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### **Professional Summary:**

- Around 11+ years of professional experience in Application Software Designing, Development, Testing, and Implementation.
- Around 9+ Years of experience with Salesforce Customization, Security Access, Workflow Approvals, Data Validation, Data Utilities, Analytics, Sales, Marketing, Customer Service and Support Administration and 2 years of experience in Java/J2EE technologies.
- Experience in SFDC development using Apex classes and Triggers, Visualforce, Force.com IDE, SOQL, SOSL.
- Good understanding of Software Development Life Cycle (SDLC) and Agile with expertise in Requirement gathering, Analysis, Designing, Development and Testing
- Strong knowledge of Sale, Marketing, Service, and support automation
- Application design and configuration using Salesforce.com Automation (SFA).
- Experienced in using SOQL and SOSL Queries within Governor Limits for data fetching and manipulation needs of the application.
- Experience creating Custom objects and integrating existing desktop and web apps with Legacy mainframe systems.
- Experience with Auto Rabbit (AR) to Migration Code.
- Experience in integrating external web systems with salesforce using REST and SOAP web services.
- Basic Lightning Experience using Lightning Design system and building Lightning Component.
- Created Page layouts, Search layouts to organize fields, Custom links, related lists, and other components on a record detail and edit pages.
- Experienced in implementing Visual force pages, S-control, Web Services, Components, Tabs, Custom Objects, Reports, Analytic Snapshots and Dashboards to achieve complex business functionalities.
- Experience working on DocuSign Templates and Apex toolkit package.
- Advanced understanding of Salesforce fundamental concepts (application, data and security) and CRM domain knowledge (Sales Cloud, Service Cloud and Marketing Cloud).
- Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
- Hands on experience with data migration tools Import Wizard, Apex Data Loader, Jitter bit Cloud Data Loader and Informatics Cloud Data Loader for Salesforce.
- Manage users, data, and security and customize Sales Cloud and Service Cloud applications.
- Used different data tools like Excel Connector, SFDC Data Export, Mass Delete, Workbench etc.
- Familiar with CTI applications such I3 and Avaya, Genesys integration with salesforce.com.

- Skilled in Customizing Standard Objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns as per client's need.
- Assist in application customization via custom objects, Workflows, Visual Flows, etc.
- Proficiency in Object Oriented Programming JAVA.
- Strong knowledge in App-Exchange Applications for Integrating with Third Party Applications.
- Proficiency in installing App Exchange applications.
- Experienced in working with Force.com migration tool for moving metadata from sandbox to production org.
- Design and implementation experience in Integration patterns in conjunction with Force.com, Apex triggers, Process Builder, Workflows, Validation rules, Canvas, Message Queues, bulk APIs.
- Have good knowledge about Java Concepts.
- Expert in generating and analyzing Custom Reports and Dashboard for management and various business unit personnel to provide detail information on key performance indicators
- Deployed Customization from Sandbox to another Environment by, Change Set.
- Knowledge in Salesforce.com SFA, Force.com Apex Classes, Apex Triggers, Integration, Visual force, Force.com API, SOQL, and SOSL.
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with excellent analytical and presentation skills.
- Implemented Live Chat Functionality.
- Good knowledge in implementing Omni Channel and Macros in salesforce Service Cloud.
- Excellent analytical, Communication and Inter-Personal Skills.

## TECHNICAL SKILLS:

Salesforce Technologies	Salesforce Lightning Design System, Lightning Web Components, Salesforce CRM, Apex language, Apex classes/Controllers, Standard/Custom Objects, Apex Triggers, Apex Scheduler, SOQL, SOSL, and Visualforce pages, Visualforce Components and Controllers.
ETL Tools	Apex Data Loader, dataloader.io, Export Wizard
Languages	APEX, Visualforce, C, C++, JAVA
WEB Programming	HTML, CSS, JavaScript, jQuery, XML
Database	PL/SQL, SQL Server, Oracle, MySQL.
IDE	Force.com IDE, Force.com Eclipse Plug-in
Operating Systems	Windows/XP/Vista/7/8/10, UNIX, Mac OS X

## **CERTIFICATIONS:**

- Salesforce.com Certified Salesforce platform Developer 1, **Certification Number:**5003972
- Salesforce.com Certified Salesforce platform Developer II, **Credential ID:**21137775
- Salesforce.com Certified Administration (201), **Certification Number:** 4693272

