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**Salesforce Developer/Admin**

**Summary of Skills:**

* **Over 7 years** of experience in the IT industry involving analysis, design, implementation, integration, administration, and testing of various systems.
* 6 years of extensive experience on **Salesforce Administration**, **Development**, **Implementation**, **Configuration** and **Support** on Force.com Platform.
* Extensive experience in Salesforce.com **Customization**, **Data Migration** and **Integration**.
* Experience with Salesforce platform **Sales Cloud / Service Cloud, Force.com**.
* Strong experience in developing Salesforce **Lightning Apps**, **Components**, **Controllers** and **Events**.
* Experienced in using **Salesforce Lightning UI** and created various Lightning Apps combining **Lightning Design System**, **Lightning App Builder** and Lightning Component features.
* Experienced on Upgrading Apps from **Salesforce Classic to Lightning Experience** to develop rich user interface and better interaction of pages
* Used **Salesforce Lightning Design System (SLDS**) for developing Lightning Components, Actions, Event and Server-Side Controller.
* Worked on creating Lightning pages inside **Lightning Community Builder**.
* Effective hands on experience in using Salesforce Lightning Framework to drive the **client server management** and **Lightning APP builder** to using **Visualforce** pages for Lightning experience.
* Experienced in **SFDX** for deployments, creating **scratch orgs**, push/pull metadata to scratch orgs.
* Expertise in integrating external applications with Salesforce.com both Inbound and Outbound by writing Apex **SOAP/WSDL** and **REST** Web Services and **Apex Callouts**.
* Strong development experience with Apex programming using **Apex Classes, Triggers, Batch & Schedule Classes**, **Controllers, Visualforce pages, Components and Web Services (SOAP and REST)**
* Extensive business knowledge and customization experience on various Salesforce.com standard objects like **Accounts, Contacts, Opportunities, Products and Price books, Cases, Leads, Campaigns, Forecasting**.
* Experience in obtaining data from external systems using **Salesforce Connect**.
* Proficiency in **SFDC** Administrative tasks like creating **Profiles, Permission Sets, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Tasks** and actions.
* Developed SFDC Customized **Reports, Dashboards** and Processes to continuously monitor data quality and integrity.
* Experience in customizing and configuring **Web-to-Lead, Web-to-Case, Email-to-Case** features and custom Lead conversion process.
* Built custom UI from scratch using **Lightning Web Components**.
* Experienced in querying Salesforce.com database using **SOQL** & **SOSL** queries using Force.com Explorer.
* Experienced in Salesforce **Lightning Flow**, **Process Builder**, Lightning UI/UX, **App Builder** and creating **Visual Workflows**, Salesforce support communities and **Chatter** groups.
* Designed and deployed **Custom tabs, Validation Rules, Approval Processes** and Auto-Response for automating business logic.
* Worked on different data migration tools like, Apex **Data Loader**, **Force.com** Migration tool, **Salesforce Import** and **Export Wizard**.
* Experienced in Importing data from excel sheets into Leads, Accounts, Contacts and Opportunities using **Data**
* **Loader**, **GitHub**, **Jenkins** and **Import Wizard.**
* Migrated multiple VF pages which does not support Lightning features to **LWC**.
* Expertise in Apex to implement the complex business logic within **Governor Limits**. Collaborate and communicated with other business analyst, technology and partners.
* Experienced in integration of Salesforce.com with external applications by setting up **oAuth** authentication between the Client and the Force.com platform and building bi-directional integration using **Metadata API** and **APEX RESTFUL** Services.
* Depth understanding of the **APTTUS CPQ, APTTUS CLM** data model and functionality.
* Experience working with Deployment Tools like **Force.com IDE**, **Change Sets, ANT Migration** tool kit and Salesforce.com Sandbox environments and Source Control Tools like **Git** and **SVN**, Jenkins.
* Working Knowledge on **Salesforce DX, Scratch Orgs,** using **SFDX**.
* Strong skills in testing techniques including **Unit testing, System testing**, **and parallel testing,** **User acceptance testing** and **regression testing**.
* Strong knowledge on end-to-end testing tools like **Junit, Selenium, Jenkins** etc.
* Experience in providing production support, analyzing the cause and fixing it and worked closely with **offshore** team.
* Strong knowledge and working experience with Software Development Life Cycle Methodologies **Agile, Scrum, Waterfall, RAD, POC** and demos.

