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PERSONAL SUMMARY:

- Having 8 Years of Experience in IT including 5 + years in Salesforce.com Worked at **INDIA** and **UAE** as Salesforce Admin & Developer with expertise in the areas of Analysis, Design, Development, Testing and Maintenance of multitude of diverse business applications using Salesforce.com
- Worked for Automation Selenium for 3 Years , Sales Cloud & Service Cloud for 5 Years.
- Worked experience in Sales and Service Cloud, Marketing Cloud and Community Cloud.
- Worked on Salesforce CRM End to End Process.
- Developing standard and custom objects, Tabs, Fields, validations, Page Layout, Record Types, Profiles, Roles, Work Flows, Reports, Dashboard, Phone system, B-Connect.
- Worked on Apps from Salesforce Classic to Lightning Experience to develop user interface and better interaction of pages.
- Worked on Salesforce1 Platform to build Mobile App to make Lightning Application for mobile.
- Worked on Aura Framework,
- Drive shake holders Across team and Management
- Customization of Lightning Application, Visual Force Pages, Apex Classes, web services Triggers, Good Knowledge of Apex Data Loader, Writing SOQL, SOSL queries, REST API, SOAP API, BULK API.
- Implemented User Manual as per the Company Requirements.

TECHNICAL SKILLS:

Salesforce Technologies	Salesforce.com CRM, Apex Language, Apex Classes, Apex Triggers, SOQL, Visual Force Pages, Workflow & Approvals, Reports, Dashboards, Standard and Custom Objects.
Salesforce Tools	Eclipse, Force.com Eclipse IDE Plug-in, Apex Data Loader, Force.com Platform (Sandbox and Production).
Languages	Apex, Visualforce, SOQL, Java.
Operating Systems	Windows Family
Documentation Tools	MS Office
Web Related	HTML, Java Script, CSS.

CERTIFICATIONS:

- **201 Certified Administrations.**
- **211 Certified Advanced Administrations.**
- **ITIL Certified**

PROFESSIONAL EXPERIENCE:

- Working as a Technical Specialist for Amzur Technologies.
- Worked as a Senior Software Engineer for Cognizant.
- Worked as a Senior Software Engineer for Accenture.
- Worked as a Senior Software Engineer For Streit Group UAE (RAK).
- Worked as a Software Engineer for Magweb Technology pvt Ltd

Project (1) : Trxade. **Form July 2022 May 30**
Employer : Amzur
Role : **Technical specialist (Assistant Manager)**
Time Size : 1
Technologies Used : **Salesforce.com (CRM)**

Project Description:

Trxade Health (**NASDAQ:** MEDS) is a health services IT company focused on digitalizing the retail pharmacy experience by optimizing drug procurement, the prescription journey and patient engagement in the U.S. The Company operates the Trxade drug and procurement market Place serving a total of 12,700+ members' nationwide, fostering price transparency and under the Bonum Health brand, Offering patient centric health service

Responsibilities:

- Successful delivery of Salesforce project at Trxade
- managing and Leading a team of engineers
- Interact daily with Onsite user and resolve issues and do the enhancement on daily basis.
- Implemented Omni Channel for Salesforce Chat.
- Customize and configure Salesforce Health Cloud
- Worked with stakeholder , analysts, other engineers
- Designing, developing, and testing software and systems
- Daily reporting to client updates about work status.
- Daily interacting with the offshore team.

- Provide guidance and recommendations to clients and prospects on Salesforce and CPQ best practices.
- worked with salesforce.com sandbox and production environments
- Worked on Docu Sign, Adobe sign for Payment gateways.
- Configure DocuSign and Nintex Draw loop integration.
- Worked on Mule soft Process.
- Troubleshooting, optimizing and resolving software and systems issues
- Worked Complete Administration , Tasks like creating roles, profiles, users, email Services, page layouts, workflow, alerts actions, reports and approval processes, OWD settings ,Permission sets. Data Management strategies to improve Salesforce Data quality.
- Manage sandbox environment and DevOps .
- Manage integrated application and Thard-Partly tools like Slack .
- Worked Triggers, SOQL, Custom Objects, Junction Object, and Big Object.
- Conduct training sessions for end-users to promote salesforce adoption.
- Import Bulk Data Using Data Loader Complete bulk imports and management of data including batch reassignment of accounts, opportunities, and related data content based upon organizational changes
- Worked on TDD (Technical Design Document)
- Worked on Copado Release Management
- Worked on Pre and Post Production Documents
- Worked on Github using Copado .
- Daily update to client Documentation.

Project (2) : Bayer & Cummins **March 2021 June 2022.**
Employer : Cognizant
Role : Salesforce Senior Associate
Time Size : 11
Technologies Used : Salesforce.com (CRM)

Project Description:

At Bayer, we believe human ingenuity can shape the future of agriculture.
 For more than 150 years, we've used science and imagination to advance health and nutrition.
 And together, we can achieve so much more. At Bayer they have Multiple Products on demands

Responsibilities:

