

**SFDC Admin/Developer**

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**Professional Summary:**

* **Over 10+ Years** of IT experience in **Salesforce.com CRM** **Platform** Hands-on Experience in implementation and customization of **Salesforce.com** Responsible for ongoing enhancements and maintenance of the **Salesforce** **platform**.
* Pretty good experience with engaging with stakeholders and gathering requirements.
* Explicitly worked on custom objects, custom fields, Picklists, page layouts, Workflow Alerts and Actions, Approval Processes, and Validation Rules. Experience in **Salesforce** **CPQ**
* Participated in all Phases of **Software** **Development** **Life** **Cycle** (**SDLC**) and **Agile methodologies** with expertise in Requirement Gathering, Analysis, Designing, **Development** and Testing.
* Worked with various **CRM** applications like **Force.com**, **Sales** **Cloud**, Service **Cloud**, and Community **Cloud**.
* Experience in designing and developing **Community Portal** using **Visualforce** plus tab template and Customer Service Template. Strong **Salesforce** **development** experience with **Apex Classes, Apex triggers**, Batch **Apex**, Controller Classes, **Visualforce** Pages and integrating with external source by developing SOAP, REST **web** services.
* Developed and configured various Dashboards, Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Having good knowledge on **sharing rules, Org wide settings**, object level security, field level security, record level security and user access privileges.
* Good at administrative tasks such as setting up **audit trail, Big Object**, field history tracking, creating email templates and list views. Experience in working with **Salesforce.com sandbox** and production environments.
* Automated business process by creating **workflow rules**, configuring immediate and time dependent workflow rule actions, configuring approval process, assignment rules for Leads and **Cases**.
* Implemented various advanced fields like Pick Lists, Custom Formula Fields, Field Dependencies, **Process Builder**, Workflow rules and Approval Processes for automated alerts, field updates and email generation.
* Proficient in dealing with the functionalities related to the **Service cloud, Sales Cloud and Community Cloud.**
* Worked on **Data** migration and updates through the tool **App Exchange** **Data Loader** in Salesforce.com.
* Developed **Visualforce** pages, Standard controller, Custom controller, Controller extensions, **Apex** classes, **triggers** and **test** methods for different functional needs and implemented the business logic based on the requirements.
* Experience in **salesforce** **lightning** features like activities, contextual Hovers, Opportunity board, Customizable dashboard. Created various **Lightning components** and used in the application as per the requirement.
* Technical Knowledge about **Salesforce** **lightning** schema builder, process builder, app builder, components and **lightning** connect. Good experience in developing **Salesforce** **Lightning** Apps, Components, Controllers, and Events.
* Experienced in Deployment from **Sandbox** to Production using Deployment tools like **Force.com** IDE and Change Sets.
* Prepared Unit **Test** **cases** using **Apex** **Test Classes** and to fulfill the 75% of **Test** case coverage for the **development** in the **Salesforce**. Experienced in providing functional and technical support to peer Team members.
* Quickly learned new concepts like **Salesforce** **Lightning** and **Salesforce** Mobile Application and implemented them in the project. Sound understanding of **SOQL** and **SOSL** for Querying and Searching **Data** for the **Force.com** **platform**.
* A result-driven, analytical and coherent **software** developer with excellent skills in programming languages like **Java** and **web** technologies like **HTML**, **CSS**, **XML**, **JSON, JSP** and **JavaScript**.
* Experience with **data** migration and updates through the tool **AppExchange Data Loader** in Salesforce.com.
* Experience in bulk **Data mitigation** from **Excel**, **MS Outlook,** and Legacy systems to **Salesforce.com** using **Apex Data Loader**, and **Import Wizard**.
* Good knowledge of **Apex** **development** in creating Objects**, Triggers, Apex Classes, Standard Controllers, Custom Controllers,** and **Controller Extensions.**
* Strong knowledge in **Salesforce Customization, Workflow approvals, Data validation, Sales, Customer Service, and Support Administration.** Profound knowledge in using **Lightning components** and **Lightning** Builder for Salesforce1.
* Strong understanding of **CRM** business processes for automation, Sales **Cloud**, Service **Cloud**, chatter, and Exchange.
* Experience in working with **Agile/Scrum environment, Iterative, and** Waterfall **software development methodologies.**
* Sound understanding of **SOQL** and **SOSL** for Querying and Searching **Data** for the **Force.com** **platform**.
* Shared dashboards and visualizations with stakeholders by publishing them to **Tableau Server.**
* Experienced in **REST** **API** testing and **SOAP** Webservices testing using tools such as **SOAP UI** and workbench.
* Experience in **development, administration**, **configuration**, **Implementation**, and Support of **Salesforce CRM**, and **Salesforce** applications based on **Apex** Language and leveraging **Force.com Platform** -- world’s first commercial **Software as a Service** (SAAS) application running in **Cloud** Computing Environment.
* Extensive experience in customizing the user interface of **Salesforce** **CRM** using **apex** programming, custom controllers, visual force, **CSS** and **JavaScript** libraries. Developed batch **Apex** code and **Apex** scheduler classes.
* Integrated working code across multiple sandboxes, utilizing Continuous Integration (CI), Continuous Deployment (CD), and DevOps principles, including **Jenkins** configuration.
* Implemented authentication and authorization mechanisms, such as OAuth or JWT, to secure the REST **API** and control access to **Salesforce** resources. Developed and integrated SOAP **API**-based **web** services in **Salesforce**, facilitating communication and **data** exchange with external systems.
* Hands on Experience in **Development** using **Triggers, APEX classes, Batch Processes, Force.com IDE & plug-in, Eclipse with SOQL queries.** Strong functional knowledge and experience of **Salesforce Classic** and **Lightning components**.
* Experience in customizing **Data** model of **Salesforce.com CRM** using workflows, **triggers**, validation rules, and approval processes. Good Knowledge in Configure Products, Price Orders & Generate Quotes (CPQ).
* Extensive experience in designing of custom objects, custom fields, Pick-list, Page layouts, Workflows, custom Tabs, reports, design of Visual Force Pages, Dashboards, and Email generation according to application requirements.
* Familiar with **web** protocols and concepts including **HTTP(S), GET, POST, SOAP, REST,XML, JSON**.
* Excellent team player, self-motivated, quick learner with good communication skills and troubleshooting capabilities.

