**Experience Summary of Qualification:**

Around 7 years of IT experience and around 5 years in Salesforce CRM including all phases of **Software Development Life Cycle** (SDLC) which involves enhancement of projects using Salesforce.com CRM, Salesforce Administrator and Java technologies and followed **Agile** (SCRUM) & **Waterfall Methodology.**

* Experience in working across various SFDC implementations like **Sales Cloud, Service Cloud, Financial Services Cloud and Community Cloud.**
* Worked on **Salesforce CPQ** to manage Configuration, Pricing, Quoting, Discounts, Incentives and Proposals.
* Developed **Lightning Components** using **Aura** Framework and **Lightning Web Component(LWC)**, packages and integrations data from **Web Service** by making Apex **REST callouts**.
* Expert in using **Lightning App Builder** for configuring Lightning Record pages with various Lightning Component features.
* Strong Experience in Developing client specific solutions using **Apex classes**, **Triggers**, **Controllers &** **Controller Extensions**, **Components**, **Test Method.**
* Ability to deliver scalable programmatic solutions using **Triggers, Asynchronous Apex**, and **Visualforce** while adhering to Industry Standards and Best Practices and using Apex Design Patterns.
* Strong knowledge on **Administration setup**, **Apex,** **Visual force** and experience with different SFDC development tools like Force.com, Eclipse IDE, **VS Code** and integration tools like **Informatics on Demand**.
* Experience in performing administrative jobs like **User Management**, Creating **Profiles**, **Roles**, **Permission Sets**, **Validation Rules**, **Tasks**, **Events**, **Email Templates**, **Reports**, **Dashboard**, **Record types and Page Layouts.** Experience in creating **Lookup Relationships** and **Master-Detail Relationships**. Implement **Security**/**Sharing Rules**, **Field Level Security** & **Record Level Security**.
* Integrated with different external systems using **Mulesoft** to fetch the data into Salesforce
* Hands-on experience with generating Salesforce Lightning Agent **Service Console**, **Web-to-cases**, **Email-to-case** and **Chatbot, Live Chat** configured them for the skill-based routing.
* Expertise in building flexible solutions declaratively using **Process Builder, Flow Builder,** and **Workflow rules**.
* Proficient in Data Migration using **Import Wizard**, **Data Loader** & **Workbench**.
* Experience in Apex to implement the complex business **logic** within the **Governor Limits** enforced by Salesforce**.**
* Working with a team on Salesforce.com **Sandbox and Production** Environment.
* Familiar with **VS Code editor**, **Salesforce CLI** and **SFDX** for deployments through **Change Set and** **Jenkins.**
* Created and maintained dashboards with bindings on the Salesforce **Einstein Analytics.**
* Experience with Field Service Lightning(FSL) to manage work orders, scheduling, warehouse locations, tracking the products.
* Profound knowledge in using **Lightning components** and **Lightning Builder** for **Salesforce1 Mobile app**.
* Experience with **IDM** (Identity management) tools based on **OAuth 2.0** and **SAML** (Security Assertion Markup Language) for **SSO** (Single Sign On).
* Support the testers during the **testing** phase of the stories and ensure that the code has at least 85% of cover
* Expertise in **writing test classes** and **test methods** to ensure maximum code coverage in production instances.
* Experience on modern UI and **JavaScript** frameworks like **Bootstrap, JQuery, Angular JS, CSS, HTML5**, Salesforce Lightning Design System, and Google Material Design.
* Hands-on experience with **Vlocity DataRaptor, Vlocity Cards, Vlocity OmniScript, Vlocity DX, Vlocity Integration.**
* Created Wireframe & Developed Lightning component, Community Cloud Pages to ensure conformance to **WCAG 2.0 – Level A/AA, Section 508**.
* Working in both team-based & independent capacities. Bringing strong work ethic & excellent organizational skills. Involve in **requirement gathering, configuring**, and customization according to business requirements.

