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Summary:

- Over 8+ years of experience in IT with 6 years of experience in Salesforce.com as a developer and administrator and 2 years of experience as Java Developer.
- Worked on Integrating the Saleasforce systems with other systems like SAP/Lemur with REST and SOAP APIs. During crunch times and delivery phase, I explored different tools like Jenkins, AutoRabit, Copado, GIT, Snapshot and helped in smooth deployment to production.
- Excellent knowledge in Force.com Apex Classes, Apex triggers, Visual Force, Batch Apex, Salesforce Integration, REST, SOAP based Web Services, Force.com API, Salesforce AppExchange.
- Expertise in administration, lightning Configuration, Salesforce CRM, SAAS (Software as service), and Apex language.
- Conducting and Leading POCs for the Service Cloud projects to understand the scope and complexity.
- Experienced in Development, Administration, Configuration, Implementation, and Support of Salesforce CRM and Salesforce SFA Applications based on Apex Language and Leveraging Force.com Platform.
- Experience in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Leads, Campaigns, Reports and Dashboards.
- Designed the cart page to load the products automatically in Apttus CPQ.
- Worked on the Apttus CPQ set up by initializing the Products, Pricing Rules, defining the approval process, creating auto approvals.
- Strong implementation and rollout experience with salesforce.com CRM, Sales cloud, Service Cloud, Marketing cloud, Sites and Communities.
- In depth knowledge on CRM business processes like Campaign Management, Lead Management, Account Management, Contact Management, Opportunity Management, Support Process, Forecasting, Order Management, Case Management in a multi-tier environment.
- Strong Implementation and Integration experience using Custom objects, Custom fields, Formulae fields, Triggers, Apex classes, Visual Force Pages, Page Layouts, Workflow rules, Approval processes. Record Types, Standard Controllers, Custom Controllers, Extension Controllers, SOQL and SOSL.
- Experienced In SFDC Configuration & Customization- Creating & Managing Users, Roles, Profiles, Permission sets, Communication Templates, Security Access, Single Sign-on (SSO) and Security Controls to ensure that protected data is available only to the authorized users.
- Experience in the process of migration from Classic to Lightning environment and enhancing all the existing Visual force pages and make them compatible with Salesforce Lightning.
- Experienced in Salesforce Lightning for UI design and Lightning pages with lightning style sheets.
- Automated the Quote Creation and Generation with templates in Conga CLM on specific requirements.
- Familiarized with different tools like X-Author for Excel and X-Author for Contacts of conga CLM.
- Experienced on Lightning components by using Aura framework.
- Experience in SFDC development using Apex classes and Triggers, Integration, Visual Force, Force.com API, SOQL, SOSL.
- Accomplished a strong knowledge of synchronization, data extraction, transformation, data loading, scheduling, monitoring, and reporting in a cloud computing environment.
- Developed the reusable components for Vlocity.
- Good experiences in integrating salesforce.com with other internal/external applications using SOAP and REST based web services for Order management.

- Experienced in developing Web Services for handling inbound requests from external web services and outbound calls to external systems using Force.com Web Services API.
- Having worked on salesforce.com Sandbox and Production environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using Force.com Migration Tool and Change set.
- Good Knowledge on customizing applications using ECLIPSE IDE/VS Code with force.com plug-in andforce.com IDE.
- Very Good Understanding and experience on deployments using Copado and Change sets.
- Good hands-on experience using ANT as a deployment tool.
- Experience in all phases of SDLC like including requirements gathering, analysis, designing, coding, Test Driven Development (TDD), Continuous integration (CI), documentation and extensive experience in Agile and Waterfall Methodologies.
- Capable of rapidly learning new technologies and successfully applying them to projects and operations. Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills.
- Good Experience in software configuration management using SVN, Clear Case, Bitbucket, Gitlab and Git.

Technical Skills:

Salesforce.com	Apex, Visual Force, Apex Triggers, Workflows, Aura Components, Approvals, Email Templates, Formulas, Validation Rules, LWC, AppExchange tools like DocuSign, Eclipse, Force.com IDE, Apex Data Loader, Roles & Profiles, Lightning Flows, Process Builder, Conga, Connected Apps, oAuth.
Web Technologies	HTML, CSS, JAVA SCRIPT, XML
Databases	MySQL, SQL Server 2000/2005/2008, MS ACCESS, Oracle 10g
Operating Systems	UNIX, LINUX, Windows 95/98/2000/XP/2003/7/Vista.
Languages	APEX, PYTHON, JDK 1.4/1.5, C, Java, Servlets 2.1/2.2, Java Beans, JUNIT, SOQL, SOSL, AJAX.
Tools	Jenkins, AutoRabit, Copado, Gearset, Flosum, Snapshot, Workbench, Postman, Conga, DocuSign, Jira, VS Code, GIT, GITLabs, TFS,

Certifications:

1. Salesforce Certified Platform Developer 1
2. Salesforce Certified Sales Cloud Consultant
3. Salesforce Certified Platform Developer
4. Salesforce Certified Administrator

Professional Experience:

Client: Lace Work, CA, USA.   **May 2022 – Present**
Role: Sr Salesforce Developer

Description: Lace Wok with different clients - offering services in communication sector throughout of the world. The project involved in building and integrating a salesforce mobile friendly application with legacy system based on Lightning Web Components (LWC), Conga CPQ /Conga CLM(Apttus) and Integration. We have also connected our Application with Salesforce Community Cloud.

