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TECHNICAL LEAD SALESFORCE DEVELOPER
· LEAD SALESFORCE DEVELOPER · CLOUD APPLICATION PROGRAMMER · CLOUD DEVELOPER

PROFILE SUMMARY

➢ A result-oriented professional with over 6 years' experience in Salesforce development & enhancement, service delivery and client relationship management.

➢ Insightful knowledge of APEX, Integrations, Visualforce, Salesforce Lightning and various SF Tools.

EMPLOYMENT DETAILS

June' 2022 – Nov' 2022 – LiveArea , PFSweb Global Services Pvt. Ltd. (A Merkle Company) – SFDC Technical Lead

Key Result Areas:

➢ Handle Team of 7 Developers (2 SFDC Developers, 1 SFDC Associate Developer and 4 Trainee Developers) and

➢ Lead the technical delivery of Salesforce implementations including:

➢ Development of various Integrations Services with third party.

➢ Development of custom solutions and integrations

➢ Build various flows and apex classes and triggers on SF OMS.

➢ Managing technical scope and client expectations

➢ Develop & own API digital assets that underpin the services deliver end to end

➢ Salesforce technical lead providing training, customization, development, enhancement, and support for Saleforce.com CRM Applications.

EMPLOYMENT DETAILS

Oct' 2018 – April' 2022 – SUMO Scheduler – Sr. Salesforce Developer

Key Result Areas:

➢ Developing customized solutions within the Salesforce platform for existing legacy Product Package.

➢ Developing customized solutions within the Salesforce Lightning platform for Salesforce Product App Exchange.

➢ Leading team in SUMO Org Setup Configurations, validating the Orgs, maintaining release schedule on Zenhub / Spread sheets, tracking Bugs / Features progress and many more.

➢ Conducting meetings with PO, Customer Success Team & Product Managers and figuring out CRM demands.

➢ Demo existing and current product development to PO & Customer success team.

➢ Detect bugs at early stage, detect if they require a package fix or can be fixed at Configuration level, troubleshooting bugs across different ORGs and fixing bugs.

➢ Designing, coding, and implementing various components on SUMO Salesforce Package.

➢ Creating timelines and development goals.

➢ Testing the stability and functionality of the application.

Mar' 2015 – Aug' 2017 – Ideall Solutionz Singapore Pte Ltd – SFDC Developer

Key Result Areas:

- ➢ Lead the technical delivery of Salesforce implementations including:
- ➢ Development of custom solutions and integrations
- ➢ Managing technical scope and client expectations
- ➢ Providing hands-on expert level development & implementation for technical issues
- ➢ Develop & own API digital assets that underpin the services deliver end to end
- ➢ Salesforce developer providing customization, development, enhancement, and support for Saleforce.com CRM Applications.
- ➢ Front-end development experience using Lightning Design System
- ➢ Communicating with internal/external clients to determine specific requirements and expectations, managing client expectations as an indicator of quality
- ➢ Accountable for in-house development of various applications.

Apr'2012 - Dec' 2014 – NIIT Sunder Nagar – Sr Faculty & Software Developer

- ➢ Maintaining the security and integrity of the application software.
- ➢ To test and troubleshoot whenever needed. To empower the technical staff in the Salesforce team when needed.

Key Result Areas:

- ➢ Training & Administration

TECHNICAL SKILLS

- ➢ **Languages:** APEX, JAVA, C#, C++, C.
- ➢ **Web Technologies:** AWS (Amazon Web Services), Salesforce Lightning (Aura / LWC), Visualforce, PHP, HTML.
- ➢ **Databases:** Microsoft SQL Server (2005, 2008, 2012), MySQL, and Access
- ➢ **Operating Systems:** Windows Platform, Linux, Mac OS.
- ➢ **Technologies/Tools:** Force.com, Site.com, Eclipse IDE, Github, Zenhub, VS Code, Code Builder, Workbench, SFDX, Microsoft Visual Studio 2012, 2010, 2008, DataLoader.
- ➢ **Others:** Adobe Photoshop, Adobe Dreamweaver

PROFESSIONAL QUALIFICATION

- ➢ **MCA** from LPU DE with 78.13%.
- ➢ **Msc.IT** from Kuvempu University with 72.92%.
- ➢ **BCA** from HP University with 69.57%
- ➢ **GNIIT (Software Engineering)** from NIIT with Excellent Award.
- ➢ **Salesforce.com** Certified Platform Developer I (Current).
- ➢ **Salesforce** Order Management Administrator Accredited Professional (Current).
- ➢ **Salesforce.com** Certified Developer Certification - DEV 401 (Retired)
- ➢ **Salesforce.com** Certified Administrator Certification - ADM 201 (Expired)

PERSONAL STRENGTH

➢ A competent professional with over 10 years of experience in Software Development.

➢ Proven relationship builder with exceptional, interpersonal, communication and presentation skills.

➢ Creative trouble-shooter/problem solver that works hard and loves the challenges.

➢ Team Building & Leadership momentum while motivating peak individual performances.

PERSONAL DETAILS:

Languages Known: English, Hindi