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | **Salesforce** **CRM**, **Apex** Language, Classes/Controllers, **Lightning**, **Apex** **Triggers**, **SOQL**, **SOSL**, **Visualforce** Pages / Components, **Apex** **Web** Services, Workflow & Approvals, Analytic Snapshots, WSAD, **Web** Services and JNDI |
| **Salesforce Tools** | **Force.com** Explorer, **Force.com** **Data** Loader, Cast Iron Systems, **Force.com** Excel Connector, **Force.com** **Platform** (**Sandbox**, and Production), SOAP **API**. |
| **Programming Languages** | **Apex**, C,C++,C#,ASP.Net, ADO.Net, **Java**, SQL, **Java** Script, **HTML**, **XML**, DOM, **CSS**, **AJAX**, Heritix, Apache Lucene |
| **Custom Integration** | Outbound Messages, Field updates, Reports, Custom Objects, Custom settings, Custom labels and Tabs, Email Services, Role Hierarchy. |
| **Operating Systems** | **Windows** NT / 2000 / XP Pro / Vista, **Windows** Server 2000 / 2003, Linux |
| **Databases** | MySQL, Oracle 11g/12c |
| **Salesforce IDE** | Eclipse, Microsoft Visio, Developer Console |

 **CERTIFICATION:**

* Salesforce Certified Platform Developer 1
* Salesforce Certified Administrator 1