**TECHNICAL EXPERTISE:**

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| --- | --- |
| **Salesforce Technologies** | Lightning, Force.com, Apex Classes, Apex Triggers, Apex Scheduler, Batch Apex, SOQL, SOSL, Visual Force (Pages, Components & Controllers), S Controls, Service Cloud Console, SFDX |
| **SFDC/SFDX Tools** | Force.com IDE, Force.com Explorer, Apex Data Loader, Visual Studio Code, Force.com Eclipse IDE Plugin, SFDX Commands, Postman, SOAP UI, ANT Migration tool |
| **Custom Integration** | Outbound Messages, Workflow & Approvals, Field Updates, Reports, Custom Objects, Custom Settings, Custom Labels and Tabs, Account Management, Contact Management, Email Services, Role Hierarchy, Dashboards, Security Controls, App Exchange Package, Custom Application and Sandbox Data Loading |
| **Web Application** | HTML, CSS, JavaScript, J2EE, REST, SOAP, Shell Scripts |
| **Source Control** | Git, GitHub, SVN |
| **Operating Systems** | Windows, Mac OS |
| **Methodologies** | Agile (Scrum), Waterfall |

**CERTIFICATIONS:**

* **Salesforce Platform Developer 1**
* **Salesforce Certified Administrator**

**EXPERIENCE:**

**Client: Ford Motor Company- Dearborn, MI 02/2018-Till Date**

**Role: Salesforce Developer/Lightning**

Ford Motors, conducts business in the automotive industry, finance and other industries. The Automotive sector includes the operations of The Americas, Ford Europe and Premier Automotive Group, and Ford Asia Pacific and Africa/Mazda segments.