**Educations:**

* Master’s in Computer Science from Monroe College, NY – Dec 2016

**Technical Skills:**

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| Skill Category | Used Tools |
| SF Development Skills | Apex Classes, Apex Web Services, Apex Triggers, Apex Controllers, Apex Batchable Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, APEX REST & SOAP, Apex Testing, Lightning Aura Component, Lightning Web Components, VisualForce, HTML, CSS JavaScript,, XML, JSON, Java Script, SFDX (Scratch Orgs), WSDL, FLS |
| SF Configuration Skills | Data Security, User Management, AppExchange, Reports & Dashboards, Process Builder, Flow Builder, Workflows, Approval Processes, App Builder, Lightning Experience Customization, Actions, Page Layouts, Profiles, Roles, Chatter, Email Templates, Salesforce1 Mobile, Schema Builder, Escalation Rules, Validation Rules, Sharing Rules, Assignment Rules, Platform Events, Live Agent, Omni-channel. |
| Development Tools | Eclipse IDE, Visual Studio Code (VS Code), Sublime, Git, GitHub, SVN |
| Deployment Tools | ANT Scripts, SFDX, Changesets, Jenkins(CI/CD), Packaging, Release Readiness checks |
| General Skills | Salesforce CPQ, Sales Cloud, Service Cloud, Community Cloud, Financial Services Cloud, JIRA, Agile methodology, SDLC processes, gathering requirements, Software architecture, Application Design and development, UI/UX, Testing, Deployment, Cross-functional teamwork, Stakeholder management, Testing and Debugging, Classic to Lightning migration, MuleSoft, Vlocity, Postman |
| Certification | <https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=dpp6SB50W13upq0YlXjtlTV2KGiDjoIvtFSeCYiMizg0KXvUKawQEzQoK8W4yeVZ> |

**Experience:**

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| *Client Name:*  ***FedEx***  *Role:*  ***Sr. Salesforce Developer*** | *Location:*  ***Memphis, TN***  *Duration:* ***Jul 2019 – Present*** |

**Roles & Responsibilities:**

* Interacting with architect, BA and other teams for requirement gathering of small businesses Sales and Service. Working on Salesforce Sales Cloud and Service Cloud to increase the business with clients. Also, working on Salesforce Community to improve the service and satisfaction with clients.
* Implemented **Email to Case** for Customer Service (**Service Cloud**). Also implemented **Case Management** by creating **record-types** specific to the **user groups**, **escalation rules**, **case templates**, etc. Created **web-to-lead,** to support online lead capture (**Sales Cloud**).
* Working on Salesforce **CPQ** and salesforce integration for **automating, quoting, contracting** and **billing processes**.
* In order to retrieve data from the server-side controller to the **lightning component**, I utilized **Apex Controllers** which make **callouts** for external requests through different **API**'s.
* Working on customizing Lightning experience to build **lightning pages** using **Lightning Web Component(LWC)** for the **Salesforce Community** to get surveys from clients.
* Created Wireframe & Developed **Lightning component,** **Community Cloud** Pages to ensure conformance to **WCAG 2.0 – Level A/AA, Section 508**.
* Delivered scalable programmatic solutions using **Triggers, Asynchronous Apex**, and **Visualforce** while adhering to Industry Standards and Best Practices and using Apex Design Patterns.
* Worked on **Apex Triggers**, **Apex Classes**, **Controllers** to populate SLA metrics as per different entitlements. Involved in querying salesforce tables using **SOQL** & **SOSL** using **Force.com** Explorer.
* Developing **Apex batch jobs, Queueable Classes (Asynchronous Apex)** to auto-archive spam cases and backed up relevant cases.
* Created various **Reports (summary reports, matrix reports, charts, dashboards)** 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.
* Experience in working on Cloud based data integration tools with real time requirements
* Handling migration for client product’s order and tracking data using **Data Loader** from legacy system.
* Packaged and Deployed customizations from Sandbox to other environments using F**orce.com IDE. Salesforce DX (Salesforce CLI).**
* Coordinate/assist developers with establishing and applying appropriate branching, labeling/naming conventions using **GIT** source control.
* Experience in SFDC Bulk, **REST APIs**, batch process, data migration and integration and platform security
* Responsible for Unit **Testing,** for the customizations and developments done during the project to ensure that the code has at least 85% of coverage.
* Implemented in setting up **single sign-on** between systems, especially **OAuth 2.0** **SAML, SSO** integrations with the Salesforce.com platform.
* Installed SpringCM/DocuSign AppExchange product within Salesforce, Initiated SpringCM/ DocuSign workflows from Salesforce and Defined SpringCM/ DocuSign Configuration
* Experience with **Web Chat** and **Omnichannel** for **skill-based routing** among support agents (**Service Cloud**).
* Deployed code across various **Sandboxes** using **Force.com IDE**, **Change Set,**  **Jenkins**, **ANT Workbench** and F**orce.com Migration tool** for workbench and Force.com Migration tool.
* Used **JIRA** to track development progress and documented technical designs in Confluence.