**Professional Experience:**

**Client: Maxval Group Inc, CA June 2024 – Till Date**

**Role: Sr. Salesforce Developer/Admin**

**Responsibilities:**

* Responsible for ongoing enhancements and maintenance of the **Salesforce** **platform**. Managed Users, Roles, and Profiles Activity audits, sharing rules, permission sets, etc.
* Created Custom objects and fields- Leads, Marketing, **Campaign, Dashboard, Sales, and Account.**
* Experienced with **data** migration and updates using **Data** Loader in **Sales**force.com
* Import and export **data** using tools such as **Data** Loader and Workbench.
* Implemented Custom Settings to store **Trigger** Activation/Deactivation **data** and store Last Runtime
* Worked with complex integrations and set up a prolific configuration using **protocols.**
* Developed Complicated workflows, and process builder, Migrated all the workflows and Process builder into flows, proficient in building Flows without code. Worked on multiple **Sandbox** environments.
* Written code not to hit Governor Limits and implemented **salesforce** best practices in writing **Apex** Classes and **Triggers**. Developed **Apex** Batch, Schedule classes to process bulk **data** updates at scheduled intervals.
* Some of the projects Pay Pal Pay flow gateway for online payment processing and some asynchronous integrations VIN AUDIT (Vin Info provider) using **API**’s. Date time of the queries used in **Apex** Batch class.
* Written **SOQL**, **SOSL** queries which are required in **Apex** **Classes**, **Apex** **Triggers**, **Batch and Schedule classes.**
* Designed and developed Apex Classes, Utility framework classes, Apex Triggers and Visualforce pages, Components in the application. Configured page layouts, record types and custom fields.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Developed custom formula fields and validation rules to meet business needs.
* Enabled **Aura Framework,** by adding Aura Attributes and **Aura Handlers** for Events to focus on
* Designed and implemented data integration solutions using Informatica IDMC to streamline data workflows across cloud and on-premises environments.
* Led large-scale cloud migration projects, migrating on-premises applications and databases to cloud platforms like AWS, Azure, and Google Cloud.
* Configured and managed data pipelines, IDMC ensuring seamless data flow between various systems and databases.
* Written **Apex** Batch, Schedule class to handle bulk logic on Account Teams, Custom Object requirements.
* Worked in Deployment through **Gitlab** and **Jenkins**. **Logic** and Interactions in **Lightning** Applications.
* Developed custom data transformation rules and mappings within IDMC for efficient data processing and cleansing.
* Developed Reports and Dashboards for various business users on Opportunities, **Cases**, and Accounts.
* Assessed existing infrastructure and developed comprehensive cloud migration strategies to ensure minimal downtime and risk.
* Created flows to automate the renewal Process on opportunities. Gathered requirements from end clients on existing user stories. Working on internal project on **Lightning** **web** **Component framework.**
* Designed and developed **Lightning** Community Builder and built **Lightning** Components using the Aura framework. Created Scheduled and Batch **Apex** jobs based on business requirements.
* Developed multiple **Lightning** Components and Server-side Controllers to fulfil business requirements.
* Implemented **Apex** Extensions to customize standard buttons on Lead, Account, Contact, and Opportunity objects.
* Added **Lightning** Components to **Lightning** Pages and Record Pages and utilized **Apex** classes, Controller classes, and **Apex** **Triggers** to meet various functional needs of the application.