Responsibilities:
- Worked on configuring the conga CLM templates for Quotes and Agreements with required customization like dynamic rendering of output values.
- Designed and created the data model like Objects and record types for the required configuration in Conga CLM templates generation.
- On the subscription model - we do have the business model designed to rent the products and it is called 'Reagent Rentals' in CPQ.
- Designed and implemented Agreement process along with Conga CLM to maintain the contract process with customers and distributors.
- Worked Conga CPQ including Approvals, Quote documents, Product and pricing.

- Automated the Quote Creation and Generation with templates in Conga CLM on specific requirements.
- Familiarized with different tools like X-Author for Excel and X-Author for Contacts of conga CLM.
- Customized the agreement life cycle and generation of templates based on country and language in Conga CLM.
- Assisted in deployment process in Conga Templates and X-Author apps.
- Used and customized the advanced approvals on agreements and quotations in Conga CPQ.
- Involved in designing the system based on UML concepts, which include data flow diagrams, class diagrams, sequence diagrams.
- Demonstrated and developed strong Salesforce Development skills with Apex Programming and Lightning Web Components (LWC) with Lightning flow screens for user friendly interface.
- Responsible for driving operational excellence by implementing strategies for continuous delivery of Salesforce and dependent software like Arbora.
- Designed the cart page to load the products automatically in Apttus CPQ.
- Worked on the Apttus CPQ set up by initializing the Products, Pricing Rules, defining the approval process, creating auto approvals.
- Developed Salesforce Lightning applications using Lightning components, controllers, and events and used custom CSS in the components.
- Created and maintained the cosmetic changes and font changes based on the requirements.
- Designed and Developed the Data model with Objects schema, Page Layouts, Record Types, Report Types, Validation Rules, Workflows, Approval Process, Reports and Dashboards.
- Organized various workshops on FSL and on Deployment tools like Copado/AutoRabit to enrich and diversify the knowledge.
- Worked on the Setup of the multi-Factor authentication and Single Sign On (SSO) with Okta.

Environment: Saleforce.com platform, Apex Language, Lightning Web components (Parent-Child components), Custom labels, Salesforce DX, Custom Metadata, Salesforce.com Data Loader, Service Cloud, Conga CLM, Workflow &Approvals, Reports, Custom Objects, Custom Tabs ,CPQ, HTML, JavaScript, Java, Web Services, Sandbox, XML, Lighting Components, GIT – Workflow, VS Code.

Client: Novarits AG - Cognizant, Chennai, India   **July 2020-April 2022**
Role: Salesforce Developer
Description: Salesforce Financial Services Cloud (FCS) for Developing Application for Enrolling new Agent into the System. It is a Managed Package that enhances and extends the functionality of Sales Cloud and Service Cloud combined to better meet the needs of Wealth Management Firms. From retail banking to wealth management, 360-degree visibility into clients' financial profiles puts your customer at the center of every interaction.

Responsibilities:
- Installed Financial Services Cloud Package. Worked on different types of financial accounts like Investment Accounts, Bank Accounts, and Insurance Policies.
- Interacted with various business user groups for gathering the requirements for Salesforce Implementation and documented the Business and Software Requirements.
- Worked on Standard objects like Lead, Account, Contact, Opportunity, and Cases. Also worked on Custom objects. Customized the Lead Conversion Process. Also implemented functionalities like Web to Lead, Web to Case, Email to Case etc.
- Worked on Financial Services Cloud Community to develop Customer 360 view and Book of Business for Employees and Customers.
- Used Force.com developer toolkit including Apex classes, Apex Triggers Visual Force Pages to Develop custom business logic.
- Worked on Apttus Contract Life Cycle Management to collect the Agent Information and used Installed Eco Sign Package to generate the Digital Signature of Agent to complete the Digital Enrollment process.
- Developed a mobile cart page with Single Sign On (SSO) to load the products.
- Explored different tools like AutoRabit, Snapshot, Jenkins to deploy the code from one sandbox to another sandbox and to Production eventually.
- Used Tabular, Summary and Matrix reports to customize Standard reports and create Custom reports.
- Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Created Lightning Components including design and implementation. Used the Lightning Applications in the Financial Home Page.
- Added Lightning Component to Lightning Pages and Record Pages using Lightning App Builder.

- Guided the Juniors in the team to right direction by taking responsibility.
- Worked on the enhancements by prioritizing the functionalities.
- Actively involved in the War room discussions during production support after Go Live.

Environment: Saleforce.com platform, Apex Language, Custom labels, Salesforce DX, Custom Metadata, Salesforce.com Data Loader, Service Cloud, Jira, Sales Cloud, Salesforce CPQ, ServiceMax, Approval Process, App Exchange Products, Agile, Custom Objects, Custom Tabs, GIT, Source Code, VS Code, AutoRabit, Copado, Snapshot, Jenkins.