**Responsibilities:**

* Strong skills in **API design**, **Enterprise Application Integration**, Database design, knowledge of various Architecture, design, integration patterns and application frameworks development
* Created modern **Lightning Apps** combining **Lightning Design system, Lightning App Builder**, and Lightning Component features.
* Enabled **Aura** Framework, by adding **Aura attributes** and **Aura Handlers** for events to focus on logic and interactions in Lightning applications
* Created multiple Lightning components, added **CSS** and Design Parameters that makes the Lightning component look and feel better. Leveraged **APEX Controller** to make a call for external requests to retrieve data from various **API'**s and displayed them on to the component.
* Created many Lightning Components and **server-side controllers** to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Experienced in **Aura** framework, Lightning Components and **Salesforce Lightning Design System (SLDS).**
* Experience in Salesforce lightning features like activities, Contextual Hovers, Opportunity board, Customizable dash board.
* Creating **Chabot Live Agent** that can handle user chats in Natural Language (US English only), It can handles scenarios like providing location of products, Providing customer information about their case status, warranty verifications, payment reminders, service registration and reminders etc.
* Built customized Lightning components replacing the existing ones; using **JavaScript** on the client side and **Apex** on the **server side**.
* Used Salesforce Development Experience (**SFDX**) to create **Scratch** Orgs.
* Extensively used **SFDX** commands to pull and push data from and to **Scratch** Orgs.
* Designed, developed and deployed **Apex Classes, Controller Classes** and **Apex Triggers** for various functional needs in the application.
* Experience in **Apex** programming by creating Custom **Triggers** and perform **Asynchronous calls** to implement the business logic as per the requirements.
* Worked on SFDC Integration using **Web Services, Apex Programming, Salesforce.com sales cloud** and **Service Cloud**.
* Developed various **Batch Apex** classes and scheduled those using **Apex Schedulable classes** on hourly basis.
* Worked with **Dynamic Apex** to access Objects and Field describe information, execute dynamic **SOQL, SOSL** and **DML** queries.
* Involved in migrating the data from Oracle database to Salesforce application using **Apex Data Loader**.
* Experience in ETL Process using **Informatica**.
* Provided solutions and support for Single sign on **SSO**, ensuring compliance with international security standards like **SAML 2.0**.
* Extensively used Import Wizards for accounts and contacts, Data Loader for migrations and also worked on Force.com **ANT migration tool.**
* Maintenance of installed managed packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Worked on Data Migration and updates through the tool App Exchange Data Loaderin Salesforce.com.
* Integrated external applications with Salesforce.com both Inbound and Outbound by writing Apex **SOAP** and **REST** Web Services and **Apex Callouts**.
* Worked with **SOQL** & **SOSL** queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Create complex workflows and **Approval** processes. Implemented Data segregation through **Record Types** and **Field level security**.
* Implemented **Quote-to-Cash** solution using **APTTUS CPQ**.
* Design, develop and implement solutions for the **APPTUS CLM** deployed on the Salesforce Platform.
* Creating various **Workflows** and **Lightning Process builder** for creating and updating records, sending **email alerts**. Developed various **custom objects, tabs, components** and **Visualforce Pages** and controllers and created and deployed several reports using salesforce.com platform.
* Created **email templates** and inbound emails using **HTML** and **Visualforce** for the clients and customers.
* Created Custom Objects, Custom Tabs, and **Entity-Relationship Data Model**, **Validation Rules**, Workflows and **Approval** Processes, Auto-Response Rules and **Page layouts** and Data import and export.
* Implemented **Security** and **Sharing** rules at object, field, and record level for different users at different levels of organization. Also created **profiles** and configured the permissions based on the organizational hierarchy using **permission Sets**.
* Used **Service Cloud** to allow users to automate service processes, streamline workflows.
* Configured third party apps like **Apptus**, **Language.io** for chat translation, **inGenius** for telephonic integrations.
* Experience working in service cloud, supporting cases, developed **workflows** and **triggers** for automated case resolutions.
* Customized the **Dashboards** to the track usage for productivity and performance of business centers and their sales teams.
* Worked on SFDC Administrative tasks like creating **Profiles, Roles and Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks** and actions.
* Implemented service cloud (**Case Management, Service console, Omni-Channel, Entitlement Management, Knowledge base**).
* Creating custom Email services for handling **inbound emails** and sending **emails**.
* Handled deployments and builds using Jenkins, **ANT migration tool** and **GitHub**.
* Used **GIT** (GitHub) for source control and **Jenkins** for continuous integration. Used **Git** commands to create branches and to create pull requests for merging and deploying to **devpro** and **QA** environments.
* **Agile** methodologies (**SCRUM**) was implemented that includes daily scrum with team.
* Excellent Communication and Problem-solving skills and ability to think out of box delegate effectively and motivate team members and help them to achieve on-time project completion.

**Environment:** Salesforce.com platform, Salesforce CRM, Lightning, SFDX, Apex classes, Batch Apex, REST, SOAP, Visual Force Pages, Components and Controller, Triggers, SOQL, SOSL, Reports and Dashboards, Process Builder, Workflows and Approval process, Security Controls, Data Loader, Case Management, Service Cloud, Sandbox, Standard, Custom objects, Visual Studio Code, Developer Console and GitHub.

**Client: Thryv – Dallas, TX 04/2016-01/2018**

**Role: Salesforce Developer/Admin**

Thryv provides local businesses a host of marketing products to drive customers to client sites. It has fostered partnerships with many of the key players in the marketing industry, combining advertising with local knowledge to provide a suite of technology, products, and tools.

