**Sourabh Gulati ,** Austin, TX

H4 EAD (Open for Relocation--- C2C position only)

**Please contact** **peter@anbsourcing.com**at **972-850-0085**

**Work Summary:**

* Having **10+ years** of extensive experience in Salesforce.com CRM and Force.com platform as Developer, Administrator and Business Analyst.
* Extensively worked on Salesforce schema builder for development and analysis of several cloud applications.
* Experience in working across various SFDC implementations covering Sales Cloud, Service Cloud, Marketing Cloud, Salesforce Administration and Chatter applications.
* Experienced in implementing various Apex DML operations, SOSL and SOQL queries using workbench.
* Worked on customization of Visual force to have lightning experience for desktop applications. Expertise in Service Cloud console with exposure to CTI adapters and mobile application integrations.
* Involved on creating Lightning Pages inside Lightning Community Builder.
* Excelled in working with various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and dashboards.
* Experience in creating Custom Objects, Tabs, Fields, Formula fields, Validation rules, Reports, Work flows, Approval processes and Process Builder for automated alerts, field updates and Email generation according to the application requirements.
* Have knowledge in implementing various advanced fields like pick lists, Custom Formula Fields, Many to Many Relationships, Lookups and Master-Detail relationships.
* Experience in designing of Roles, Profiles, Role Based Page Layouts, Custom Reports, Report Folders, Report Extractions to various formats, Snapshots and Dashboards.
* Implemented Security and sharing rules at Object, Field and Record levels for different users in the organization.
* Worked on Salesforce.com Sales Cloud functionality, including Account Planning, Sales Forecasting, Opportunity Management, Lead Management and the Configure/Price/Quote (CPQ) processes.
* Experienced in data migration from Excel, MS outlook and Legacy Systems using various data migration tools like Data loader, Import/Export wizard.
* Developed Apex classes, Controller classes, Apex Triggers and on Force.com platform to customize application according to the functional needs.
* Good exposure to AppExchange applications.
* Experienced in customizing compact Layout and Navigation for Salesforce1 Mobile App for end users.
* Soft skills love to learn and share my insights by building my own role and know when things to get done.
* Strong organizational, verbal, written communicational, interpersonal skills, problem-solving skills and capable of new technologies and successfully apply them in the projects and operations.

**Technical Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/ Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Controls, Salesforce Outlook, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader, Lightning Process Builder |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com, Data Loader, Force.com Excel Connector, Force.com Platform |
| **Languages** | Apex, C, C++, Java, Java Script, Action Script, UML, HTML, XML, XHTML, DHTML, SQL, VB Script |
| **Databases** | MS SQL Server, PL/SQL, Oracle, MS Access, and MySQL |
| **Operating Systems** | Windows, Mac OS, Unix, Linux |

**Professional Experience:**

**Fiserv, Atlanta, GA**

**August 2020- Till Date**

**Salesforce Business Analyst**

**Responsibilities:**

* Currently working in agile methodology and experience in working in complete (SDLC) Software development Lifecycle.
* Worked on Lightning assessment (Lightning Experience Roll out Exercise).
* I am working extensively on Sales cloud and marketing cloud in this current project.
* Manage and monitored templates in marketing cloud and trouble shoot, as necessary.
* Designed & Configured Application in Salesforce Lightning platform.
* Created and maintained email reporting dashboards, A/B testing, and provide results to Marketing team to drive segmentation, delivery, and content decisions.
* Worked on analyzing the complete Apex classes, Apex Triggers, Visualforce Pages in the Salesforce.com instance in the design phase. This included documenting the Use and effect of these in the current instance for the migration/implementation phase.
* Added lightning components to lightning pages and record pages.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component
* Used given toolsets to enable business processes using Health Cloud.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Utilized Content Builder for Campaign management (Email marketing), Opportunity Management, Account and Contact Management, Data Quality Management.
* Worked in creating custom dashboards and work queues with lightning web components that connected multiple parts of the organization.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on extending standard Sales Cloud objects like Accounts, Contacts, Leads and Opportunities.
* Developed lightning components and lightning apps to provide better and more interactive interfaces to end users.
* Worked on Data Migration for Migrating data from one application to Salesforce using Apex Data Loader.
* Responsible for building the complex Data Model within Salesforce.com by interacting with various teams for understanding the business and implementing the project end to end.
* Developed Lightning Components using LWC, Aura Framework, Worked with Salesforce Process Builder and consolidated existing workflow rules with process builder.
* Worked on analyzing the Standard Objects, Custom Objects, Permissions sets, Page layouts, profiles in the design phase. This includes the documentation of use, Decisions of field migration and many other tasks.
* Worked on various salesforce.com standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, Forecast, Cases, Reports and Dashboards.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Deployed the code developed in the Dev Sandbox to the Test Sandbox and the Production sandbox.

