

NISHANT SUNADHAM



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Professional Summary

Skilled Salesforce Developer with over 7 years of experience in **Software Development, Programming solutions** and **Optimizing** technical functions through innovative solutions. Extensive experience in **Object-Oriented Programming, Salesforce Administration & Development** and **automating key processes**. Continually exceeds expectations by building valuable partnerships and works well with people at all levels of the organization, including stakeholders, customers and team members.

Core Competencies

- Extensive hands-on experience with **developing, customizing and configuring**, Salesforce CRM applications using Apex Classes, Apex Triggers, Visualforce Pages & Components, Standard & Custom Controllers, Controller Extensions, Test Classes, SOQL & SOSL Queries and Apex Web Services through Developer Console & Visual Studio Code.
- Expertise in performing **Salesforce Administrative Tasks**: Organization Setup, User Management, Lead/Contact/Opportunity Management; creating or customizing objects/fields/tabs, Users, Profiles, Permission Sets, Roles, Groups, User Queues, Quick texts, Quick Actions, Page Layouts, Reports & Dashboards and achieving **Process Automation** through Workflows, Lightning Flows, Approvals and Process Builder.
- Experience working with **Data Management tools** like Data Loader, Workbench, Jitterbit; **Release Management tools** like Copado, Flosum, AutoRABIT and **Migration/Deployment tools** like ClickDeploy, Salesforce CLI, SalesforceDX, ANT Migration Tool and Git.
- Integrated external ERP Systems like SAP and Oracle with Salesforce using **Salesforce Connect** by mapping **data tables to External Objects** for enhanced customer service and higher data accuracy; also experienced in integrating external systems using **Cloud Adapters** and **ETL Tools** like **Jitterbit** and **Mulesoft**.
- Good understanding of **Lightning Component Library and SLDS classes (Lightning Design System)**; integrated custom-built **Lightning Web Components** and replaced existing **Aura Components** on the Salesforce platform using Lightning Component Framework, **modern web stack** (modern JavaScript, HTML, CSS) and native web browser engine.
- Implemented **two-way Integrations** using **REST & SOAP based web service APIs** to allow external Java based applications invoke Apex classes & methods.
- Proficient in setting up Salesforce org as IDP (Identity Provider), configuring SAML for **Single Sign-On**, implementing **Federated authentication, Two-Factor Authentication** and **Delegated Authentication SSO**.
- Controlled and managed different **versions** of the project and set up **code repositories** using tools like **Copado, Flosum, AutoRABIT, Git and SalesforceDX**.
- Well versed with setting up and fully implementing **Sales, Service and Community Clouds** including deploying Sales Cloud functionalities like **Lightning Dialer, Salesforce Inbox, Sales Cloud Einstein**; Service Cloud functionalities like **Telephony Integration, Omni-Channel Routing, Case & Knowledge Management, Chat, Messaging, Service Analytics, Field Service Lightning**; Community Cloud Functionalities like **Templates, Business Integration, Self-Service Portals, Partner Communities**.
- Designed **Test classes** to meet code coverage requirements then deployed components/code from **Sandbox to Staging** and **Production** environments using **Change sets, MavensMate, Visual Studio Code and Salesforce CLI**.
- Hands on experience with executing **Batch and Scheduled Apex** to run large jobs asynchronously; typically used to process 1000+ records at once while staying within governor limits.
- Adhered to **Apex coding best practices** like bulkifying code & helper methods, implementing null checks, using collections and streamlining multiple triggers on the same sObject.

- Successfully achieved project goals using **SDLC Methodologies** like **Waterfall** and **Agile**; took active initiative in backlog grooming meetings, daily stand-ups, retrospective meetings and helped other developers, testers and programmers with troubleshooting and recovery.