* Integrated IDMC with cloud storage solutions like AWS S3, Azure Blob Storage, and Google Cloud Storage for scalable data management.
* Migrated data warehouses, databases, and enterprise applications to the cloud, leveraging services like AWS RDS, Azure SQL, and Google Cloud SQL.
* Retrieved **data** and implemented functionality from Third-Party APIs, displaying it within **Lightning** components.
* Extensive experience in debugging **Apex** scripts using Debug Logs and System Log Console to identify exceptions and adhere to Governor Limits. Experienced with Deploying code from **sandbox** to production using Change sets.
* Maintained a working knowledge of supported **Salesforce** features and products, as well as upcoming changes that impact the org. (i.e., Process Builder, Flows, **Data** Modelling, Maps, Digital Engagement, Access and Authentication, Release Updates, **Lighting** Experience, Feature Retirement. Enabled **Aura Framework,** by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in **Lightning** Applications.
* Utilized cloud-native tools and services, including AWS Snowball, Azure Migrate, and Google Transfer Appliance, for secure data transfer.
* Made individual tasks not viewable to clients externally Using Task Ray app within Salesforce.com.
* Experienced in Migrated all the Knowledge articles from classic to **lightning** in service **cloud** which helps to resolve issues by themselves. Took care of Refreshing sandboxes and **Spring 23 Releases and Updates**
* Worked on **SSO** (Single sign on) settings, and enabled MFA multifactor authentication using Duo Mobile append worked on **SSO** issues after refreshing **sandbox**. Maintained **CRM** functionality implementing **SFDC**.
* Worked on Salesforce1 **Platform** to build Mobile App by enabling **Lightning** Components for use in Salesforce1 mobile **platform** to make **Lightning** Application mobile. Developed applications using Agile methodology.
* Conducted application re-architecture to ensure cloud compatibility, including refactoring monolithic applications into microservices.
* Retrieved some **data** and its functionality from Third-Party **API**’s and displayed within the **lightning** component.
* Created multiple **Lightning** Components, added **CSS** and Design Parameters that makes the **Lightning** component look and feel better. Used refined global search in **Lightning** by developing **Apex** classes and Controllers.
* Built **Lightning** Component Tab for **Salesforce** 1 Navigation and Custom Applications in **Lightning** Experience.
* Worked on **Salesforce** Standard Objects (accounts, contacts, leads, opportunities). Created **SFDC** reports (functional and technical documents). Integrated applications with **Salesforce.com** using REST **web** services **API**.
* Created Workflows for automated lead routing and lead escalation. Integrated **Salesforce.com** with external systems like Oracle and SAP using REST **API**. Implemented the basics of **Data** Security and **Data** Modeling to the apps.
* Developed **Apex** classes and **Triggers** and linked them to manage the workflows.
* Led MuleSoft integration projects, including cloud migration initiatives, to modernize legacy systems and applications.
* Conducted thorough testing and validation of cloud environments post-migration to ensure data integrity and system reliability.
* Conducted MuleSoft training and mentoring sessions to upskill internal teams on integration best practices.
* Used **SOQL** and **SOSL** for **Data** manipulation needs of the application using **platform** Database Objects.
* Involved in migrating **data** into **Salesforce** application using **Apex** **Data** Loader through **CSV** files.
* Experienced in Updating Bulk **data**, deleting unnecessary fields and **data** using **data** loader and workbench.

