|  |
| --- |
| A close up of a logo  Description automatically generated A close up of a sign  Description automatically generatedGraphical user interface, text, application  Description automatically generated |

**Dharani**

**Senior Salesforce Developer**

**Email:** **salesforce5113@gmail.com**

**Contact: 678 257 1875**

Professional Summary:

* Over 7 years of experience in consulting software meeting client specific solutions on Salesforce Platform.
* Experience in customizing applications using Lightning (SDLC), Lightning Data Service (LDS), Lightning Flows, Lightning Components, Lightning Web Components (LWC), APEX, Visualforce, API’s, Triggers, Batch. Engineered in implementing various solutions in integrating Salesforce with other external systems.
* Research, design, and deliver Salesforce.com solutions for multiple lines of business collaborating with Salesforce.com program team and business SMEs.
* Proficient in all phases of SDLC like gathering requirements, analysis, design, development, testing and deployment.
* Experience with processes and repository management such as Gitlab, bitbucket.
* Experience in working with client specific solutions like Salesforce.com Sandbox deployments using VSCode, ANT, Jenkins and to various production environments.
* Expertise on the Salesforce.com Standard API's, Web Service Integration, Restful Web development, profiles, and security model while maintaining and configuring development and test instances for sandboxes.
* Design and developed various data jobs involving migration of large data using Informatica Cloud and Talend.
* Skilled at working with large teams On-site and Off-shore, and mentoring developers to achieve the goal.
* Experience working with Partner, Community and Community Plus communities in par with the performance goals of the client.
* Experience working with Copado and AutoRabbit for code migrations using CICD process.
* Experience working with client specific integrations including but not limited to REST, ConnectAPI, ChatterAPI.
* Worked in coordinative and team environment with best Agile practices, involved strongly in User story grooming and backlog iterations.
* Experience with Lead Management, Opportunity management, Case management using various features of Salesforce such as Sales cloud, Service cloud and Marketing cloud.
* Configured Event monitoring for effective monitoring of Salesforce’s API events, Login /log out and Application exceptions, with information sent over to Splunk dashboard.
* Experience working with Care Agent on Service Console helping resolve Cases by setting up case feeds via Chatter and emails.
* Provided Live Agent for Care team to live chat with interfacing customers using Omni-channel.
* Created Knowledge articles for help and resource
* Developed Agent workspace i.e. matching to the right agent based on skill set and expertise and using Omni-channel.
* Developed Rules and Queues for Care teams.
* Experience setting up dashboards to measure and monitor agent performance, KPI’s.
* Integrated Avaya connector for service agents to converse and resolve cases via CTI Integration.

Technical Skills

|  |  |
| --- | --- |
| **Certifications** | Salesforce.com Certified AdministratorSalesforce.com Certified Force.com DeveloperScaled AGILE |
| **Cloud Technology** | Salesforce.com CRM, Sales Cloud, Service Cloud, Visual Force, Apex, Salesforce configuration and customization, Lightning Components, Lightning Web Components (LWC). |
| **Languages** | Java, HTML, SOAP, jQuery, HTML/JavaScript, XML, JSON, Apex, Lightning. |
| **Scripts** | UNIX shell scripts, JavaScript, and AJAX. |
| **Tools** | Apache Ant, Jenkins, Bitbucket, Gitlab, SourceTree, JIRA, Confluence, Service Now, Rally, Splunk, Apigee, Informatica Cloud. |
| **Configuration Tools**  | Bitbucket, Gitlab, Jenkins, Source-tree, git. |

**Professional Experience:**

**National Debt Relief, LLC, NYC, NY Nov 2019 – Present**

**Sr. Salesforce Developer**

National Debt Relief is one of the country’s largest and most reputable debt settlement companies. They are dedicated to helping individuals and families rid their lives of burdensome debt. They specialize in debt settlement and have negotiated settlements for thousands of creditor and collections accounts. Their core services offer debt settlement as an alternative to bankruptcy, credit counseling, and debt consolidation