## **EXPERIENCE**

**Client: Infosys Ltd,Bangalore,India**

**Aug 2019 to Present**

**Role: Sr. Salesforce Consultant**

### **Responsibilities:**

- Implemented and created users with permissions, about 6000+ users nationwide on the CRM platform and provided go live support by agile methodology.
- Implemented Salesforce Lightning Web Components to show service job history, alarm history.
- Working with management and end-users to create and manage workflow rules, data validation, processes and flows.
- Worked with LWC, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers.
- Developed Unit test class for Apex class and worked for improving code coverage above 80%.
- Work with management, create and manage complex workflow rules, data validation, and triggers
- Clean data from org and import new data using Apex Data Loader.
- Deliberate planning & analysis to accomplish complex data validation, and triggers.
- Participate in planning meetings, analysis development, test inspections, and other project meetings throughout project life cycle.
- Executed security and sharing rules for Field, Record Level and Object for distinctive users at different levels of organization.
- Support application training activities including creating training material, conducting training and assisting in the support of system release update.
- Provide business direction to IT to inform design and deployment of data used to support business processes.
- Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
- Worked on Rest Api's with Mulesoft to connect with different application within the organization.

**Environment:** Salesforce.com platform, Code Collaborator, Lightning Experience, Visual Force, Apex Language, Data Loader, HTML, Workflow & Approvals, Custom Objects, Sandbox management, Eclipse, Visual Studio IDE, GIT, Copado.

**Client:** Infogain India Ltd,Bangalore,India

**Sep 2018 to Jul 2019**

**Role:** Sr. Salesforce Consultant

**Responsibilities:**

- Worked on doing new implementations and making enhancements to SFDC
- application required by business users from time to time.
- Involved in Salesforce.com Application Setup activities and customized the apps
- to match the functional needs of the organization.
- Worked on SFDX CLI and build SFDX packages and deployed.
- Worked on various salesforce objects like Accounts, Contacts, Leads,
- Opportunities, Reports and Dashboards.
- Worked on Lightning web components and platform events.
- Created Custom Objects, Junction objects and defined lookup and master-detail
- relationships on the objects.
- Created Lightning Process Builder, Workflows, Formula Fields, and Validation
- Rules as per business flow.
- Created Lightning components, Apps, Pages and Configured Salesforce
- Lightning SF1 Mobile App.
- I was involved in developing Salesforce Lightning applications using Lightning
- Components, Controllers and Events and used custom CSS in the components.
- Developed Lightning Component Framework and built Lightning component
- using aura framework.
- Designed, developed, and deployed Apex Classes, Controller Classes and Apex
- Triggers for various functional needs in the application and worked in improving
- existing Apex code.
- Used gearset tool for deploying unmanaged components.
- Worked with Apex Scheduler to invoke Apex classes at regular intervals.
- Worked on supporting cases in the following areas: Roles, Profiles, Access
- Settings, Workflow Rules, Validations, creation and modification of fields and
- page layouts, upload of data.
- 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 for different user profiles based on
- the organization needs.
- Worked on SOQL and SOSL statements in Triggers using Workbench.

- 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.
- Involved in Unit Testing, for the customizations and developments done during the project.
- Resolve the Cases and support the team on urgent bases, implementation and working with Real Time Troubleshooting
- Involved in all phases of Software Development Life Cycle (SDLC) starting from requirements Gathering and Design.
- Experience in troubleshooting REST, SOAP, and other schema errors from external WSDL files.
- Implemented Email-to-Case, Web-to-Lead, and Web-to-Case according to the functional requirements.

**Environment:** Eclipse IDE, Lightning Application, Apex Classes, Visual Force Pages, Sales Cloud, Service Cloud, App Exchange, Email Updates, Reports, Custom Objects, Custom Tabs, Email Services, Reports and Dashboards, Sandbox Force.com IDE, Sharing Rules, Web Services API.

**Client:** Accenture, Hyderabad, India

**Feb 2015 to Aug 2018**

**Role:** Sr. Salesforce Consultant

**Responsibilities:**

- Part of a development team working on business applications.
- Expertise in SFDC Development using Lightning Application, Lightning Web components, Aura components, Apex classes, Visual force pages, Controllers, Triggers, Components, Tabs, Apex web services, Custom Objects, Reports.
- Worked with DocuSign templates.
- Build Custom API's with Internal applications like Natural Language Processing (NLP).
- Responsibilities include interacting with the business to understand the requirements, developing and designing applications, enhancements, and Support.
- Wrote Batch classes and scheduled those using Apex scheduler on hourly basis.
- Developed and Customizing salesforce.com application based on the user needs.
- Experience working with Auto Rabbit (AR) to Migrate code from Dev org to UAT.
- Worked on Lightning process builder flows, Connect API, chatter, and quick action.
- Experienced working with various App exchange products.
- Worked configuration and integration and responsible creating TDDS, finalizing design & implementation on salesforce security model of access control and data visibility using roles, profiles, permissions, public groups, queues, OWD, sharing rules etc.

