 **Naveen.N**

**Certified SFDC Dev/Admin**

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**Professional Summary:**

Over 6 **years** of aggregate IT involvement in programming advancement as **Salesforce Developer**, **Salesforce Lightning Developer& Salesforce Administrator** crosswise over different enterprises and a specialist in end client training.

* Over **6**  years of IT experience in Software industry.
* Over **5** years of SFDC Developer
* Experience with Salesforce Sales Cloud and Salesforce Service Cloud.
* Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com

Platform and Force.com Sites.

* Proficient with SFDC in configuration and customization of SFDC Objects Workflows and approvals, Validation rules.
* Strong Implementation and Integration experience using **Custom objects, Triggers, workflows/ workflow rules, approvals, Visual Force Pages, and Apex classes**.
* Good knowledge on Apex Development in creating Triggers, Apex Classes, Standard Controller, Custom Controller and Controller Extensions.
* Developed Visual force Pages using VF Attributes and JavaScript Force.com Platform.
* Experience in developing and maintaining customs reports & dashboard.
* Sound knowledge on Salesforce Setup Manu, Configuration, Custom Application Development, Administrator, Data Migration and Deployment of applications to Force.com platform
* Worked with Data Loader to insert, update, upsert and delete records.
* Experience in wide range of languages and technologies such HTML5, CSS3, JavaScript, XML, and MVC Framework.
* Extensive experience in BAU support process such as Change Request, Service Request (SR), Continuous Service Improvement (CSI), SVC process and change management.
* Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills.

**Education:**

* Master of Science in Computer Information Systems and Information Technology in New England College
* Bachelor of Computer Science from JNTU Hyderabad.

**Project#1**

**Republic Services, Arizona.**

**Sr.Salesforce Developer Nov 2019 to Present**

**Responsibilities**

* Developed Apex Classes, Controllers and Apex Triggers for various functional needs on Force.com
* 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 the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Implemented **Marketing** Cloud from scratch and successfully implemented Sales Cloud with **marketing** cloud.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Implemented standard procedures to prepare and deploy campaigns through Salesforce Marketing Cloud (SFMC).
* Developed Apex Classes as REST Web Services for external applications accessing Salesforce.com data from external systems to display in the pages of Salesforce.
* Worked with Workbench rest Explorer to test the data integration with the external systems.
* Created Visual force and HTML Email templates to be sent to the customers depending on the action they perform after they log into the portal.
* Developed various Custom Objects, Tabs, Components and Visual Force Pages and Controllers.
* Developed database schemas and configuring data structures.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Experience in integrating with external systems using SOAP API, Rest API.
* Worked on developing the various implementation, validation and back out scripts on SQL server. Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.

**Project#2**

**Duke Energy, Charlotte. Jan 2019 to Oct 2019**

**Sr. Salesforce Lightning Developer (Marketing Cloud)**

**Responsibilities:**

* Worked with Business in the transition from Classic to lightning environment.
* Used **Community Builder** to easily customize the **communities**.
* Implemented Salesforce **Lightning Components** for small set of users for customizing **reports and dashboards.**
* Worked with business leaders and the current development team to document and develop enhancements to our current Salesforce.com org.
* Followed **Agile**, **Scrum** methodology that included iterative application development, weekly **Sprints** and stand up meetings.
* Developed Custom Lightning Components, Lightning Apps and Lightning Pages using Lightning App Builder, Lightning framework.
* Maintaining test coverage for all the **classes** and **triggers** and supporting deployment activities.
* Managed Enterprise **Level Org, Full Sandbox** and **several Partial Copy Sandboxes**.
* Created **journeys** and implemented **marketing campaigns** using marketing cloud tools like **Journey Builder, Email Studio and Automation Studio**.
* Trained vendors to use **Content builder** to build and maintain marketing content.
* Created folder structure to house marketing email templates and executed A/B testing one mail templates to improve engagement.
* Experience in building **reusable UI components** and pages with **Lightning component** framework.
* Developed **Visualforce pages** with rich user experience using **visual force components**, **HTML5** and **CSS3** and used **JavaScript** and **jQuery** validations and hiding content/sections.
* Developed solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (**CPQ**).
* Design and Development of Web Services and Integration using Sales force **SOAP/REST API.**
* Worked on **Salesforce Lightning Components** for building customized components replacing the existing ones.
* Triggered **interface events** by user interactions, which includes **Lightning Component framework** and involved in building Lightning Components using the **aura framework**.
* Expertise in aura framework, Lightning Components and **Salesforce Lightning Design System** (SLDS).
* Created Impressive designs with custom styling to bring dynamic versions of the components when setting up in **Lightning App builder**.
* Enhanced in **Communities** by adding new fields, field sets using Salesforce Lightning.