**Environment:** Salesforce Lightning, Force.com Platform, Salesforce DX, CI/CD, Custom Objects, Tabs, Apex, Controllers, Triggers, Visualforce, Page layouts, SOQL, SOSL, Custom Reports, Dashboards, Data Loader, VS Code, REST, HTML, JavaScript, Ajax, JQuery, Windows

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| *Client Name:*  ***RBC***  *Role:*  ***Salesforce Developer/Admin*** | *Location:*  ***Minneapolis, MN***  *Duration:* ***Sep 2017 – Jun 2019*** |

**Roles & Responsibilities:**

* Interact with Business Users to understand the requirement and implement it with the best solution possible.
* Heighly worked for internal users to improve analysis and reporting of clients data and been part of Dashboard with **Einstein Analytics**. Worked on **Chatbot** and configured them for the skill-based routing.
* Implemented **Field Service Lighting(FSL)** to manage the interview schedule, work orders, shifts, travel time.
* Worked on **Salesforce1 Platform** to build **Mobile App** by enabling **Lightning Components** for use in Salesforce1 mobile platform to make **Lightning Application** which was very useful to manage level users who can access it anywhere.
* Used **Dataloader** for **Data integration and data migration**.
* Worked on **Financial Services Cloud** with Leads, Opportunities, Relationship Management and rollups, Life Events, Action Plans, Leads and Referrals, Document Tracking & Approvals
* Hands-on experience with **Vlocity DataRaptor, Vlocity Cards, Vlocity OmniScript, Vlocity DX, Vlocity Integration.**
* Retrieved data from four different legacy systems and its functionality from **Third-Party API's** and displayed within the **lightning component and reporting**.
* Work with data migration and updates through **Excel, MS outlook using Data Loader, Data Loader.io, Import Wizard, Workbench.**
* Worked on various Salesforce.com configuration items like standard object changes for **Accounts**, **Contacts**, **Cases**, **Opportunities**, **Products**, **Opportunity** **Line** **Items**, Security enhancements by modifying **Profiles**, **Roles**, **Users**, **Page** **Layouts**, **Email** **Services**.
* Defined **lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* Worked with Automation tools like **Process Builder**, **Approval Processes**, **Flow Builder**, **Workflows** to auto-create and modify **Tasks** and **Events**, **Leads**, **Campaigns.** Built **Reports** and **Dashboards**.
* Built **Apex** **Webservice** (**Apex** **REST**) to create a case and retrieve case data from salesforce for the Assurant front end site. Used Rest **Web services** to flow the Data from salesforce to Connected App.
* Experience with API-led connectivity in **Mulesoft** to interact with System, Process,Experience API’s to integrate with destination systems.
* Work with data migration and updates through **Excel, MS outlook using Data Loader, Data Loader.io, Import Wizard, Workbench.**
* Use **SOQL/SOSL** with consideration to **Governor Limits** for manipulation needs of the application using platform database objects from Salesforce.com objects.
* Involved with Configuration **Quote (APTTUS-CPQ), Product and Pricing**.
* Responsible for the overall layout design that meets cross-device compatibility using **Bootstrap**, color scheme of the web site using **HTML5, and CSS3, AngularJS, JavaScript, Json** and Responsible for creating detailed **wireframes** and process flows.

**Environment:** Salesforce Enterprise Edition, Service Cloud, Sales Cloud, Salesforce Communities, Financial Services Cloud, Vlocity Apex, VisualForce (Pages, Component & Controllers), Lightning, Force.com Platform, CI/CD, Custom Objects, JQuery, JSON, HTML5, CSS3, JS, Bootstrap, Chatbot, Workflow & Approvals, Reports, FLS, Custom Objects, WSDL, Custom Tabs, Eclipse/Force.com IDE

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| *Client Name:*  ***TVASIA***  *Role:*  ***Salesforce Developer/Admin*** | *Location:*  ***Edison, NJ***  *Duration:* ***Feb 2016 – Aug 2017*** |