**Responsibilities:**

* Upgraded from Salesforce **Classic** to Salesforce **Lightning**. Experienced in setting up Environment by enabling My Domain, Decompose the App in Components and build the Lightning App.
* Developed Lightning apps using lightning Components, **Lightning App Builder** and made them compatible with **salesforce1 mobile app**.
* Developed and used many Lightning components like **Grid**, **Button group**, **Cards** and Tiles.
* Converted Pre-built **Visualforce** pages to new **Lightning** using the **lightning components**.
* Used the Aura framework and Salesforce lightning Design System (**SLDS**).
* Created a POC for Salesforce development experience (**SFDX**).
* Worked on **Apex classes, Visualforce Pages, Controller classes** and **Apex Triggers** for various functional needs in the application.
* Created Apex methods for the **lightning controller** and **helper** methods to perform **DML** operations on the case records.
* Created Scheduled and **Batch Apex** jobs based on the business requirements.
* Prepared **unit test** cases using apex test classes and to fulfil the 75% of test cases for the development in Salesforce.
* Written apex **REST web service** classes for inbound calls to salesforce.
* Developed apex **REST** web services classes for external applications accessing salesforce.com data with restricted access.
* Wrote several **SOQL** and **SOSL** queries in the apex coding with consideration to Governor Limits for data manipulation needs of the application.
* Created **Visualforce** pages that uses the lightning components.
* Worked on data integration, data clearing, data transfer from third party API's with requested permission sets using **APEX data loader** and to migrate data such as **accounts, campaigns** from different legacy systems.
* Developed integration between salesforce and **DocuSign** for signing ceremony, viewing signed documents and update salesforce data based on user actions.
* Developed and customizable inbound email services to create **cases** and email messages after reading the email message and based on content in the email body.
* Support the **Email Marketing** Manager in the development of new business requirements.
* Manage and monitor templates in **marketing cloud** and troubleshoot as necessary.
* Deployed changes across sandboxes using **Change sets** and **ANT migration tool**.
* Experience in various fields like **Cross-Object/ Custom Formula Fields, Validation Rules, Field dependencies, Standard and Custom Objects, Lightning Flow, Workflows,** and **Approval Processes for automated alerts, Field Updates** and Email generation per application requirements.
* Created **Process Builders** for the data to flow from one object to another upon **lead conversion**.
* Created the workflows for automated **lead routing, lead escalation**, alerts and custom coaching plans.
* Administered, configured, maintained Salesforce.com application user **profiles, roles, assigning Permissions, generating security tokens, validation Rule**, upgrade installation.
* Created **Users, Roles, Public Groups** and implemented **role hierarchies, sharing rules** and **record level permissions** to manage sharing access among different users.
* Created **page layouts, search layouts** to organize fields, **custom links, related lists**, and other components on detail pages.
* Developed Live Agent a chat application in Salesforce **Service Cloud** for customers to interact with the support team. Client provide support to multiple products and sometimes if the customers wants to reach the support team regarding the issues.
* Worked on **Apttus** contract Management tool and developed contract info forms to manage the contracts with clients.
* Worked on **Salesforce Service cloud** to set up a Salesforce communities and **Live Agent support** for monitor and respond to customers.
* Partner with the Marketing Cloud Email Specialist and provide technical guidance when building sophisticated customer **marketing campaigns**.
* Used **SVN** (Subversion) for Source Control and **Jenkins** for continuous build and integration. Used the sandbox for testing and migrated the code to the production after testing, using **ANT** (Package creation).
* Experience in Powerful command-line interface (**CLI**) removes the complexity of working with your Salesforce org for development, continuous integration, and delivery using **Salesforce DX.**
* Written Apex Test classes to **Unit testing** for all Apex classes, Triggers before Production deployment.
* Working on Identity Standards and Protocols, **SAML Protocol, AUTH 2.0 Protocol, Open ID Connect Protocol. Single sign-on, connected apps, Two-factor authentication**.

**Environment:** Saleforce.com platform, Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Dashboards, Custom Objects, Leads, Lightning, SOQL, SOSL, Lightning Flow, Process Builder, Approval Process, Sales Cloud, APPTUS CLM, APPTUS CPQ, DocuSign, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Jenkins and SVN.

**Client: NVidia – San Jose, CA 01/2015-03/2016**

**Role: Salesforce Admin/Developer**

NVidia Corporation is an American multinational technology company. It designs graphics processing units for the gaming and professional markets, as well as system on a chip units for the mobile computing and automotive market.

