. I am responsible for development of functionalities, version control and managed package enhancements. I am also responsible for fixing/enhancing the functionalities as per user needs across multiple projects.

Organisation	Masco Cabinetry
Project Name	Masco Cabinetry
Duration	December 2018 – May 2020
Area	SFDC Sales Cloud and Service Cloud
Team Size	4
Project Description	Masco Cabinetry is one of the cabinetry division of MASCO group of companies. Masco Cabinetry manufactures three nationally recognized cabinetry brands, KraftMaid®, Merillat® and QualityCabinets®. Our company has manufacturing plants and branches/service centers located throughout the United States. Offering an unmatched selection of stylish, high-quality products at a variety of price levels, Masco Cabinetry brands are favoured by builders, dealers, distributors and home centers throughout North America. A leader in environmental stewardship, Masco Cabinetry products have been granted an Environmental Stewardship Program certificate by the Kitchen Cabinet Manufacturers Association. The company is a division of Masco Corporation (NYSE: MAS), of Taylor, Mich., one of the world's largest manufacturers of brand name consumer products for the home and family
Roles & Responsibilities	I worked as a developer associated with development, understanding and collecting requirements and solution designing. I am responsible for development of functionalities and end-user training about the new functionality rollouts. Responsible for monthly and emergency release activities.

Organisation	Wipro Technologies
Project Name	Philips CEP Communities
Duration	January 2018 – December 2018
Area	SFDC Communities (Customer Service/Napili Template)
Team Size	5

Project Description	Philips is organized into three main divisions: Philips Consumer Lifestyle (formerly Philips Consumer Electronics and Philips Domestic Appliances and Personal Care), Philips Healthcare (formerly Philips Medical Systems) and Philips Lighting. As of 2012 Philips was the largest manufacturer of lighting in the world measured by applicable revenues.
	Philips wanted to create a customer engagement portal for users to be able to access all basic requirements at one single stop. Multiple integrations ensure that the data is secure over the actual systems and various information/data is available in a single portal. Also, web analytics and feedback management were to be implemented using Omniture and Usabilla respectively.
Roles & Responsibilities	I worked as a developer associated with development, understanding and collecting requirements and solution designing. Developing a Salesforce Community platform using Napili template and integrating multiple systems to engage users with a single access portal for all the basic requirements like trainings, products, news and announcements, product search etc. using lightning components. Extensive use of custom labels and locale table since the application is available for multiple countries across different geos. Attend release planning sessions for requirement gathering, product enhancement. Worked with Technical leads and Scrum Master for sprint planning sessions. Team guiding throughout the scrum cycle. Working with Scrum master to enable team utility following the burn down chart from each sprint. Attend retrospective sessions to provide constructive ideas for continuous improvement and better DS score.

Organisation	Wipro Technologies
Project Name	Philips M2O Continuous Improvement (Inside Sales)
Duration	August 2017 to December 2017
Area	SFDC Sales Cloud/Lightning Migration
Team Size	2

Project Description	Philips is organized into three main divisions: Philips Consumer Lifestyle (formerly Philips Consumer Electronics and Philips Domestic Appliances and Personal Care), Philips Healthcare (formerly Philips Medical Systems) and Philips Lighting. As of 2012 Philips was the largest manufacturer of lighting in the world measured by applicable revenues.
	Philips introduces new applications for different markets and different countries on the regular interval. Philips M2O application is the first Philips application that is based on Salesforce platform and it is continuously growing. To keep the momentum Philips launched "Philips M2O Continuous Improvement" program that entitles to development of new applications and optimization of existing functionalities.
	Philips wanted to increase inside sales rep productivity by optimizing and organizing SFDC UI layouts in Lightning Experience to intuitively flow with the business process and provide the right contextual data. This will facilitate shorter, higher quality calls with leads, and more time to pursue other leads. Additional analytics were to implement for reps to better target and service leads and provide metrics to measure and improve performance.
Roles & Responsibilities	I worked as a developer associated with development, understanding and collecting requirements. Cross platform selling capabilities developed for improving the sales structure in the project were to be moved to Lightning Experience and implement various OOTB features like Kanban, Split view, custom Sales Console, Lightning Dialer (Salesforce Voice) etc. Attend release planning sessions for requirement gathering, product enhancement. Worked with Technical leads and Scrum Master for sprint planning sessions. Team guiding throughout the scrum cycle. Attend retrospective sessions to provide constructive ideas for continuous improvement and better DS score.

Organisation	Wipro Technologies
Project Name	Philips SOLAAR/Force.com
Duration	June 2016 – July 2017
Area	SFDC Force.com/AppCloud
Team Size	10

Project Description	Philips is organized into three main divisions: Philips Consumer Lifestyle (formerly Philips Consumer Electronics and Philips Domestic Appliances and Personal Care), Philips Healthcare (formerly Philips Medical Systems) and Philips Lighting. As of 2012 Philips was the largest manufacturer of lighting in the world measured by applicable revenues. Philips had a legacy system which they wanted to migrate to Salesforce platform. The requirement fulfilment required a mix of customization and configuration. The migration also included multiple other systems for product order related data to be integrated with salesforce. The legacy system had around 36 applications to be migrated and also customised as per new requirements as the legacy system was developed 12 years prior to migration. Also, the information/data stored in the legacy system was to be moved to the salesforce platform.
Roles & Responsibilities	I worked as a developer with end-to-end development activities. Development and migration of all the components from Philips legacy system to new salesforce platform. Data management and data transfer activities were performed. Unit testing of the custom components was done. Integration of multiple systems to process data using restAPI callout was performed. Various configuration activities
	were performed. Attend release planning sessions for requirement gathering, product enhancement. Worked with Technical leads and Scrum Master for sprint planning sessions. Team guiding throughout the scrum cycle. Attend retrospective sessions to provide constructive ideas for continuous improvement and better DS score.