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## PROFESSIONAL SUMMARY

A professional with overall 4.7 years of experience in IT industry in Administration and Development in Salesforce.com; which includes Sales force CRM, Configuration, Development, Deployment and system design and managing Reports, Dashboards for Business Analysis and advanced features like Lightning platform.

- Experienced on Salesforce **Administration, Configuration, Customization, Development and support experience** on Salesforce.com Platform.
- Extensive experience using Sales Force Administration (SFA), **Profiles, Creating Roles, Page Layouts, Salesforce Customization, Security Access, Users, email services. Org-Wide Default, Sharing rules, Workflows, Approval Process, Reports/Graphs and Dashboards.**
- Experienced on Salesforce **Configurations, Customizations, Development, Performance Testing, Deployment and Support Activities** as well. Experienced in **Lightning Components, Lightning App Builder, Lightning Process Builder and Lightning Design System.**
- Extensive experience on Apex development in **Triggers, Apex Classes, Standard Controllers, Custom Controllers, Apex Scheduler, Batch Apex,** and Developed **Visual force pages and Custom Objects** using Apex Programming on Force.com Platform.
- Extensive work experience in designing **Custom Objects, Custom Fields, Record Types, Page Layouts, Custom Tabs, Custom Reports, Report Charts, Report Folders and Report Extractions** to various formats.
- Configured the **Assignment Rules, Auto-Response Rules and Escalation Rule** etc.
- Working experience on **Custom Settings and Custom Labels.**
- Efficient in monitoring Apex asynchronous processing using **Future Methods, Batch Apex,** controlling processes with **Queueable Apex and Scheduling Jobs** using apex scheduler.
- Extensive experience in querying salesforce.com database using **SOQL & SOSL** queries using Force.com.
- Extensive experience in data migration using **Apex Data Loader.**
- Extensive experience with various Salesforce deployment methodologies including **Change Sets.**
- Having good knowledge on **Salesforce Integration** using **REST API.**
- Experience in wide range of languages and technologies such as **HTML, CSS and JavaScript.**
- Extensive Experience of **Agile Scrum Methodology** of software engineering processes.
- Excellent team player, quick learner with good communication skills and
- Troubleshooting capabilities, Enthusiastic in learning and upgrading technical skills.

## TECHNICAL EXPERTISE

<b>CRM</b>	: Salesforce
<b>Programming Languages</b>	: Apex, Java and C.
<b>Web Technologies</b>	: Visual force, HTML, CSS, JavaScript, and jQuery.
<b>Salesforce</b>	: Workflows, Process Builder, Lightning Flows, Lightning App Builder, Lightning Community Builder, Approval Process, Apex Classes, Triggers, Visualforce Pages, Approvals, Validation Rules, Reports, Dashboards, Sharing & Security Rules and Workflows.
<b>Languages</b>	: Apex, Aura, Visual force, Lightning(LWC).
<b>Databases</b>	: Force.com
<b>Tools</b>	: Eclipse, Service Now, Rally, Pivotal.

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## EDUCATION SUMMARY

- **B. Tech (ECE)** from **Arni University**, Passed in 2015 with 75%

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## EXPERIENCE SUMMARY

- Working as a **Salesforce Developer** in **Honeywell IT Solutions Pvt. Ltd**, since October-2020 to Till date.
- Worked as a **Salesforce Application support & Admin** in **PWC**, Bangalore since November-2018 to October-2020.

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## CERTIFICATIONS

- **Salesforce Certified Platform Developer 1.**

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## PROFESSIONAL PROJECTS

### PROJECT - 3

<b>Project Name</b>	: <b>PBH.INC</b>
<b>Client</b>	: <b>Prestige</b>
<b>Role</b>	: Salesforce Developer.
<b>Team Size</b>	: 8
<b>Environment</b>	: Salesforce.com, Force.com.
<b>Duration</b>	: July-2021 – Till Date.