**Responsibilities:**

* Created modern enterprise apps combining Lightning Design System, Lightning App builder and Lightning Web Components.
* Worked on Salesforce1 platform to build mobile app by enabling Lightning Web Component.
* Developed client specific apps/products using Lightning web components with best security practices.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Worked on Lightning flows, Connect API, Chatter and quick Action
* Built with best practices under using Lightning locker service.
* Experience working on source driven and test driven development using active scratch orgs and sfdx development patterns.
* Started learning testing LWC using sfdx-lwc-jest.
* Built REST based integrations using authenticating protocols such as 1-way and 2-way SSL, with APIGEE as the authentication provider.
* Implemented best practices in transferring and storing contracts as attachments in AWS using Salesforce Standard API.
* Engineered the implementation of Partner Solution portal which helped in reducing the overall time to market by 4 months, leading the retiring of legacy applications.
* Experience in product development using Salesforce Lightning framework, Lightning Data Service and Aura framework tools.
* Worked per Standard CI/CD processes using several deployment tools such Copado, Jenkins, ANT.
* Worked along with Architects in improving the performance of the system using lightning, flows and OOB features.
* Developed several 1-way, 2-way, OAUTH, HMac authenticated integrations using APIGEE as the gateway between systems.

**Environment:** LWC (Lightning Web Components), Lightning Flows, Einstein Analytics, Lightning Data Service, SLDS, Copado, Jenkins, Gitlab, Source-tree, DocuSign, Mobile apps.

**American Express Inc, NYC, NY May 2017– Oct 2018**

**Sr. Salesforce Developer**

Marketing Delivery Tool and Offer Entry Tool are the lightning and force.com platforms built and managed to meet the client needs of marketing the offers on Amex mobile. Sales Console helped in bringing in more leads and marketing the new offers. Offer Targeting and segmentation became the core unit of this application which enabled in providing the user centric offers. A seamless experience was provided to the business team helping to build offers and manage the partners.

**Responsibilities:**

* Implemented Web Services by Integrating with various systems using REST and SOAP API.
* Developed customized solutions using Lightning framework, SLDS, Aura API, Lightning Components.
* Developed XML, JSON as data communication between systems.
* Developed and Customized the MDT application as per the I-GOV needs using Advanced APEX, Visual force, Triggers, Components, Apps and various OOB features.
* Created various batch classes, scheduled classes for bulk validations and uploads of data into the system.
* Technical lead On-site for Production support activities, debugging Apex scripts using debug logs and System log console to catch and execute governor limits.
* Configured custom CMS (Custom Management System) and OET, architect for the USP (Universal Segmentation Plan).
* Developed custom remote functions to send timely requests to the campaign/offers.
* Used Network level security, Organization security and session security to implement platform security.
* Worked with VF style sheets, Static resources to augment the features as per the AMEX policies.
* Worked with multiple sandboxes environment and helped the developers manage them effectively.
* Lead Production support team, analyzing issues and suggesting more effective approach in design.
* Lead in maintaining salesforce site.com platform for AXP, handled all requests in designing and publishing sites.
* Provided expert support on functionality and training for users, particularly financial modules.
* Aligned territories during Fiscal-year planning, moved accounts, opportunities and forecasts.
* Designed, Implemented and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Dashboards and also responsible for the customizing the same as per the business requirements.
* Regularly performed database cleanup procedures. Managed ongoing support requests and administrative needs of users.
* Assisted users with report design and management. Configured and scheduled Analytic snapshots to generate weekly trend reports and also to analyze the weekly progress of the applications developed by Stage
* Formulated options and executed CRM/business solutions to meet NA, EMEA, AU marketing needs.
* Used multiple sandboxes for code comparison, testing and also performed User acceptance testing, main resource to deploy the changes into production and system testing.

**Environment:** Lightning Components, Lightning web components, Service Now, Aura, Salesforce Connect API, Java-script, Chatter API, Email Services, SAML/SSO, Oauth 2.0, Mobile apps.

**Steak N Shake, Indianapolis Jan 2016 – Apr 2017**

**Sr. Salesforce Developer**

Provided support and maintenance on Salesforce implementation of Support application.

**Responsibilities:**

* Implemented 2-way SSL REST based authentications with external applications to fetch campaign data.
* Implemented OpenAPI’s and tested them using Postman, Soap UI and workbench.
* Integrated with Apptus using external data source to fetch campaigns, leads and contacts from internal systems.
* Implemented Salesforce Connect using OData 2.0 to retrieve and store billing accounts inside external objects.
* Improved performance of Visual force pages using bootstrap and Java-script libraries.
* Acted as a Production support lead to debug user issues in real-time, quick turnaround of hotfixes using staging environment.
* Standardized Apex testing using Test Data factory, static resources and mock implementation.

**Environment:** REST Integrations, Apex, Visual Force, Git, Workflows, Reports and Dashboards, User Profiles, Analytical Snapshots, WSDL, Change-Sets, JAD sessions, Standard Objects, Data Loader, Workbench, Approval Process.