**Project#3**

**Equinix, Sunnyvale, CA Sept 2016 to Dec 2018**

**Sales force Developer (Marketing & Service Cloud)**

**Responsibilities:**

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* Working on the Journey builder, Contact Builder (Audience Management) and Email Studio module in the Exact target(**Sales force Marketing Cloud**) setting up and working from the scratch as this is newly implemented in the latest Project to support the business products.
* Responsible for connecting the Sales and Service clouds with marketing cloud connect.
* Worked with business owners to understand their requirements for **Salesforce Marketing Cloud** applications. Provided application support and coordinated with offshore team.
* Created journeys and also implemented marketing campaigns using marketing cloud tools like **Journey Builder**, **Email Studio** and **Automation Studio**.
* Worked on service cloud module such as **web-to-case, Escalation rules, and Assignment rules**.
* Integration of Sales cloud with external information systems using **SOAP API web services**.
* Used **Apttus CPQ**, a lightning ready quoting tool to manage configuration, pricing, quoting, discounts, incentives, & proposals.
* Worked extensively on managing **Products, Price Lists, Categories, Price rules, Constraint rules and defining Product Visibility for Apttus CPQ package**.
* Involved into Apttus Product Configuration and Pricing Configuration with some advanced functionality of sales force.
* Developed **Framework** to update changes back in Database using Quartz, Sales force S**OAP/REST API.**
* Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote Creation and few more complex pricing functionality using Workflow, Apttus Approval Process, APEX, Visual Force and Apttus Pricing Callback Class.
* Used **Force.com Eclipse IDE** for developing **Apex Pages, Controller Classes and Triggers** for deploying the projects components into different **Sandbox Environments**.
* Created multiple **visual force pages** for various requirement needs.
* Used the sandbox for **testing and migrated the code** to the deployment instance after testing.

**Project#4**

**Cardinal Commerce, Cleveland, OH Sep 2014 to July 2015**

**SalesforceDeveloper**  
 **Responsibilities:**

* Configuring Products (Standalone & Bundle) with complex price rules, Categories, Price Matrix, PL, PLI, Attributes.
* Followed agile methodology for implementing the Application.
* Created and **maintained fields, views, custom objects and other salesforce.com objects and functions.**
* Worked on advanced fields like **Picklists, dependent picklists, validation rules for custom objects.**
* Maintain security models in sales tools, including roles, profiles, and sharing rules.
* Defined **lookup and master-detail relationships on the objects and created junction objects** to establish connectivity among objects.
* Administered Salesforce setup functions for new users, roles, profiles, enforced security controls, permission settings and **implemented sharing rules, Role hierarchies, Record level permissions** to provide data access among different users.
* Customized **Page layouts** for **Opportunity, Contacts and Accounts** depending upon user Roles, and Groups.
* Created **Email Templates** and **Mail Merging Templates** and was involved in doing the mail merge for different standard and custom objects.
* Working knowledge in generating **Reports, dashboards**, customizing the reports and analyzing the reports in Salesforce.
* Used Community Builder to easily customize the **communities**.
* Developed **Apex Classes and Apex Triggers** for various functional needs in the application.
* Implemented **Salesforce Lightning Components for small set of users for customizing reports and dashboards**.
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.
* Integrate of Application with Salesforce.com with using **SOAP** and **REST web services API.**

**Project#5**

**NSG India, Hyderabad, India Aug 2012 to Aug 2014**

**SalesforceDeveloper/Admin**   
 **Responsibilities:**

* Designed and deployed Custom tabs, Custom Objects, Components, Visual Force Pages, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Worked with standard Salesforce objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, and Record Types to enforce data quality Setup Marketing Campaigns, Assignment rules, Web-to-Lead and Auto-Response rules.
* Worked with Dynamic Apex to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
* Add methods that can be called from Visualforce pages to Controller Extensions.

**Environment:** Salesforce.com platform, service cloud, Apex, Lightning, Process builder, Workflows & Approvals, Reports, Custom objects, Custom Tabs. Apex Language, Visual Force, SOQL, SOSL, Data Loader, Web Services API, HTML, Java