**Roles & Responsibilities:**

* Analyzed complex user requirements, procedures, and problems to improve existing System design. Worked effectively individually and with team members to achieve customer satisfaction and success.
* Developed custom UI using CSS, HTML, Visualforce components and used JQuery, JavaScript for front-end validation.
* Design and development of custom solutions on the [force.com](http://cp.mcafee.com/d/FZsSd20s921J5xyZXTd7bbxKVJd6X2adXEK6QQrI8ETK-edFETohhLt4srhKYejd79EVhjKrEjr84ZlUySJfglhrXjzHJoS_BPt5LJeeKRzr-ndzJ8qMw-_R-hppoopd7fnKnhd7ar_9KfLFI9Zh5dqWqJQSul3PWApmU6CQPqpK_8I3DATbL3HCXCM0tBKlJHL_O-8obwjgogs0tlMh9xwmYh9xwcvmy09g5NE4R9AMHdYr618kC7LK0i2go308gs0pfk066xgk5A0i7xxoq3a0XtC5FFNmK718aIawIn0lc9438JisMKU2ge1khE2095Mo2Nwdyp30p0xw1W0k5rfexk2j8se660719saQ0Ei4wea1wwwccAMM4MUc0I1UL3gi19ch39lRQ94NC9wmyjg6x81wem6N83B_9R4k1NEV0EcxJT06lg2EpcIPs2rNA1gj8Mjb1GppUe30p0xZZM1Hxcoo2owp3X0ehjgAyd60A107d795UnsbnGa0Mqccfz8E6lhywi6Q6bP38s5w52VBw1ObxoNk1Nk1v1oF4b4V2PP82z0Mp6D2OplADtc2niVdwiKId64j0x5ICwcaxEndQrwx_Hta16aMa8yvbCS7S3hOYr1vF6y09N8_2pEw4qA3h1lrUiwhid40N7zh08bb7OJIVlwq80XPfDRm-9Ewd50NF_QtH6TCyAQg7RJI_gd44E6y05WvYy9c0Ph0318SY-rdeYY) platform including work in Apex, VisualForce and application integration patterns.
* Configured Customer portal which allows users to Create and Manage their Licenses which is Custom Object.
* Implemented SFDC Integration using REST/SOAP Web Service API'S. Integrated the SOAP/REST API based Web Services on Demand for extracting the data from external systems.
* Reengineered APEX code already in production to optimize trigger-based transactions for performance and speed as well as to work seamlessly with governor limits.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects. Automated the business processes using out-of-the-box tools and services of Lightning Experience.
* Completed bulk imports of data using Apex Data Loader and by writing scripts based on the level of complexity.
* Responsible for Unit Testing, for the customizations and developments done during the project to ensure that the code has at least 90% of coverage.
* Deployed code across various sandbox using Force.com IDE, Change Set, Workbench and Force.com Migration tool, prepared package.xml for workbench and Force.com Migration tool.
* Interacted with testing and the development teams for the development and testing of the code.
* Leverage knowledge of tools and best practices for development and deployment of enterprise applications, including source code management, code review/optimization, and unit testing

**Environment:** Salesforce Enterprise Edition, Service Cloud, Sales Cloud, Salesforce Communities, Apex, VisualForce (Pages, Component & Controllers), Lightning, Force.com Platform, Azure DevOps, CI/CD, Custom Objects, JQuery, JSON, HTML5, CSS3, JS, Bootstrap, Angular JS, Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Eclipse/Force.com IDE,

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| *Client Name:*  ***ITeam Tech***  *Role:*  ***Java Developer*** | *Location:*  ***Gujarat, India***  *Duration:* ***July 2013 – Jul 2015*** |

**Roles & Responsibilities:**

* Participated in business meetings along with business analysts to record user requirements, and developed design artifacts and published.
* Developed UI using HTML, CSS, JavaScript validations and XML.
* Coordinated with BA group for better understanding of functional requirements analyzed and designed the business requirements to be documented and implemented.
* Integrated with LDAP authentication in the application for authorization and authentication of users.
* Used Web services for transmission of large blocks of XML data over HTTP.
* Used Hibernate for Database Persistence to perform actions like insert, update, retrieve.
* Used Eclipse 3.8 IDE for developing code modules in the development environment
* Used SVN version control to track and maintain the different versions of the project.
* Creation of mock response and Unit testing the response with database populated values.
* Participated in the design and development of applications using JSP, HTML, CSS and JavaScript.
* Used Eclipse as an IDE tool to develop the application and JIRA for bug and issue tracking.
* Developed the presentation tier of the application using Struts framework and MVC design pattern.
* Designed and developed DAO’s for accessing the POJO’s and updating the DB tables using the POJO’s, Java Collections, and Synchronization etc.
* Developed and modified the stored procedures, the DAO (Data Access Objects) and VO (value Object) classes for separating the Data Access logic and business logic. Extensively participated in application integration. Spring is used to integrate Struts and Hibernate.
* Implemented interceptors for Spring and Hibernate.
* Configuration issues in the various frameworks used were identified and resolved to extract an acceptable level of performance in terms of efficiency, response and robustness.
* Consumed Web Services as a gateway for the payment through the third-party.

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| *Client Name:*  ***The One Technologies***  *Role:*  ***PHP Developer*** | *Location:*  ***Gujarat, India***  *Duration:* ***June 2012 – June 2013*** |

**Roles & Responsibilities:**

* Perform a front-end developer role to develop a Business directory project.
* Team collaboration and Excellent time management.
* Responsible for performing a task to complete a project at a timely manner.
* Gathering the client requirements for quality delivering projects.
* Maintained and developed e-commerce website using PHP-based framework Magneto, JQuery, HTML and CSS Used PHP framework such as Laravel, Cake, Zend.
* Used PHP My Admin to handle the administration of MYSQL over the World Wide Web.
* Developed presentation layer using HTML, JavaScript, CSS3, AJAX etc.
* Tracked and fixed bugs that were found during various phases of developments.
* Defined and developed the application's presentation layer using HTML5, CSS3, JavaScript and JQuery Scripting.
* Developed cross browser and multi browser compatible web pages using HTML5, CSS3, and JavaScript.
* Produced content pages with CSS3 layout and style markup presentations and also used JavaScript methods and properties.