**Environment** Salesforce, Apex Classes and Controllers, Data Loader, Developer Console, Jira, Integration, Health Cloud, Sales cloud, Marketing cloud, Lightning Experience, Lightning Components, and Force.com Sandboxes, Web Services, Agile methodologies, and AppExchange.

**HPE, Houston, TX**

**May 2017- July 2020**

**Salesforce Business Analyst**

**Responsibilities:**

* Experience in Administration, Configuration, Customization, Requirement Analysis, Implementation, Data Migration, and support of Salesforce CM.
* Played the role of Salesforce Developer and Support including incident management, user management, security management, Salesforce configurations, workflows, assignment rules, lightning etc.
* Performed detailed analysis of technical and business requirements
* Experience in the complete life cycle of project development including System Analysis, Design, Development, Testing, Deployment, and Maintenance. Knowledge of Agile development practices and assessment.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Experience in working across various SFDC implementations like Sales Cloud, Service Cloud, Chatter, SDLC process in Agile Scrum methodology.
* Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards. Experience in SFDC development using Apex classes and Triggers, SOQL, SOSL.
* Strong knowledge in cloud computing applications and interfaces.
* Extensive experience in designing custom objects, custom fields, role-based page layouts, workflow rules, approval processes, record types, custom tabs, report extractions to various formats, and Email generation according to application requirements.
* Created Environment setup plan, Migration document and checklist. Maintained and populated configuration workbook. Planned testing strategy created and signed off test-script, executed User Acceptance Test.
* Experience in working with Debug Apex Scripts using Debug Logs and System Log Console to catch
* Exceptions and execute Governor Limits.
* Excellent organizational and strong problem-solving skills with a proven ability to contribute to a team environment.
* Worked on end-to-end functionalities related to Service Cloud, Sales Cloud, Omni channel, Live Agent, Open CTI.
* Create new reporting capabilities and respond to ad hoc Production Support requests as needed

**Environment:** Saleforce.com CRM platform, Force.com Sites, Apex, Visual force (Pages, Component & Controllers), Pages, Data Loader, Marketo, Exact Target, HTML, Workflow & Approvals, REST, SOAP, Community cloud, Reports, Service Cloud, Sales Cloud, Custom Objects, Custom Tabs, XML, ETL Informatics, Email Services, Eclipse IDE Plug-in, Salesforce Mobile, web Services, Agile.

**British Telecom, NY**

**July 2014 to April 2017**

**Salesforce Administrator/ Business Analyst**

**Responsibilities:**

* Performed the role of Salesforce Developer and Administrator in the organization.
* 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.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Building and demonstrating Salesforce CPQ prototypes in Salesforce.
* Used refined global search in Lightning by developing Apex classes and Controllers. Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader. Used field level security along with page layouts in Lightning to manage access to certain fields.
* Had good experience working with Service cloud while integrating with third party systems.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Took part in a DevOps scrum team to support both packaged applications and hosted applications on platforms such as Rack space.
* Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
* 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 app pages, home pages integrating the custom components for Salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.

**Environment:** Salesforce.com, Eclipse IDE, Apex classes and Controllers, Data Loader, Scrum, Custom objects& fields, Eclipse IDE with Force.com plug-in.