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OVERVIEW

- 7 years of experience in the information Technology industry.
- Gathered requirements and prepared requirement documents and technical design documents to meet the business rules.
- Sound development experience on Salesforce.com using the Force.com platform and a good understanding of the CRM, sales life cycles and development life cycles.
- Hands-on experience in developing out of box functionalities and customization like: Apex classes, Apex Triggers, Visualforce pages, LWC, Batch Apex, Integration using REST on Salesforce.com.
- Worked closely with various tracks to ensure consistency of requirements and setting right expectations for the design.
- Establish, maintain & enhance security, using profiles and role hierarchy.
- Good expertise in design, document, build, test and deploy enhancements to Salesforce instance.

SKILL SET

- **PRODUCTS**: Sales Cloud, Service Cloud, Dataloader.io, Conga Composer, Nintex Drawloop DocGen, SMS Country
- **CRM**: Salesforce.com
- **LANG/TECH:** Apex, Visualforce, Force.com, OOPS, HTML, JavaScript, CSS
- **TOOLS:** JIRA, Github, MS Excel 2003/2007, Eclipse 3.4.2, Visual Studio Code

EXPERIENCE

Company Name: Barclays Global Service Center
Project Name: Bereavements

Role: Senior Salesforce Developer   **Jan 2021 - Present**

Description:
 In this Project, We developed a process for the relatives of deceased Barclays Customers. Where Relatives or the person who was closed to the Barclays Customer can inform the bank about the Death of the Customer. With the help of this process, relatives of a deceased Barclays Customer can initiate the process and can take care of all of the financial assets Customer had with the Bank.

Responsibilities:
- Development of the process
- Giving Demo to the Business/ CRE's
- Attend business meetings to understand requirements.
- Documentation of solution approach of different modules on JIRA

Company Name: Eternus Solutions Pvt. Ltd.
Project Name: DAMAC CRM Support Implementation   **Jul 2017 – Dec 2020**
Role: Technical Lead

Description: This project leverages Salesforce's service cloud capabilities. The implementation mainly focuses on developing intuitive user experience for the customer service representatives which enables them to raise service requests of multiple types such as request for changing existing payment plan, transfer funds from multiple booking units to other booking units, update contact information, waive penalties, sell a booking unit to other customer, request for statement of account, and many other types of service requests relevant to the real estate business.

Responsibilities:
- Attend business meetings to understand requirements.
- Documentation of solution approach of different modules.
- Design data model to address various requirements pertaining to services implementation.
- Advice on role hierarchy taking into consideration the different types of actors involved in usage of the system.
- Setup security model which addresses different permissions, features and record visibility needs of multiple actors such as Chairman, Directors, Managers and CSRs.
- Configure profiles, roles and sharing settings as per different user specific needs.
- Configure workflows and email alerts to send notifications to customers about their service request submission, service request resolution, and notification with next steps to perform after a service request submission, etc.
- Consume webservices of the external system (XXXX) to sync data created in Salesforce.

Company Name: Eternus Solutions Pvt. Ltd.

Project Name: FLEX-Pricer   Nov 2016 – May 2017

Role: Senior Developer

Description: This product targets the pre-sales and sales cycle of CMR. Built on Salesforce.com platform, this product is very helpful to sales representatives. It can calculate prices based on many configurable business rules such as bulk purchase discount, special client discount and bundle purchase discount.

Responsibilities:
- Understood the application's existing data model and modified the same to include updates.
- Developed Visualforce pages using UI framework such as BootStrap to provide an intuitive UI so that the customer service representatives can fill service request forms, upload the required documents as per details provided by the customer and submit.
- Designed and implemented test classes to execute test cases and achieve the required code coverage for production deployment.

Company Name: Eternus Solutions Pvt. Ltd.

Project Name: Unisonius   Aug 2016 – Nov 2016

Role: Developer

Description: The company's objective is to provides consulting and market intelligence to companies and investors who would like to understand the 'ins and outs' of the Data Centre, this being CoLocation or any core data centre belonging to a company.

Responsibilities:
- Understood the application's existing data model and modifying the same to include updates.
- Worked on Visual force pages.
- Designed and implemented test classes to implement test cases and achieve the required code coverage for production deployment.
- Also worked on bug resolving.

Company Name: Eternus Solutions Pvt. Ltd.

Project Name: SMS-Integration   May 2016 – Aug 2016

Role: Developer

Description: This project is increasingly focus on relationships rather than customers, extending the traditional definition to encompass all business relationships and internal operations.

Responsibilities:
- Worked on Webservice.
- Designed and implemented unit test classes to implement test cases and achieve the required code coverage for production deployment.
- Performed Unit and Bulk Testing to verify the desired functionality of the application.
- Performed code review and optimization.

Company Name: Eternus Solutions Pvt. Ltd.
Project Name: Chatter-Move   **Jan 2016 – Apr 2016**
Role: Developer

Description: This project is used as a salesforce utility to help salesforce administrators for moving of chatter data from one group to another group in Salesforce CRM.

Responsibilities:
- Worked on Visual force pages.
- Designed and implemented unit test classes to implement test cases and achieve the required code coverage for production deployment.
- Performed Unit and Bulk Testing to verify the desired functioning of the application.

Company Name: Eternus Solutions Pvt. Ltd.
Project Name: Redkite Technologies   **Oct 2014 – Dec 2015**
Role: Developer

Description: This Project is a Salesforce solutions provider with an unmatched combination of enterprise
experience, technical expertise, and industry knowledge gained from leading implementation
for many Salesforce's Client. This project provides a full suite of offerings including strategy and
program management, development and implementation, and on-going support and maintenance.

Responsibilities:
- Worked on Visual force pages.
- Developed Apex Triggers and handler classes to meet the business requirements.
- Designed and implemented unit test classes to implement test cases and achieve the required code coverage for production deployment.
- 1 years 9 months of experience in software development.
- Performed Unit and Bulk Testing to verify the desired functioning of the application.
- Performed code review and optimization.

EDUCATION

- **Bachelors In Computer Science,** (RGPV University)

CERTIFICATION:

- **Salesforce.com Certified Platform Developer I**