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**PROFESSIONAL SUMMARY:**

* Over 5+ years of experience as a **certified salesforce platform developer and administrator** with a focus on Salesforce development, administration, and configuration on the Force.com platform.
* Extensive experience with the Salesforce.com development life cycle, application design patterns, integration patterns and deployment planning.
* Experience in SFDC Development implementing the **APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug- ins.**
* In-depth experience in CRM business processes like Forecasting, Campaign Management, Lead Management, Pipeline Management, Order Management, Account Management, and Case Management.
* Proficient in dealing with functionalities related to **Sales cloud and Service cloud, Marketing cloud, Community Cloud, Custom Cloud and Analytics Cloud.**
* Experience with SFDC Service console, customer portal, case management, knowledge base, customer communities and service account management
* Good insight into the **Health and Financial Domain.**
* Developed and recommended CRM roadmap for customers in the **Financial Domain**
* Experience working in Agile Software Development Methodology, Scrum methodology, Waterfall model and Test-driven development.
* Created test scenarios on Sandbox and production environment and migrated code to deployment upon successful testing.
* Created customized UI as per the client and application requirements using Visualforce.
* Review/Adjust/Write Apex and Visual Force page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
* Expertise in creating different email templates and inbound emails using **Visualforce** for the clients and customers.
* Competent in analyzing and creating narrative Use Cases, Use Case Diagrams, Activity diagrams, class diagrams, Data/Flow/Navigational flow Diagram using UML Tools like MS Visio.
* Experience in data migration from ACT, Excel, MS outlook using Data Loader, Data Import Wizard, SFDC Data Export, Mass Delete.
* Work with Organization & User Setup Created user Roles and Profiles, Security controls and sharing Settings, Page Layouts, Role Hierarchy Grant access, Permission sets, OWD Settings For Schema Level Security
* Experience in **Creating page layouts, search layouts** to organize fields, custom links, related lists, and other components on a record detail.
* Working with different aspects of Web Services (XML, WSDL, SOAP, REST).
* Expertise in customizing standard objects like Accounts, Opportunities, Products, Cases, Leads, Reports (Summary Reports, Tabular Reports and Pie charts) and Dashboards and Report Folders for different user profiles as per the requirements.
* Created lookup and master-detail relationships on the objects and created junction objects and various advanced fields like Picklist, Field Dependencies, Custom Formula, Approval Process, Sharing rules for automated alerts, field updates and Email generation.
* Implemented Security and Sharing rules at Object Field and Record levels for different users in the organization.
* Excellent communication and interpersonal skills, accustomed to working in both large and small team environments. A team player with strong ethics, a positive attitude and ability to make the best use of individual resources.
* Worked on Salesforce.com based development enhancements and implemented lightning applications from scratch.
* Developed Lightning Component Framework and built Lightning component using aura framework.
* Knowledge of Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Built reusable UI/UX components with lightning component framework.
* Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.

**EDUCATION:**

* Bachelor of Technology in Civil Engineering from Jawaharlal Nehru Technological University 2017

**TECHNICAL SKILLS:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce, Apex Language, Apex Salesforce CRM, Apex Triggers, Visual Page Components, Formula Fields, Standard Controls, Workflow Rules, Approval Rules, Class/Controllers, Lightning UI, REST API, SOQL, SOSL |
| **Salesforce Tools** | Force.com Editor, Eclipse IDE, Force.com Explorer, Data Loader, Force.com Platform, Aura. Conga Composer |
| **Programming Web and graphics** | C++, JavaScript, CSS, HTML, XML |
| **Framework Environment** | Eclipse, Classic, Aura (Lightning) |
| **Web Service technologies** | SOAP, REST Web services |
| **Source Code Control and Deployment Tools** | Team Foundation Servers (TFS), GIT-Tower |
| **Database** | Oracle8i (My SQL), SQL, SOQL, Triggers |

**PROFESSIONAL CERTIFICATIONS:**

* Certified Salesforce Administrator
* Certified Salesforce Platform Developer I

**PROFESSIONAL EXPERIENCE:**

**Client: Providence, St Joseph, Seattle, WA Sep’ 2023 – Present**

**Role:**  Salesforce Developer

**Responsibilities:**

* Spearheaded the customization of Health Cloud, introducing tailored configurations, triggers, and workflows to optimize the Salesforce platform for healthcare operations, ensuring a patient-centric focus.
* Configured specialized features within Health Cloud, including the setup of patient-centric functionalities, Omni-Channel, and Service Consoles, to enhance user experiences for healthcare professionals.
* Developed and implemented Visualforce Pages, Apex Classes, and Lightning Components, aligning technical solutions with the unique requirements of the healthcare domain, ensuring a seamless user interface for improved efficiency.
* Implemented intricate business logic using Process Builder, Workflow, Approval Processes, and Validation Rules, tailoring the Health Cloud system to effectively support complex healthcare processes and compliance standards.
* Engineered and managed APIs vital for the integration between Salesforce Health Cloud and external healthcare applications, emphasizing scalability, maintainability, and strict alignment with industry-specific requirements.
* Defined and executed comprehensive data migration strategies, meticulously mapping, and transforming healthcare data to facilitate a smooth transition in line with project objectives and healthcare compliance.
* Developed scripts and tools specifically designed for data migration, placing a dedicated focus on maintaining the integrity and accuracy of healthcare data throughout the entire process.
* Led the development and execution of rigorous test plans, systematically documenting test cases and conducting thorough unit testing, integration testing, and user acceptance testing for comprehensive solution validation.
* Managed deployment plans with meticulous attention to detail, coordinating seamlessly with diverse teams to execute successful production deployments for the Health Cloud project.
* Proactively monitored and addressed any issues arising during the deployment phase within the healthcare environment, demonstrating a solutions-driven approach to challenges.
* Conducted post-deployment monitoring of system performance, implementing necessary adjustments and optimizations to ensure continued operational excellence within the Health Cloud project.
* Provided ongoing support and maintenance within the healthcare environment, actively participating in troubleshooting and bug fixing, contributing to sustained reliability and performance of the Salesforce Health Cloud implementation.
* Fostered open and effective communication channels with project managers, healthcare domain experts, administrators, and stakeholders, ensuring a collaborative and informed approach to decision-making.
* Collaborated seamlessly with cross-functional teams, demonstrating a holistic understanding of project requirements, and ensuring the successful delivery and implementation of the entire project lifecycle within the healthcare domain.
* Showcased a robust skill set as an experienced Salesforce developer, contributing technical proficiency and a results-oriented mindset to consistently deliver high-quality, innovative solutions that meet and exceed the unique objectives of our Health Cloud project.
* Used OWD settings (Organization Wide Defaults), Field-level Security, Profiles to ensure Data Integrity.