Technical Skills

SFDC Technologies	Sales Cloud, Service Cloud, Community Cloud, Education Cloud, Einstein Analytics, Einstein Discovery, Salesforce Lightning Inspector, MuleSoft Anypoint Platform, Salesforce Connect, Field Service Lightning, EDA, Lightning Component Framework, Aura Component Model, Heroku, Heroku Connect, Salesforce Mobile, SalesforceDX
Lightning Platform APIs	REST API, SOAP API, Metadata API, Bulk API, Streaming API, Tooling API
Programming Languages	Apex, C, C#, Java, R
Scripting Languages	JavaScript, PowerShell, Python, Unix Shell scripts- csh, bash
Salesforce Tools	Developer Console, Visual Studio Code, Salesforce CLI, Force.com ANT Migration Tool, Workbench, Data Loader, Jitterbit, Data Import Wizard, Change Sets, ClickDeploy, Jenkins Plugin- Migration Assistant, MavensMate
Operating systems	Windows 8&10, Linux, MacOS
Microsoft Office Tools	Word, Excel, Visio, Access, Outlook
Data Visualization Tools	Tableau, PowerBI, Qlik Sense
Web Technologies	PHP, HTML, CSS, XML, jQuery, Visualforce & Lightning Design System
Database Technologies	PL/SQL, MS SQL Server, MySQL, SQL, TSQL, SQL Profiler
3rd Party Software	Demand Tools, Job Builder, BriteVerify, DupeBlocker
Version Control & Management	GitHub, Jenkins, Bitbucket, Flosum, Copado, AutoRABIT, Gearset, SalesforceDX

Certifications

- **Salesforce Certified Administrator** **Credential ID** -- 20494038
- **Salesforce Certified Platform Developer I** **Credential ID** -- 20921717
- **Salesforce Certified Platform Developer II** **Credential ID** -- 22829942

Work Experience

Salesforce Developer

Oct 2020 – May 2022

Harvard Medical School, Boston, MA

- Refactored and optimized code in several **Apex Classes, Apex Triggers, Standard & Custom Controllers, Controller Extensions, Visualforce Components & Pages, Test Classes** and **Asynchronous methods** adhering to **Apex coding best practices**.
- Part of **Performance Optimization** Initiative that included tasks like refactoring TDTM Triggers & Apex Classes, converting workflows and process builders into asynchronous flows, updated class signature & execution context of several Apex Classes from **Queueable to Batchable**, used **DLRS (Declarative Roll-Up Summaries)** to assist in **scheduled** and **asynchronous processing** of Finance Data on Course Connection/Contact records.
- Implemented **Zapier Solution** to funnel data from **Lead Gen forms** hosted on **Facebook, LinkedIn** and pulled Registrant Data on Zoom webinars to Salesforce using custom built Zap; this Imported Data was first stored on a **Custom Object** and then processed into **Contacts and Course Connections**.

- Assisted in solving several **production issues** concerning **W2C forms** placed on Drupal Website using Inspect/Console feature on Chrome and tested REST API endpoints in Salesforce using **POSTMAN Application & Workbench**.
- Developed a **duplicate detection solution** to detect duplicate Salesforce records upon creation (on Course Offering object) using LWCs (Lightning Web Components), modal box, custom notifications and included firing emails to the user to keep data clean and consistent across the different connected systems – CMS (Content Management) and LMS (Learning Management) systems like **Wordpress, Drupal, Canvas and Noodle**.
- Worked on several **data management tasks** to **mass update** finance data, enrollee data on contact/course connection/course offering records to adhere to internal Data Quality Standards and for effective/accurate reporting; used **DataLoader, Workbench** and 3rd party tools like **Demand Tool's - Mass Effect** and **Single Table De-Dupe** solutions.
- Provided end users with cross object/table data using SOQL queries to aid in report tallying and helped vet report numbers across different **legacy systems** like **Oracle DB** and **Postgres**.
- Assisted in building and deploying an **SF Community** for **Faculty** to interact with course connections; the faculty portal allows faculty to log in, post learners' grades, alert learners about assignments & tasks, mark attendance data on student record (course connection record) and ultimately track learner progress; Connected **Faculty Community** to Canvas APIs and Zoom APIs using **Tibco Scribe Software** and other **pre-built custom connectors** to transfer grade book data from **Canvas** and attendance data from **Zoom** onto learner records in Salesforce.
- Helped in designing and implementing a **Customer Preference Center** hosted on a SF community where the learner (or customer) can log in and alter their **mailing preferences**, merge duplicate records and **verify their email addresses**; Used a custom community template to build this Learner Community which hosted a set of **LWCs** used transfer data from the **Community page** to the user record in Salesforce matching on learner's email.
- Part of Interview process to hire Interns for open positions on the team; trained interns on weekly **data management/data backup/data upload** tasks with live trainings and assembled comprehensive documentations for the same.
- Involved in re-designing and deploying new re-captcha logic **to bolster security of W2C forms** living on the website; encrypted **Salesforce IDs** and **API Names of SObjects** & records exposed on **W2C forms** using **Hashing mechanism**.
- Used **Git** for Data Backup and as a **code repository**; Used **Gearset & Changesets** for version control, release management and source tracking; Built and managed code using **Visual Studio Code**.
- Assisted in deploying a flow to link **Financial Force** and **Event Management Systems** like Cvent with Salesforce; this flow was used to **automate** the process of creation & posting of **Sales Invoices, Cash Entries** and **Cash Matching processes** using **batch jobs** and backend before update flows; worked closely with users of **Finance Team** to draw out user stories and test the flow.
- Adhered to **SCRUM methodology** under Agile with tracking individual/team progress using **JIRA Software**; familiar with SCRUM ceremonies like daily standup meeting, team retrospective, sprint planning and backlog grooming sessions.