- Worked on data migration from databases to SFDC using Data Loader.
- Created workflows, Page layouts, Approval Processes, Tasks, Email Alerts, Field Updates and Outbound messages to manage the workflows and approvals.
- Build reusable components, and customized Salesforce mobile app using Lightning component framework.
- Used Lightning process builder for visualizing and creating automated business processes.
- performed integration tasks using API's, code in Apex and Visualforce, build Lightning components and follow all best coding processes
- Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
- Created Reports, Dash Boards, and worked on Data Loader by uploading about close to a million records and experienced in cleansing and De-duplicating bulk loads. Create page layouts and search layouts to organize fields, custom links, related lists, and other components.

**Environment:** Salesforce.com platform, Lightning Application, Apex Classes, Visual Force Pages, Sales Cloud, Service Cloud, App Exchange, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Reports and Dashboards, Sandbox Force.com IDE.

**Client:** Yellowbox Delivery, Hyderabad ,India

**Sep 2012 to Dec 2014**

**Role:** Sr. Salesforce Consultant

**Responsibilities:**

- Worked on doing new implementations and making enhancements to SFDC application required by business users from time to time.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Worked on SFDX CLI and build SFDX packages and deployed.
- Worked on various salesforce objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
- Worked on Lightning web components and platform events.
- Created Custom Objects, Junction objects and defined lookup and master-detail relationships on the objects.
- Created Lightning Process Builder, Workflows, Formula Fields, and Validation Rules as per business flow.
- Created Lightning components, Apps, Pages and Configured Salesforce Lightning SF1 Mobile App.

- I was involved in developing Salesforce Lightning applications using Lightning Components, Controllers and Events and used custom CSS in the components.
- Developed Lightning Component Framework and built Lightning component using aura framework.
- Designed, developed, and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application and worked in improving existing Apex code.
- Used gearset tool for deploying unmanaged components.
- Worked with Apex Scheduler to invoke Apex classes at regular intervals.
- Worked on supporting cases in the following areas: Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts, upload of data.
- 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 for different user profiles based on the organization's need.
- Worked on SOQL and SOSL statements in Triggers using Workbench.
- 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.
- Involved in Unit Testing, for the customizations and developments done during the project.
- Resolve the Cases and support the team on urgent bases, implementation and working with Real Time Troubleshooting
- Involved in all phases of Software Development Life Cycle (SDLC) starting from requirements Gathering and Design.
- Experience in troubleshooting REST, SOAP, and other schema errors from external WSDL files.
- Implemented Email-to-Case, Web-to-Lead, and Web-to-Case according to the functional requirements.

**Environment:** Force.com, Apex, Data Loader, Import Wizard, Eclipse IDE, Triggers, Custom objects, Layout, SOQL (Salesforce Object Query Language).

**Client:** Intelenet GS Ltd ,Hyderabad, India  
**Role:** Salesforce Developer, Admin

**July 11 – Aug 12**

**Responsibilities:**

- Worked with force.com developer toolkit including visual force pages, apex classes, apex controllers and apex triggers to develop custom business logic.
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components and Visual Force Pages and Custom Approval Processes.
- Created Custom fields, picklists, dependent pick lists, Custom Settings and validation formulas to the custom objects.
- Added Budget object to the Campaign resulting into ability of managers to effectively allocate budgets and review based on budget reporting.
- Added, configured workflow rules, time triggered workflows, email templates resulting into effective web to lead communication with customers and partner portals.
- Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Created profiles and implemented Object and field level security to hide critical information.
- Implemented Apex Classes & Triggers and linked them to manage the workflows Implemented in the system.
- Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
- Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
- Worked on Apex Data Loader to migrate data such as accounts, campaigns from legacy system ACT.
- Configured user Roles, Profiles, sharing settings, organization wide defaults based on updated hierarchical requirements.
- Maintained processes of CSV import file updates for customer records into Accounts, Contacts using Data Loader and Import Wizard.
- Provided support ongoing salesforce.com maintenance and administration services including custom objects, workflow, campaign management and triggers.
- Effectively created the pick lists, dependent pick lists and junction objects to establish the connectivity among objects.

**Environment:** Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in.