

**Summary:**

- Total 3+ years of experience in the Salesforce.com CRM Platform both as Administrator and Developer.
- Proficient in Implementation of Salesforce in Force.com.
- Hands on experience in modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Experience in integration of Salesforce.com with external applications by using web services SOAP and REST API.
- Hands on experience in upgrading some Apps from Salesforce Classic to Lightning.
- Experience in design and implement Salesforce enhancement solutions to support various departments such as sales, customer service, collections, etc.
- Experience in implementation of Salesforce CRM for different organizations including Sales Cloud, Service Cloud, Customer portal, Partner portal, Contract Management, and Chatter.
- Hands on experience on Apttus CPQ and Steel brick CPQ.
- Expertise in solutions on the Force.com platform, strong understanding of Apttus Contract Lifecycle Management (CLM) and Apttus Configure Price Quote (CPQ).
- Analyzed, designed and configured the end-to-end Apttus Quote to Cash (CPQ) process that covered the entire sales lifecycle - from product and service configuration, to pricing, quote creation, contract negotiation and execution, all the way through to invoicing, billing, orders, revenue recognition and renewals.
- Good knowledge of creating policy domains, realms, policies and rules, configuring access to User directories, setting up response attributes and cookie variables, defining authentication schemes in a SSO Environment.
- Experience in Workbench to fetch data using SOQL queries.
- Implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, entity relationships and Email generation according to application requirements.
- Highly motivated team player with excellent communication, presentation and interpersonal skills. Willing to work in a challenging and cross-platform environment.

**Technical Skills:**

SALESFORCE TECHNOLOGIES	Apex Language, Apex Classes/Controllers, Test Classes, Apex, Triggers, Visual Force (Pages, Component & Controllers), Standard objects, Workflow & Approvals, Apex Data Loader, App Exchange, Web Services, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL, Custom objects, S-Controls, Analytic Snapshots, Apttus CPQ.
SALESFORCE TOOLS	Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool.
PROGRAMMING LANGUAGES	Java, Apex, C, C++
WEB TECHNOLOGIES	HTML, CSS, AJAX, XML, JavaScript, Visual

	Force
OPERATING SYSTEMS	MS Windows, Linux
DATABASES	MS SQL Server, DB2
METHODOLOGIES	Agile, Scrum, SDLC, RUP.
OTHER TOOLS	Toad, Informatics, Eclipse, SQL Enterprise Manager, SQL Query Analyzer, AQT, ER-Win, MS Visio, Power Designer, Putty and Edit Plus
CERTIFICATIONS	Salesforce platform 1 developer certification

**Work Experience:**

**Client: Care Source, Dayton, OH**

**May'19-Till Date**

**Role: Sr. Salesforce Developer/Administration (Intern)**

**Responsibilities:**

- Worked closely with inside, outside sales teams and business analysts to perform detailed analysis and technical requirements and to design the solution by customizing various standard objects of SFDC.
- Performed developer and admin role for this project and working with functional team of business analysts (BA's) and QA testers.
- Involved in requirements gathering with the business users and preparing the requirement document.
- Created custom apps, custom objects and tabs, page layouts, workflow rules, approval process and validation rules.
- Defined lookup and master detail relationships on objects and created junction objects to establish connectivity on objects.
- Worked with various Salesforce objects like Accounts, Contacts, and Leads, Cases, Reports and Dashboards.
- Designed and developed several apex controllers, triggers, Visual force pages, apex classes for various functional needs in the application.
- Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
- Configured single sign on mechanism for Salesforce instance in Transaction Systems.
- Using this, customer have the ability to login to the company portal and easily navigate to Salesforce instance without providing any Salesforce credentials.
- Designed and configured **PARDOT** integration with Salesforce for Supply team with lightning.
- Implemented Salesforce **Marketing Cloud / PARDOT** in Email Studio, Web Studio, CSS, HTML, JS, and **AMPSCRIPT**.
- Designed and configured Salesforce Marketing Cloud / Exact Target in Email Studio, Web Studio, CSS, HTML, JS, and **AMPSCRIPT**.
- Configured Salesforce.com to meet business requirements including fields, page layouts, workflows, approvals, and validation rules.
- Created custom buttons using Visual Force.
- Performed collaborating with chatter.
- Created Visual force Email templates and automated Email process to send installation instructions to new and existing customers.
- Implemented the requirements on Salesforce platform and force.com IDE plugin using Eclipse.
- Involved in creation of SOQL and SOSL queries.
- Developed Visual force controller extensions & custom controllers, standard controllers.
- Automated case creation on replying to the email thread (email to case).
- Experience to develop rich user interface and better interaction of pages.
- Worked with data loader for loading the attachments into salesforce.com, related to objects like account, contact, opportunities and activities.

- Used data loader for insert, update and bulk import or export of data from salesforcom.com objects.
- Created and deployed several custom reports by use of force.com platform.

**Environment:** Salesforce.com platform, Apex, Visual force, Lightning, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, SAP HANA studio, Case Management, Demand Tools, SSO authentication.

**Client: Yash Technologies, India**  
**Role: Salesforce Developer/Admin**

**Apr'15 -Nov'17**

**Responsibilities:**

- Gathered user and functional system requirements via workshops, interviews and workflow storyboards and Working with stakeholders and project teams to prioritize collected requirements.
- Customized existing Salesforce functionality according to project requirement.
- Involved in data migration from Excel to Salesforce using Apex Data Loader.
- Created user Roles and Profiles, security controls and sharing settings.
- Worked on various SFDC standard objects like Accounts, Contacts, Leads, Reports and Dashboards.
- Created workflow & approval processes, validation rules, Auto-Response Rules, Approval process, email alerts and templates, and field updates.
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Worked on various AppExchange products according to the needs of the organization.
- Worked on various Salesforce.com standard objects like Campaigns, leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
- Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com, checking for the correctness of the data.
- Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
- Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.
- Worked on Apex classes, controllers, controller extensions.
- Interact with Business Analysts and Developers to design better test plan and strategies based on the requirements of the business.
- Customized page layouts for Accounts, Contacts, Campaigns, Leads, Opportunity depending upon user roles and groups.
- Deployment of code from sandbox to production using Force.com IDE tool.
- Created Visual force pages and Visual force components to achieve custom functionality.
- Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated.

**Environment:** Salesforce.com platform, APEX Language, Visual Force - Pages, Component & Controllers, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Java, Sandbox, Eclipse IDE Plug-in.