Environment: Service Cloud, Sales Cloud, SOQL & SOSL, Visualforce, APEX Classes, APEX Triggers, Workflows, Reports and Dashboards, CSS, HTML, JavaScript, jQuery, Data Loader, Git, Gearset, OwnBackup, DemandTools, SalesforceCLI, Tibco Scribe, Zapier, Web services API, Validation Rules & Formulas, Email services, Security & Sharing Controls, Salesforce Connect, Jenkins, JIRA and Lightning Inspector.

Salesforce Developer

May 2019 – Oct 2020

AccelerED, College Park, MD

- Involved in implementing and managing Service Cloud functionalities like **Omni-Channel Routing, Knowledge & Case Management, Web Chat** and automating repetitive tasks with **Macros** to boost Service Agents' productivity.
- Worked on building processes and automation rules using Salesforce **Lightning Process Builder, Workflows** and **Lightning Flows** using a no-code approach to automate key business processes.
- Expediting and fully automating scheduling appointments through the development of a **Lightning component & Visualforce Page** to utilize **Calendly's functionality** and integrate it into Salesforce, saving 20+ hours weekly.

- Used source-tracked **Scratch orgs** with **Local Development Server** for faster testing and debugging then employed **Package Development Model** to push new code developments from **scratch org** to the **Dev Hub Org**.
- Designed and enhanced functionality of several Lightning Web Components by optimizing code in the component bundle consisting of **Markup, JavaScript, Metadata (XML)** and **CSS** files.
- Developed Lightning Web Components using **reactive methods, lifecycle methods, private, public & get properties, handler methods, promise objects, ECMA 6 & 7 Scripts, template directives** and **SLDS Classes**.
- Set up **communication** between parent and child components using **Custom Events, Public properties** and the **PubSub Module**.
- Involved in designing multiple **Lightning Web components** to replace **Aura Components** by evaluating the Aura components' attributes, interfaces, structures, patterns and data flows.
- Moved JavaScript code from the Aura components' **client-side controller, helper** and **renderer** files to a single JavaScript File of the Lightning Web Component; also shared code between **LWC** and **Aura components** using **ES6 module**.
- **Re-factored** and **Bulkified Apex triggers** to improve performance while practicing **trigger best practices** like running one trigger per object, **Helper Classes** to handle trigger logic.
- Implemented **helper methods, streamlined collection variables, queries** and **triggers** on the same object to within **platform governor limits**.
- Extensively used package deployment model with **development/testing tools** like **Visual Studio Code, Developer Console, ANT Migration Tool and Local Development Server**; used tools like **Git, Salesforce CLI, SalesforceDX** for release management, setting up code repositories and version control management.
- Executed **Regression testing, Unit testing and User Acceptance testing (UAT)** process using **UAT scripts** for validating the functionality and reliability of **Lightning components** based on real-world scenarios.
- Designed **Apex Batch jobs** to import bulk data (i.e. org data and metadata structures) for back-up & disaster management purposes; **scheduled** them to run on a **weekly basis** by implementing the **Batchable** and **Schedulable** interfaces.
- Utilized Data Management tools like **Data Loader, Jitterbit** for bulk import/export of data from **SQL database connection** and **CSV files** to Sandbox orgs for testing functionality of certain lightning components.
- Migrated test data between test orgs for testing the functionality & validity of custom-built lightning components using **Data Loader, ANT Migration tool** and **Salesforce Connect**.
- Involved in a project using **Salesforce Connect** to integrate Salesforce org with **Informatica, Workday, NetSuite** using pre-built **Salesforce Connectors** available on **AppExchange** and **Custom Adapters**.
- Used **REST, SOAP** and **external WSDL files** to expose Apex methods to external Inventory Management System based on Java; utilized **Postman** API Development tool to test custom built APIs and their responses.
- Involved in an initiative to integrate **SalesforceDX** into **Jenkins Framework** to automate testing of Salesforce applications against **Scratch Orgs**.
- Extensively used **Agile Methodology** for software development and managed these developments using **JIRA**.