### DESCRIPTION

Pbh-inc.com is an intranet site provided by prestige Brands Inc. Prestige Brands contains so many products like drug, medical device, cosmetic and household products. Pbh-inc.com provides all the information about these products. pbh-inc.com is provide a system to track and manage the artwork

associated with drug, medical device, cosmetic and household products as well as an automated tracking mechanism to the Labeling Development, Approval and Control process.

## **ROLES & RESPONSIBILITIES**

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Worked with Visual Force Pages, Custom Controllers, Extension Controllers, Apex Classes , Apex Triggers, Aura and Lightning web components (LWC).
- Developed various Lightning Components using Lightning App Builder, Lightning Process Builder and Lightning Design System.
- Developed various Custom Objects, Tabs, validation rules and Visual Force Pages.
- Created Page Layouts, Search Layouts to organize Fields, Custom links, Related lists and other components on record detail pages and edit pages.
- Using CSS implementing the pages as Clint requirement. Developed pages with attracting outlook.
- Created workflow rules and defined related Tasks, Time Triggered Tasks, Email Alerts, Field Updates to implement business logic.
- Created **Batch Classes and schedulable Classes for** various functional needs in the application.
- Created Email templates, Approval processes, Page layouts and defined Approval Actions on them to automate the processes.
- Developed Apex Classes and Apex Triggers for various functional needs in the application.
- Used SOQL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Created profiles and implemented Objects and field level security to hide critical information on the profile users.

## **PROJECT - 2**

**Project Name** : **Macsteel Services**  
**Client** : **Macsteel Corp.**  
**Team Size** : 6  
**Role** : Salesforce Developer.  
**Duration** : October-2020 to July-2021.  
**Environment** : Salesforce.com, Force.com

## **DESCRIPTION**

Macsteel is one of the leading manufacturers, merchandiser and Distributor of steel and value-added steel products. It consists of 8 dynamic business units and operating from a strategic network of more

than 50 service centers, branches and warehouses. Macsteel supplies range of carbon steel, stainless steel, specialty steels, aluminum products and value-added processes to all industry sectors.

## **ROLES & 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.
- Data Mapping and Data Loading into SFDC using Data Loader
- Created custom labels and Custom settings
- Prepared Unit Test Scripts for various functionalities
- Developed Apex Classes, triggers, and visual force Pages
- Created Batch Classes, Scheduled Classes
- Build Test classes for various Apex Classes
- Created Custom Buttons, Overriding the buttons with visual force pages
- Daily issues are discussed with Onsite coordinator and respective Users
- Deployed components from Development environment to Sandbox and from Sandbox to Production using eclipse and change sets.

## **PROJECT - 1**

**Project Name** : **Aetna Healthcare**  
**Client** : **Aetna Healthcare Networks Inc. USA.**  
**Team Size** : 10  
**Role** : Admin & Application support  
**Duration** : November-2018 to October-2020.  
**Environment** : Salesforce.com, Force.com

## **DESCRIPTION**

Aetna U.S Healthcare is the nation's leading health and related benefits organization, with a total health enrollment of more than 14 million Americans nationwide. In addition, Aetna U.S Healthcare provides quality measurement and improvement programs and data analysis for providers and purchasers of healthcare. In Louisiana, Aetna U.S Healthcare currently has a number of managed care programs including its Health Maintenance Organization (HMO), Point of Service (POS) and Preferred Provider Organization (PPO) options as well as a Medicare HMO and traditional indemnity plans.

Aetna services corporate clients each one having hundreds and in some cases thousands of subscribers to the medical, dental, and prescription drugs plans. Aetna's corporate clients need a detailed package of reports every quarter about their premium and claims settlement information.

## **ROLES & RESPONSIBILITIES**

- Giving continues support to fix ongoing bugs.
- Well versed with Sandbox environment
- Involved in Designing Triggers and Apex classes for various requirements.
- Used Data loader to perform DML Operations like Insert, Update, Delete, Export.
- Developed Reports and Dashboards for weekly/monthly reviews.
- Involved in controlling the data access using security settings.
- Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Worked on Admin tasks like SFDC Objects, Page Layouts, and Workflows.