**Environment: Apex Classes, OWD,Triggers, Aura Bundles, Java Script, Agile Methodology, Data Loader, Workflow & Approvals, Reports, Custom Objects, Email Services.**

**Client: Cisco, Bangalore, India May’ 2020 – June’2022**

**Role:**  Salesforce Developer

**Responsibilities:**

* Utilized Apex Data Loader and Data Import Wizards to meticulously maintain data integrity, orchestrating end-to-end strategic data migration initiatives. Ensured the seamless transfer of valuable data from legacy to new Salesforce instances.
* Led the creation and optimization of data models and mapping, supporting simplified data access and relationship management within the Salesforce platform for a new implementation. Executed the hands-on development of strategic data mapping initiatives, ensuring alignment with business goals.
* Engineered and refined Visualforce pages with Lightning styles, enhancing user interfaces and optimizing user experiences. Developed specialized pages for identifying duplicate Contacts/Accounts, ensuring an intuitive and user-friendly interface.
* Championed Agile methodologies, specifically a 2-Week Sprint Scrum model, driving end-to-end iterative development and continuous refinement. Personally tracked and addressed bugs through JIRA, actively contributing to their resolution.
* Utilized tools such as Standard Data Loader and Workbench for adept data manipulation, ensuring accurate and efficient data management across Salesforce instances.
* Provided expert guidance to the team in analyzing existing data models, playing a pivotal role in formulating a robust data model tailored for Salesforce migration.
* Crafted and implemented automated workflow rules for dynamic field updates and email alerts, optimizing system efficiency and enhancing user communication.
* Tackled and resolved multifaceted data issues, including data duplication, format inconsistencies, presence of special characters, and incomplete data. Implemented effective solutions to fortify data quality and reliability.
* Orchestrated strategic data mapping initiatives to ensure seamless and efficient transfer of valuable data during Salesforce migration. Personally, oversaw the entire execution of data mapping processes.
* Optimized user interfaces through engineering and refinement of Visualforce pages. Applied Lightning styles for a modern and user-friendly experience.
* Played a pivotal role in Agile development by diligently tracking and addressing bugs through JIRA within the 2-Week Sprint Scrum model, ensuring efficient and timely issue resolution.
* Applied expertise in crafting and implementing automated workflow rules to streamline field updates and email alerts, contributing to enhanced system efficiency and improved user communication.

**Environment:** Apex, SFDC, Apex Data Loader, **Triggers** ,Data Import wizards, Agile Accelerator, Workbench, Visual Force, lightning styles, JIRA, and Agile/Scrum Methodology.

**Client: Hindustan Unilever Limited, Bangalore, India Apr’ 2017 – Apr 2020**

**Role:**  Salesforce Administrator

**Responsibilities:**

* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Proficiently worked with core Salesforce objects such as Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards. Ensured systematic organization and efficient utilization of data within the platform.
* Designed and executed a variety of automation rules, including Validation Rules, Workflow Rules, time-triggered tasks, email alerts, and field updates. Translated intricate business requirements into automated.
* Successfully crafted and deployed Custom tabs, Approval Processes, and Auto-Response Rules. Contributed to the creation of a tailored Salesforce environment aligned with specific business needs.
* Led the development of auto-response emails, providing suggested solutions for cases initiated through email and web-to-case channels. Streamlined communication and expedited issue resolution.
* Led the development of auto-response emails, providing suggested solutions for cases initiated through email and web-to-case channels. Streamlined communication and expedited issue resolution.
* Authored Apex web services to seamlessly fetch real-time data from external systems. Enhanced integration capabilities, contributing to a more comprehensive and connected Salesforce ecosystem.
* Utilized Apex Data Loader for various data operations, including insert, update, and bulk import/export from Salesforce.com objects. Managed data extraction, loading, and transformation efficiently, especially with comma-separated values.
* Thrived in an Agile environment, actively contributing to dynamic and iterative development processes. Demonstrated adaptability and strong collaborative skills within cross-functional teams.
* Demonstrated proficiency in the Salesforce.com platform, HTML, CSS, JavaScript, and the Eclipse IDE Plug-in. Applied a diverse technical skill set to navigate and contribute effectively to various facets of the Salesforce ecosystem.
* Applied expertise in Sandbox data loading to ensure a controlled and accurate environment for testing and development activities. Contributed to the creation of a reliable testing ground for ongoing enhancements and updates.

**Environment:**  **Saleforce.com platform, Agile Environment, Data Loader, HTML, CSS, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in.**