**Responsibilities:**

* Interacted **with business users/analyst** to gather the requirements and prepared technical design documents based out of the requirements.
* Developed custom Business logic using **Apex** Classes, **Visual force** pages. Used Visual force components like **Page** **Block, Command Buttons, Action support, Action Function**.
* Strong experience in implementation and Integration using **Standard & Custom Objects, Triggers, workflows, approvals, Visualforce Pages, Apex Controller Classes** and Web services with **HTTP/SOAP** message communication.
* Designed and deployed the custom objects, custom tabs, entity relationship data model, **validation rules, workflow rules, page layouts, visual force pages, Apex coding, App Exchange Deployment** to suit the needs of the applications using plugins like **JavaScript**.
* Used **SOQL**, **SOSL** relationship queries to retrieve data from salesforce and followed best practices to optimize data retrieval.
* Involved in Data Migration Activities to handle bulk loads using **APEX Data Loader**, **ANT Migration tool**, **Jenkins** to manage change management across Salesforce Organization.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, **Cases, Leads, Campaigns, Reports and Dashboards**.
* Created various Reports (**summary reports, matrix reports, pie charts, dashboards and graphics**) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user **profiles** based on the need in the organization.
* Created **page layouts**, **search layouts** to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Implemented **pick lists, dependent pick lists, lookups, master detail relationships, validation** and **formula fields** to the custom objects.
* Used **field level security** along with page layouts to manage access to certain fields.
* Maintained user **roles, security, profiles** and **workflow** rules wherever necessary
* Created **Sharing rules, Assignment Rules** and **Escalation Rules** for Cases
* Created **workflow rules** and defined related tasks, **time-triggered tasks, email alert**s, field updates to implement business logic.
* Created **Email Templates** and **Mail Merging Templates** and was involved in doing the mail merge for different standard and custom objects.
* Worked on integrating SAP and Salesforce system using **SOAP** and **REST** API’s.
* Used **SOQL&SOSL** for data manipulation needs of the application using platform database objects.
* Experienced in Salesforce **Lightning Process Builder**, **Lightning UI/UX**, app builder and creating Visual **Workflows, Approval Process**, Salesforce support communities and **Chatter** groups.
* Worked extensively in customization of **Sales** Cloud by embedding **Visualforce** pages in custom console components, highlight panel and interaction log.
* Used Salesforce Chatter to provide real time notifications of changes in accounts, **leads and opportunities** to help service teams to be more efficient.
* Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Call Center, Chatter &App-exchange applications**.
* Implemented **wave analytics** to track overall business which increased 20% of entire sales.
* Written Apex Test classes to **Unit testing** for all Apex classes, Triggers before Production deployment.
* Good experience in preparing **package.xml** file for deploying applications from Sandbox to Production instances using **Force.com migration script** and **Workbench**.

**Environment:** Salesforce.com, JavaScript, Import Wizard, Apex, Controllers, Apex Data Loader, Lightning Design System (LDS), REST, Profiles, Permission Sets, Process Builder, Workflow and Approvals, Sharing Rules, Workflows, Email Updates, Eclipse IDE, Email Templates, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Approval process.

**Nitya Software Solutions Inc., India 07/2013-12/2014**

**Software Engineer**

Responsibilities:

* Gathered user requirements and involved in all **SDLC** phases like analysis, design, deployment and implementation
* Used **Java** and **Java EE Web** applications to create fully-integrated client management systems.
* Designed front-end presentation logic using **HTML, CSS, JavaScript**.
* Designed and developed application using **Spring** frameworks.
* Created and explained prototypes to end users.
* Have experience in working with Multithreading, **Exception Handling** and other **OOPS** concepts.
* Involved in implementing the MVC framework- which is based on Spring and **Hibernate**.
* Wrote SQL and implemented **Spring ORM** using Hibernate.
* Wrote Store Procedures for interacting with the database.
* Writing Test Plans and Design Specifications for various modules.
* Strong know on Selenium and Junit testing tools.
* Worked on analyzing, debugging and resolving issues found during integration and user acceptance testing phase.

Environment:  SQL, HTML, Java, JavaScript, Java EE, Spring, MVC framework, SDLC, Junit, CSS, Spring frameworks, Eclipse.