**Professional Summary**

* **Certified SalesForce Professional with** around 7 years of IT experience in the Salesforce.com CRM platform as both **Administrator** and **Developer.**
* Good Understanding of Software Development life cycle and emphasis on **Salesforce.com, App Exchange, Sales Cloud, Service** and **Community Cloud.**
* Experience in **Administration, Configuration, Implementation, Lightning, and support experience** with SalesForce platform.
* Hands on Experience in **Data Management**, **Data Modeling**, **Workflow Automation**, **Formulas** & **Validations, Chatter.**
* Responsible for Customization of the **SalesForce Sales Module** for capturing the **Lead Generation**, **Accounts**, **Opportunities**.
* Good Understanding of **Lightning Process builder** for visualizing and creating automated business processes.
* Customized existing **Visual Force to align with SalesForce new Lightning UI experience**.
* Good knowledge on Set up **field service features** according to client unique business needs. This includes installing the **Field Service Lightning managed package** and **Field Service Lightning mobile app**
* expertise on the Integration with Web services using **REST and SOAP** services, Good understanding of **Bulk API, Streaming API’s and other third-Party Integration** tools.
* Experience in **APEX Programming** by creating  **Apex Classes ,Triggers**   to implement the business logic as per the requirements.
* Designed and developed Department Webpage Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend and **Visual Force pages** as user interface.
* Knowledge in **Change Management** and **Prototype Analysis** using **Sand Box Environment.**
* Used refined global search in **Lightning** by developing **Apex classes** and **Controllers**.
* Broader Perspective on **Visual Force Pages**, **Apex Triggers**, **Apex Classes**, **Batch Apex**, **HTML** and  **SOQL**, **SOSL**, **Process Builder**, **Workflow**, **Visual Workflow** and **Approval Process**, **Reporting** and **Dashboards** to support process automation.
* Knowledge on **Data Migration** by using **Data loader Workbench**.
* Experience in Administration, Configuration, Implementation and Support of **SalesForce CRM**.
* Hands on experience in implementing security and sharing rules and **Apex Language**.
* Experience in creating the **Validation Rules**, **Approval Process**, **workflows** for **automated lead routing**, **lead escalation and Email Alerts.**
* Involved in the Design of various **Web pages** in **Visual Force**.
* Handled the Design and Development of **Apex Classes and Apex Triggers** for the functionality of the application.
* Cognizance in **Sandbox Management** (Like Refreshing Sandbox, Creating New Sandbox and Migrating code from one sandbox to the other).
* Interaction in working with software Development Life Cycle (SDLC) methodologies such as **Agile, Scrum and Waterfall model.**
* Implemented **Picklists** , **dependent picklists**, **lookups**, **master detail relationships**, **validation** and **formula fields** to the custom objects.
* Worked on various Salesforce.com **standard objects** like **Accounts**, **Contacts**, **Cases**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Customization of Lightning Components to enhance UI of several applications.
* Designed App in Lightning for the school which comprises of students ,grades and departments.
* Created Triggers for validation of data of the records and to prevent duplication of records and values.
* Exposure towards the field service lightning and the integration and updating of custom applications with enhance UI
* Experience in the development of cloud platforms using the salesforce vlocity for mobile cloud applications and the easier user interaction with the sales and service clouds for the product users.
* Apttus -CPQ configure product and pricing rules ,approvals, quoting templates, digital signatures ,workflows, validation rules and changes to user interface.

**Technical Skills:**

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| SalesForce technologies | Apex, **visual force**, SOQL, SOSL, Email template, formula, Validation rules, **apex trigger**, workflow and approvals, App exchange, **Eclipse**, sales force.com IDE, Apex data loader, web services. **Dashboards**, Analytic Snapshots, Custom Objects**, Lightning, Field Service Lightning (FSL),** REST and SOAP **Web Services.** |
| SalesForce Tools | Eclipse, **Force.com, Eclipse IDE plug-in**, Force.com Explorer,  Force.com Data Loader, Force.com Excel connector,  Force.com Platform (Sandbox, and Production) QTP and **Sandbox Testing** |
| Lightning Experience Development: | SalesForce Lightning Design System and Lightning Components, LWC, Aura Framework, JavaScript Controllers, Server-side Controllers**.** |
| Data Migration Tools | Data Analysis, Data Cleansing, Data Normalization, **Data Migration**, Data Loader |
| Databases | **SQL** Server 2005, Oracle, MS Access |
| Programming Languages | JavaScript, **Apex**, **DL/SQL** |
| Configuration Skills | **Workflow**: time-dependent actions, field updates, email alerts, Field Level and Object level security, **role hierarchies**, sharing models, SFDC Standard Object Configuration: Campaigns, Reports, Dashboards, **Formula Fields** and Cross Object Formula Fields Configuration Skills, Overall User Management, Security and Sharing Model, Translation Workbench, Documentation Templates, **SalesForce Lighting.** |
| Project Management | **Agile, Jira** |