Environment: Service Cloud, Sales Cloud, SOQL & SOSL, Visualforce, APEX Classes, APEX Triggers, Workflows, Reports and Dashboards, CSS, HTML, JavaScript, jQuery, Data Loader, Git, SalesforceCLI, ANT Migration Tool, Web services API, Validation Rules & Formulas, Email services, Security & Sharing Controls, Salesforce Connect, Jenkins, JIRA and Lightning Inspector.

Salesforce Lightning Developer

Sept 2018 - May 2019

Method Electronics, Southfield, MI

- Part of Application Development team responsible for **implementing, developing, customizing, testing, deploying** and **integrating** Salesforce applications into **Service** and **Sales Clouds**.
- Designed various **Apex Triggers, Apex Classes, Controllers** and **Extensions** for business use-cases; worked on customizing **Page Layouts**, setting up **User Queues, Record types, Email Services** and automated business processes using **Approvals, Workflow rules, Flows** and **Process Builder**.

- Utilized **Aura Framework** to add **Aura attributes** and **Aura handlers** for events to customize look and feel of lightning applications; created Lightning Aura Components using the **Lightning Component Bundle** consisting of **markup** and **JavaScript** files.
- Used **Salesforce CLI** to **build Lightning Aura components** and **synchronize code** between Salesforce orgs and the version control System; added aura components to the **Salesforce Mobile App & Visualforce pages**, used **Aura components** with **Flows** and communicated between components using events fired by **JavaScript controller actions**.
- Involved in deploying **Field Service Lightning** in the **Service Cloud** to better **track customer service calls** to the call center, better manage **Dispatchers, Field Technicians, Leadership teams** and **Customers** using the **FSL managed package**, configuring **dispatcher console** and FSL objects like **Work Orders, Service Appointments, Service Resources** and **Territories**.
- Implemented **Salesforce CTI** for **routing** incoming calls to service agents, **recording** calls for **quality assurance** purposes and for assisting service agents with **screen pops** with **information** about the **caller**, their account, open cases or call history.
- Implemented **Open CTI (JavaScript API)** and **Call Center** feature to connect existing phone system with Salesforce making it possible for **Service Agents** to make **outgoing calls** directly from Salesforce boosting Agent productivity and saving time.
- Assisted in deploying and managing the **customer self-service community portal** to help build deeper relationships with **customers**; **Community cloud** facilitates building **branded online customer communities** and providing channels for support & feedback.
- Regularly ran **batch apex jobs** using the **Apex Scheduler, Batchable & Schedulable interface** to process a large number of reminder emails to customers.
- Implemented **SOQL** and **SOSL queries** in Apex **classes** and **triggers** to retrieve optimized data from sObjects; created **test classes** to satisfy **code coverage** requirement then migrated **lightning components** from Sandbox to various other SDLC environments like **QA, UAT** and **Production**.
- Employed several **asynchronous methods** like **Batch Apex, Queueable Apex, Scheduled Apex** and **@future methods** for **higher user efficiency, scalability** and to work with increased platform governor limits.
- Involved in an Integration project to migrate data from **Siebel CRM** to Salesforce using **Mulesoft CloudHub** and **dataloader.io**; involved in a client project involving **Mulesoft Anypoint Connector** to integrate **MS SQL Server Database** with Salesforce.
- Created several **Reports & Dashboards** using tabular, summary, joined and matrix formats to monitor Opportunity stages and track health of the organization by reporting on KPIs and other business metrics.
- Used **Git** and **Flosum** for setting up **code repository, version controlling and release management**; collaborated with the team through **Outlook, Slack** and **GoToMeeting**.
- Used **Scrum** framework and **Sprint Cycles** to breakdown the project into different phases and effectively accomplished project goals systematically; tracked changes and validated functionality of developments using management software- **Confluence**.

Environment: Service Cloud, Sales Cloud, Apex, Visualforce, Aura Component Framework, Standard and Custom Controllers, Workflows, Process Builder, Web Services, SOAP API, REST API, WSDL, FSL, Reports & Dashboards, Data Loader, HTML, CSS, JavaScript, Visual Force (Pages, Component & Controllers), Workbench, Postman, Custom Tabs, Community Cloud, Salesforce CTI, Open CTI, Community Cloud, Confluence and Flosum.