Client: Valuelabs - Hyderabad, India   **Oct 2017-Dec 2019**
Role: Salesforce Developer

Description: Our client is a Life Insurance Firm and we Developed a Sales Cloud Application for gathering Customer Information, Creating Policies, Submissions and Policy Renewals. We have also used Salesforce Service Cloud in our Applications to provide Maintenance to the Application using Case Management. The objective of this project was to design, develop and rollout SFDC's Service Cloud including Knowledge Base and Live Agent for ATVI to actively manage their support requirements. We have also connected the Application with Sales Cloud and Community Clouds.

Responsibilities:
- Designed and developed custom Salesforce applications using APEX Classes, Controller Classes, Batch APEX and APEX Triggers for various functional needs in the application.
- Worked with the user group for gathering requirements throughout the planning and implementation.
- Developed Workflow rules, Time Dependent Action Triggers, Email Templates to implement the Business Logic.
- Worked on batch apex to auto create opportunities based on the close date of a current contract.
- Developed Sales Cloud to improve forecasting, Campaign and Partner Portal.
- Experience working in Service Cloud, Supporting Cases, developed Process Builders and Workflows for automated case resolution.
- Created various automated business process like Case Management, Auto Approvals on Apttus CPQ, Automatic Card load with products.
- Debugging Apex scripts using Debug Logs and System Log Console to catch Exceptions that are coming with managed package.
- Worked on various requirements to export the records using SOQL and SOSL queries using Workbench.
- Created Custom Objects and defined lookup and master-detail relationships on the objects. Also, created junction objects to establish many-many connectivity among objects.
- Analyzed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality.
- Worked on testing REST and SOAP APIs/Web services using SOAP UI and Postman tools, having good understanding of XML and JSON structures.
- Created Custom Objects, Fields, Page Layouts, validation rules, Field Dependencies, record types, Field Sets in a better and simplified Architecture.
- Created Workflows for field updates, send Email Alerts, Time dependent actions, approvals in the hierarchy for automating the process in business.
- Created custom Report types and Dashboards so that users can generate reports and visualize data on dashboards.
- Developed a project in Confidential environment and played the role of Scrum Master.
- Implemented several optimizations techniques to make the code more efficient.

Environment: Saleforce.com platform, Workflows, Process Builders, Apex Language, Custom labels, Salesforce DX, Custom Metadata, Validation Rules, CLM, DocuSign, , Service Cloud, Sales Cloud, Apttus CPQ, Approval Process, App Exchange Products, Custom Objects, GIT, Source Code, Salesforce.com Data Loader , VS Code, Jira, Agile.

Client: UST Global, Hyderabad, India   **Aug 2016- Sept 2017**
Role: Java Developer
Description: Develop applications for three different business units Underwriters and Business Developers, Risk Management Team, Direct Sales which helps in increase Organization business more effectively and efficiently.

Responsibilities:

- Involved in various stages of the project life cycle primarily design, implementation, testing, deployment, and enhancement of the application.

- Involved in designing the system based on UML concepts which include data flow diagrams, class diagrams, sequence diagrams.
- Designed and developed web pages using JSP, HTML and used JavaScript for client-side validation.
- Involved in design and development of the application in n-tier fashion based on MVC architecture standards and utilized Struts framework.
- Developed data model and stored procedures.
- Used JDBC for communicating with the database.
- Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
- Solid understanding in Object-Oriented analysis and design. Worked on various Design Patterns, UML and Enterprise Application Integration
- Extensively worked on system architecture. Used UML to create used cases, used case diagrams, classes &sequence diagrams.
- Hibernate is used as persistent at middle tire for providing object model over relational data model.
- Designed and developed the front-end part using JavaScript, HTML, JQuery, and CSS.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
- Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
- Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.
- Solid understanding in Object-Oriented analysis and design. Worked on various Design Patterns, UML and Enterprise Application Integration
- Responsible for maintenance and production support of the application documented design and functional aspects of the application.

Client: A3 IT solutions pvt.ltd   **May 2015 - July 2016**
Role : Java Developer
Responsibilities:

- Responsible for gathering functional and business requirements from the users.
- Involved in all the phases of SDLC including Requirements gathering and analysis, design, implementation, and customization of application.
- Created UML diagrams such as class, sequence diagrams by analyzing use case diagrams.
- Developed various UI screens using HTML, CSS, JavaScript, JSP and Servlets.
- Implemented Model View Control (MVC) architecture using Struts Framework.
- Responsible for developing JSP pages using Struts custom tags.
- Responsible for retrieving and updating the data in the database using JDBC.
- Wrote SQL queries and PL/SQL procedures for JDBC.
- Responsible for unit, integration and functional testing using JUnit.
- Build and deploy the application into Tomcat server using Apache Ant tool.
- Writing code for printing of Report pages in HTML format and Microsoft Excel
- Involved in bug fixing of development and production issues.
- Provided support to the onshore team during different test phases from time to time.

Environment: Java/J2EE, HTML, CSS, Java Script, JSP, Eclipse, Visio, UML, JDBC, PL/SQL, JUnit, MS.