**Professional Experience:**

**Client: Fannie Mae, Plano, TX Oct2019- Present**

**Role: SFDC Administrator/Developer**

**Responsibilities:**

* Involved in gathering of requirements, implementation for the development of Lightning pages.
* Created Sales Force Lightning applications using **Aura Components**, **Controller**, **Helper** and used **CSS** style sheets in the components.
* Worked on Apex development for the creation of buttons on the page layouts.
* Developed **Apex Classes, Controller Classes, Standard Controllers, Custom Controllers, Controller Extensions, and Web Services API and Apex Triggers** for various functional needs in the application. Migrated data from external sources and performed **insert**, **delete**, **upsert**, **export** operations on many records.
* Upgraded several apps from **classic** to **Lightning** to enhance better user interface and better interaction with pages.
* worked with  **Visual force**, **APEX Database**, **APEX Triggers** and **APEX Testing**
* Expertise on APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile.
* Created workflow rules and defined **related tasks**, **email alerts**, and **field updates**.
* Implemented **picklists**, **dependent picklists**, **lookups**, **master detail relationships**, **validation** and **formula fields** to the custom objects
* Worked on various Salesforce.com **standard objects** like **Accounts**, **Contacts**, **Cases**, **Leads**, **Campaigns**, **Reports** and **Dashboards**.
* Frequently used **Agile Scrum methodology** to reach our business team goal by gathering day to day requirements and building them using Force.com platform.
* Performed **CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Experience in  Managed Packages and unmanaged packages, CPQ, knowledge on complex formulas.
* Performed Salesforce CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Documented and trained users , Good understanding of quote to cash flows and system diagrams.
* Designed and implemented automated surveys integrated with salesforce

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**Environment:**Saleforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Pages, Lightning, Data Loader, HTML, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Agile.

**Client: General Electric (GE Capital) Fort Worth, TX Feb 2019-Oct2019**

**Role: SFDC Administrator/Developer**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization. Closely worked with other Salesforce.com consultants while implementing the solutions for the needs of organization.
* Created **Custom Objects** and defined **lookup** and **master-detail relationships** on the objects. Also, created **junction objects** to establish connectivity among objects.
* Created **workflow rules** and defined related tasks, **time-triggered** tasks, **email alerts** and **field updates** to implement business logic.
* Worked on **Service Cloud** and **Sales Cloud** implementations. Experience in developing and maintaining email templates within **Marketing Cloud**.
* Worked in developing various **Apex classes**, components, and **Visual force.**
* Experienced using **Salesforce Lightning UI**. Created **Lightning Apps** combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component features**.
* Developed Lightning apps using Lightning Components and made them with compatible with **Salesforce1mobile** app.
* Used **Lightning process builder** for visualizing and creating automated business processes.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce Marketing Cloud.
* Worked with **Dynamic Apex** to access Objects and Field values based on user inputs, execute **dynamic SOQL**, **SOSL** and **DML** queries.
* Administrated and monitored the company's Salesforce CRM application. Created the workflows for automated **lead routing**, **lead escalation** and **email alert**.
* Being the Administrator in the organization created **Profiles**, **Roles** based on Organization role hierarchy and implemented **Record-Level** and **Field-Level security** and configured their sharing settings.
* Involved in **Data mapping** and migration of data from legacy systems to SalesForce.com Objects and fields**.**
* Performed Bulk **Data Migration** from Traditional Applications to Salesforce using **Import Wizard**, Excel Connector, Data loader, Workbench, Backup,  **Data Loader**
* Developed **Test cases** for **Unit Testing** of the Mappings and was involved in the **Integration Testing**.
* Used **Tabular**, **Summary** and **Matrix** reports to create **Standard reports** and **Custom reports**.
* **Troubleshooting** and configuring **Data Loader operations** and running the Data Loader in batch mode.
* Worked on various Salesforce objects like **Accounts**, **Contacts**, **Leads**, **Opportunities**, **Reports** and **Dashboards**.
* Worked on the usage and implementation of **Apttus CPQ** to enable sales reps to configure complex product and service combinations and set prices that will positively impact deal profitability.
* Exposure and idea on playbook and dealt with the process work flows , standard operating procedures which reflects a plan.
* Worked on Cloud modules with Steel brick CPQ and Familiar with Steel Brick CPQ for subscription, billing, invoicing and can take control of sales process from Quote to Cash. Generated Revenue recognition status automatically with Steel Brick **CPQ.**
* Experience in  Managed Packages and unmanaged packages, CPQ, knowledge on complex formulas..
* Good Understanding on solution providing and implementation of Apttus CPQ for business internally.
* Created validation rules, clauses, smart clauses, templates in Apptus and implemented as per the business requirements.