**The LCF Group, West Hampstead, NY Jul 2015– Dec 2015**

**Salesforce Developer**

Last Chance Funding is an established direct funder in the Merchant Cash Advance (MCA) space. We provide funding to small businesses by purchasing their future receivables and getting repaid via daily ACH debits or by a percentage of their credit card sales

**Responsibilities:**

* Analyzed standard industry practices of back office applications of company including underwriting, billing, policy, and claims administration with the help of Subject matter expert.
* Involved in gathering Customer requirements from business user teams spread over Sales, Marketing and Customer service.
* Worked along with the team for production support and for application development support.
* Involved in Creating Gap analysis document, clearly identifying the data, business process and Workflows of the organization with respect to Salesforce.com implementation.
* Developed and Customized SFDC application based on the user needs.
* Maintained and gave permissions to communication templates based on profiles & roles.
* Performed data analysis and migrated data from SQL server database to Salesforce.
* Involved in accounts merging, maintaining Public groups.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Created and managed technical and business process documents.
* Integrated with Java based web application using Enterprise API from Salesforce.
* Worked with senior team members to analyze of each product and its competitor to integrate new product and optimize existing products.
* Developed Enterprise edition for Service cloud and integration via web-service API
* Force.com Migration tool has been used for migrating code and customizations from one environment to another environment.
* Created Email templates in text, HTML and Visualforce necessary for application.
* Uploaded about close to a million records using the Data loader.
* Experienced in working with customized data integration tools for Cleansing and De-duplicating
* bulk loads using different ETL tools.
* Maintained system metrics and logs to track trends in usage & adoption, data quality, integrity and application failures.

**Environment:** Production Support, Site.com, Integrations, Apex, Visual Force, Web Services, Workflows, Reports and Dashboards, User Profiles, Analytical Snapshots, WSDL, Change-Sets, SOQL-SOSL DML queries, Standard Objects, Data Loader, Workbench, Approval Process.

**Nexus Communications, India Apr 2012 – Apr 2014**

**Salesforce Developer**

It is an evolutionary type of technology services company. They are full-service technology and communications infrastructure systems integrator that designs, manages and maintains all our customer connected systems and devices that their business utilizes.

**Responsibilities:**

* Worked on Standard objects such as leads, Opportunities, Accounts, Contacts, Campaigns associated with Sales Cloud.
* Developed various custom objects, Tabs, Components and Visual Force pages and Controllers.
* Created and deployed several reports using force.com platform.
* Developed Apex classes, Controller Classes, Apex triggers and API integration for various functional needs in the application.
* Integrated SAP R/3 using middleware tools like Informatica Ondemand, Skyvva and web Integrations.
* Apex code to convert lead to a contact and associate the contacts with accounts.
* Implemented Chatter, Chatter desktop, created public and private groups.
* Developed and deployed approval processes for leads conversion, opportunities and products/Assets management.
* Implemented the requirements on Sandbox and Force.com IDE plug in during Eclipse and deploying it in production.
* Experience working on force.com connect offline in Enterprise edition.
* Used SOSL/SOQL to extract data from the platform database.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Experienced with Web-to-Lead and Web-to-Case scenarios along with Escalation rules and Assignment Rules.

**Jarus Technologies, India Feb 2010 – Mar 2011**

**Salesforce Developer/Java Trainer**

Jarus is a midlevel consulting firm working with meeting client needs. Responsible for development of business applications, delivery model and implementation standards. Worked extensively on improving the performance of web platforms.

**Responsibilities:**

* Involved in designing and coding JSP’s, Custom tags, client validation code using java scripts, java classes for controllers, data access layer to support multi account type login.
* Used My Eclipse IDE to develop the system.
* Designed and developed the front-end using HTML, JavaScript and JSP.
* Developed and Deployed Java Servlets and JSP for session management.
* Responsible for creating Java bean classes.
* Written test classes using JUnit to test the Action Class.
* Developed several stored procedures/Triggers for automated action items to integrate with default tracking module.
* Created SQL queries and stored procedures for CRUD (create, read, update and delete) operations on database.

**Environment:** Salesforce, JavaScript, Source Control, Excel Connector, Command Line Data loader, Sites.

**Education:**

* Master of Science in Information Technology, Wilmington University, Delaware, USA.
* Bachelor of Science in Information Technology, VIT University, Tamil Nadu, India.