Salesforce Developer

Mar 2017 - Sept 2018

Belkin Inc, Playa Vista, CA

- Developed **Apex Triggers, Apex Classes** and **Visualforce pages** with various customizations requested by business users; managed **client-side validations** and **rendering** of **sections/components** based on user options.
- Involved in setting up Salesforce as the IDP (Identity Provider) to configure **Single Sign-On (SSO)** using **SAML** (Security Assertion Markup Language) to let users access network resources with one login; provided restricted access to client applications to access specific org data using the **OAuth protocol** and **token-exchange** authentication techniques.
- Integrated **Salesforce with Outlook** to **sync** contacts, events and tasks between desktop-based version of Outlook and Salesforce.

- Migrated certain applications from **Classic** to **Lightning Experience** to develop rich, consistent user interface and better interactions between pages.
- Worked closely with QA teams to design **Test Scripts, Test Cases/Scenarios** to validate functionality of new developments using **HP ALM Tool** (Application Life Cycle Management).
- Integrated Salesforce org with **external SQL Server Databases** using **inbound Web Services** as well as creating **custom WSDL Files** and **Apex Callouts** by generating stubs from the external WSDL File; also exposed **Apex methods & classes** as **REST resources** which are accessed by **HTTP requests/responses**.
- Controlled different environments of the Salesforce org by creating sandboxes like Developer, Developer Pro, Partial copy and Full editions; extensively used **ANT Migration tool** and **Salesforce CLI** to deploy **metadata** changes from Sandbox to Production Environment.

Environment: Force.com platform, Sales Cloud, Apex Classes, Triggers, Visualforce pages, Controllers, Data loader, Workflows, Approvals, Custom Objects, Tabs, Page Layouts, CSS, HTML, Java Script, Reports & Dashboards, Web-to-Lead, OAuth, SSO, Outlook, Email-to-Case, Case Management and Salesforce Chatter.

Salesforce Administrator

Nov 2016 - Feb 2017

Persistent Systems, Hyderabad, India

- Involved in several Salesforce business processes like **Lead management, Case management, Campaign management, Forecasting, Pipeline management, Order management** and **Opportunity Management**.
- Controlled **access** of the users into Salesforce org through **Security and Sharing Control features** like **Sharing Settings, Login Access Policies, Network Access, Permission sets**; reviewed **user profiles, role hierarchies** and **organization wide default settings**.
- Reviewed Security Settings for **Roles, Profiles** and managed other **Sharing settings** using Permission Sets, Sharing rules and Role hierarchies.
- Created **Workflow rules, Approval processes** on various objects to **automate actions** like Email Alerts, Field Updates, Creating tasks, outbound messaging and time-dependent actions.
- Developed **Custom Formula Fields, Field Dependencies, Workflow Rules**, and used **Process Builder** to set up automated alerts, field updates and email generation based on functional requirement.
- Regularly monitored various components like **Login History, Data Storage limits, Governor Limits** and **Debug Logs**.
- Maintained clean and accurate data by **merging duplicate records** and developing custom validation rules and formulae.

Environment: Salesforce.com Out-of-the-Box Functionality, Profiles, Workflows, Approvals, Data Migration, Standard & Custom Objects, Custom tabs, Roll-up Summary, Visualforce, Email Templates, Data Loader, Reports & Dashboards, Change Sets, Sharing Rules and Permission Sets.

Database Administrator

Feb 2015 - Nov 2016

Cyient Limited, Hyderabad, India

- Installed SQL Server 2005 for new servers and updated legacy servers while maintaining data standards.
- Monitored and solved performance issues by **optimizing queries and indexes**; later documented changes in Excel spreadsheets to aid in **maintenance operations**.
- Executed comprehensive follow-up tasks to retrieve, update and validate data while ensuring **high accuracy** rate through **data verification** and **regular quality checks**.
- Involved in **migration** of project data from legacy systems to the new database facilitating in **efficient** and **faster** creation of **documentation** and **project proposals**.
- Developed and managed **PL/SQL stored procedures** and **triggers** for several **web-based applications**; worked closely with the Project Manager, Programmers and Testers to assist in **Data Modeling**, generating **ETL reports** and **Weekly Data Uploads**.
- Verified proper functioning of in-house developed applications with **Functional testing, Regression testing, System testing, Integration testing, GUI testing** and **User Acceptance testing**.

Environment: SQL Server 2000/05/08, T-SQL, PL/SQL, MS Excel, Advanced Windows 2000 Server, Query Analyzer.