**Environment:**Saleforce.com platform, Service Cloud, Apex Language, Visual force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Lightning, FLS, Lookup and Maser Details Page, Security Controls, Marketing Cloud, Salesforce1 Mobile, Web Services, Sandbox.

**Client: TransAmerica, Denver, Colorado Aug 2018 - Feb 2019**

**Role: SFDC Admin/Developer**

**Responsibilities:**

* Interacted with various business user groups for gathering the requirements for Salesforce Implementation and documented the Business and Software Requirements.
* Worked on **Agile methodologies** where requirements, design, testing, deployment needs to be done as early as possible.
* Developed various interfaces, Apex classes, **controller classes** and **apex triggers** for various functional needs in the application.
* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com and other Platform based technologies like **Visual Force**, **Force.com API**, and **Web Services**.
* Responsible for Testing - unit testing & integration testing using **JUNIT**.
* Involved in **debugging** and **troubleshooting** the bugs and resolved those issues.
* Administered and monitored the company's Salesforce CRM application.
* Managed **Service Cloud** components including Service Console, Partner portal, Call Center, **CTI integration**, Customer Portal, Live agent, Knowledge Base and Entitlements.
* Developed and implemented both the **time dependent** and **time independent workflows** as per the requirement.
* Manage re-architecture of **Jenkins** and integration with Confluence for release management and documentation assets. Re architect a **Maven** based system reducing build times.
* Created **profiles**, **roles** and implemented **object level**, **field level** and **record level security**.
* Developed and deployed **work flow rules**, **approval processes**, **email templates**, and **assignment rules**.
* Schedule the Apex Classes to send **email alerts** on daily/weekly basis.
* Perform **Data Export** on weekly basis for data backup.
* Provide Production Support for CRM system developed on Salesforce.com platform.
* Designed and developed **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend and **Visual force pages** as user interface.
* Perform **mass update** to update the data in SFDC using **Demand Excel** spreadsheets using **Apex Data Loader**.

**Environment:** Saleforce.com platform, Deployments, Force.com Migration Tool, Jenkins, Translation Workbench, Sandbox, Data Loader, Workflow & Approvals, Reports, Lightning Components, Custom Objects, Custom Tabs, CTI integration and Email Services.

**Client: Info-Tech, Hyderabad, India Jan2014-Dec2017**

**Role: SFDC Administrator/Developer**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including Accounts, Contacts, Reports, Dashboards, Events and Tasks.
* **Deployed** the code over sandboxes using **Change set**.
* Developed various **Apex classes**, Controller classes and Apex Triggers for various functional needs in the application.
* Created various **Profiles**, Roles, and Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Designed and deployed Custom tabs, **validation rules**, **Approval Processes** and **Auto-Response** for automating business logic.
* Created **email templates** and **inbound emails** using Visual force for clients and customers.
* Enabled Chatter for the Organization and effectively communicate with the users in the Organization.
* Implementation of **Data Loader** for loading the data.
* Developed business documents for Salesforce.com Custom objects.
* Developed several Custom Reports & Dashboards to better assist managers and report folder to provide report accessibility to appropriate personnel.
* Involved in **Agile** methodology, **Scrum** that dramatically improved productivity and reduced errors.
* Implemented Salesforce.com web services client using Sales force web services API, XML and partner WSDL.
* Perform **mass update** to update the data in SFDC using **Demand Excel** spreadsheets using **Apex Data Loader**.
* Perform **Data Export** on weekly basis for data backup.
* Created **profiles**, **roles** and implemented **object level**, **field level** and **record level security**.
* Provide Production Support for CRM system developed on Salesforce.com platform.

**Environment:**Force.com IDE, Eclipse, Data loader, Data Import Wizard, Microsoft Office, Excel, Service Cloud, Apex Language, PB’s, Workflow, Reports, Custom Objects, Custom Tabs, Marketing Cloud, Change Sets, Salesforce for Outlook.

Education:

* **Master’s in Computer Science– Southern Arkansas University**.

Courses: Worked on cloud computing, Sales Force CRM, involved in the implementation of Permission Sets, Workflows from August 2019 to Dec 2019.Accomplished badges on Sales Force trailhead.

* **Bachelor’s in Technology**.