- Successful delivery of Salesforce project at Bayer & Cummins
- Interact daily with user and resolve issues and do the enhancement on daily basis.
- Daily reporting to client updates about work status.
- Strong understanding with Client Requirement gathering
- Daily interacting with the offshore team.
- Provide guidance and recommendations to clients and prospects on Salesforce and CPQ best practices.
- Worked on Pricing Rule, Twin fields and Product Rules.
- Worked on Salesforce Quotations ,
- worked with salesforce.com sandbox and production environments
- Worked on Release Management using Salesforce Copado
- Worked Complete Administration , Tasks like creating roles, profiles, users, email Services, page layouts, workflow, alerts actions, reports and approval processes
- Worked Triggers, SOQL, Custom Objects, Junction Object, and Big Object.
- Contribute to the training and development of key Salesforce team
- Worked on TDD (Technical Design Document)

Project (3) : **Google Fiber**
Client : **Google** **March 2019 till Jan 2020**
Employer : **Accenture**
Role : **Developer and Admin (Team Lead)**
Time Size : **9**
Technologies Used : **Salesforce.com (CRM)**

Project Description:

Google Fiber Inc. is the fastest internet provider in USA, fiber broadband Internet and IPTV service operated by Alphabet, Servicing a small and slowly increasing number of locations in the United States. In mid-2016, Google Fiber had 68,715 television subscribers and was estimated to have about 453,000 broadband customers

Responsibilities:

- Successful delivery of Salesforce projects across group of companies
- Daily interacting with the offshore team.

- Worked on Sales and service Department.
- Mentoring and developing junior engineers
- worked with salesforce.com sandbox and production environments
- Worked on ticketing System L1 and L2, with the Priority P1, P2, P3, and P4.
- Worked on Buganizer to Track Tickets ,
- Troubleshooting, optimizing and resolving software and systems issues
- Worked on Cases and Chatter to interact with Customer.
- Experienced working with salesforce.com sandbox and production environments
- Worked Complete Administration , Tasks like creating roles, profiles, users, email Services, page layouts, workflow, alerts actions, reports and approval processes
- Worked Triggers, SOQL, Custom Objects, Junction Object, and Big Object.
- Successful delivery of salesforce.com projects across group of companies.
- Worked on TDD (Technical Design Document)
- Daily update Status Report.

Project (2) : **MATI (Firebase and Workbench)** **March 2019 till Jan 2020**
Client : **Google**
Employer : **Accenture**
Role : **Developer and Admin**
Time Size : **8**
Technologies Used : **Salesforce.com (CRM)**

Project Description:

firebase and workbench is located in USA and acquired by Google, firebase helps mobile and web app teams succeed and workbench help for education system and share standard aligned lesson in USA has been helping customer in all types of mobile products .and education system both have the milestone for 30 mins to response depending on the priority P1, p2, p3, p4. Review each tab in the lifecycle, milestone , And take advantage of the many features offered through the community: Coding, Launching a practice ,transcription, Customer services

Responsibilities:

- Interacting with the client and Take the new requirement from the client
- Deploying Sandbox to Production
- Worked on Apex Classes, Triggers, SOQL, and Lightning Components,
- Creating links to the register user for login, mail ID, as a new customer

- Worked on Process Builder ,Email Templates
- Created Technical Design Documents to the client.
- Assign permission and roles to the customer
- News & Events – stay up to date on news, events & alerts just for partners
- Support - submit cases for support from Salesforce
- Expertise in Apex on SOQL and SOSL. , Test Classes , Java Script Migration and Development
- Expertise in integration technologies including Rest web based services, XML, JavaScript, SOA design principal
- Working knowledge of salesforce APIs (Specially SOAP, REST and Bulk API) from integration point of View.
- Creation and manage workflows and Validation Rules, Email Templates
- Worked on Configuration of Different profiles and Permission sets
- Worked on Entitlement ,milestone (Timer)
- Generated custom Reports and Dashboards
- Work on Data loader

Project (3) : **Streit Group UAE (RAK)** **Nov 2017 till Feb 2019**
Employer : **Streit Group (Armored Vehicle)**
Team Size : **1**
Technologies Used : **Salesforce.com (CRM)**
Role : **Administrator (Sales and After Sales Support)**

Project Description:

STREIT Group is a world-leading privately-owned armored vehicle manufacturer, STREIT Group are recognized globally as one of the most trusted and reliable companies in the entire industry. Company has more than 30 years of Experience give their product with 10 Years of Warranty.

Responsibilities:

- Daily reporting to Leads about the working status.
- Worked on CPQ /Order Management
- Support to sales and After Sales Team.
- Worked on DocuSign , Adobe sign for Payment gateways .
- Configure DocuSign and Nintex Draw loop integration.

- Able to Build and configure vlocity applications to meet business requirements
- Daily solving Cases and issues
- Given Training to salesforce person
- Manage full salesforce project implementation lifecycle using Agile Metrology
- Maintain and Develop Enterprise Edition alone complete Production.
- Working on change set on daily basis as per new requirement.
- Implemented web based case management automation - Web to Case (on Case Object) to track and solve customer's issues.
- Writing code on Visualforce Pages and Classes, Test classes moving from sand box to Production.
- Maintaining Streit Group Community.
- Solving Complex issues, daily basis Canada, UK, USA and UAE TEAM.
- Solving issues on plugin of OUTLOOK to salesforce.
- Working on PMO process.
- Interacting with Users solving Issues with the Development and Admin.
- Created Documents to the Company so that User can use Salesforce User friendly.
- Develop Complex custom reports and dashboards.
- Develop on Campaign management.
- Working on Marketing Cloud.
- Create and Develop workflows and Validation Rules, Roles, Email Templates.

EDUCATION: Bachelor of Technology in Computer Science (B-Tech Computer Science).