**Environment**: **Salesforce.com platform**, **Lightning**, Aura, **Lightning** Process Builder, **Lightning** Inspector, **Lightning** Out, **Apex**, Workflow & Approvals, **Triggers**, Reports, Custom Objects, **SOQL**, **SOSL**, Service **Cloud**, Custom Tabs,

**Client: PG&E, CA July 2019 – May 2024**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Implemented **Salesforce** **Development** **Cycle** covering Sales **Cloud**, Service **Cloud**,& App-exchange applications.
* Upgraded Apps from **Salesforce** Classic to **Lightning** Experience to develop rich user interface and better interaction of pages. Worked on both **development** team and production support projects.
* Involving in all phases of **Software** **Development** **Life** **Cycle** (**SDLC**) starting from Requirements Gathering and Design. Working on internal project on **Lightning** **Component framework.**
* Design and developed Customer Community Portal to allow user to register with TFS to begin with application process. Designed Custom **UI** to support registration and login page for the external users.
* Configure **Salesforce** Digital channel (Live Agent) with **Salesforce** Call Center application and setup F&Q, Knowledge/Articles for external and internal users.
* Implemented hybrid cloud solutions, maintaining connectivity between on-premises infrastructure and cloud environments during migration.
* Created **Lightning** Component as Proof of Concept to show the new **lightning** look and feel along with the required functionalities. Undergoing work on integrating **Salesforce** with Informatica on an internal project.
* Developed/Modified custom **Apex** Trigger and **Apex** class to implement functionality based on the requirements of project. Utilized **Salesforce** **Lightning** Process Builder to automate business processes.
* Architected and developed API-led connectivity solutions using MuleSoft to integrate systems across cloud, SaaS, and on-premises platforms.
* Implemented MuleSoft Anypoint Platform to create and manage reusable APIs and microservices for enterprise integration.
* Deployed and managed data catalogs within IDMC to improve data discoverability and governance.
* Used Change Sets and Source Tree to deploy code and components from lower environment to higher environment.
* Backed up Production code and configuration using ANT and real time production **data** using **Data** Loader.
* Integrated the **API** and **Web** Services for extracting the **data** from Biztalk systems to display/store in **Salesforce** using the REST services. **APEX** methods and variables for cross-object actions.
* Designed data integration flows using MuleSoft’s DataWeave to transform, route, and orchestrate data across systems.
* Used Spinners in custom pages whenever page is updating any records for showing progress and created many **lightning** Quick Action buttons using **visualforce** page. Implemented Process Builder process that utilizes invocable
* Integrated the **API** and **Web** Services for extracting the **data** from Biztalk systems to display/store in **Salesforce** using the **REST services** and used **XML** and JSON. Researching on Own Backup as a **Salesforce** **Data** backup tool.
* Extensively used **Apex** coding concepts to deliver self-contained & robust code segments without dependency on existing workflows and validation rules.
* Ensured compliance with industry standards (e.g., GDPR, HIPAA) by implementing robust data governance and security practices during migration.
* Conducted performance tuning and optimization of IDMC data pipelines to ensure high throughput and low latency
* Used **lightning** **web** component (LWC) to display questioners section based to subsequent answer to question on the loan period page. Automate the Loan record creation process based on Complex business rule of TFS and Lender.
* Experienced with **Web**-to-Lead and **Web**-to-Case scenarios along with Escalation rules and Assignment Rules.
* Defined, and deployed the Custom objects, Custom tabs, validation rules, Workflow Rules, actions, Page layouts, search layouts, **Visual Workflows (flows), and Visual Force** Pages to suit to the needs of the application.
* Used Bitbucket and **GIT** for code version control and pushed changes by working on different branches to deliver high quality code on time. Worked on Reports and Dashboards in **Salesforce** Classic and **Salesforce** **Lightning**.
* 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 JIRA, ALM and Rally for issue tracking and project management.
* Developed **Apex** **triggers**, classes to achieve user’s desired functionality and have written the dependent **test** classes.
* Setting up Service **Cloud** Console, **Cases** (**Web** to case, email to case), Solutions, Case Assignment, and CTI Interfaces. Experience in code check-ins on a daily basis using **SVN** and **GIT** version control.
* Managed IDMC user roles and permissions, ensuring secure access and compliance with data governance policies.
* Involved in activities related to **Sale**force.com setup, Configuration, customization, Administration, **Development**, **Data** Migration, and deployment of application to **force.com** **platform**.
* Managed post-migration activities such as performance tuning, scaling, and cost optimization of cloud resources.
* Retrieved some **data** and its functionality from Third-Party **API**'s and displayed within the **lightning** component.
* Created multiple **Lightning** Components, added **CSS** and Design Parameters that makes the **Lightning** component look and feel better. Deployed Change Sets from **Sandbox** to production. Deployed **Apex** using Visual Studio.
* Designed **Salesforce** service **cloud** console to enhance productivity with dashboard like interface.
* Used **Sandbox** for testing. created, managed packages and migrated them between Sandboxes and Production environments for final implementation.

**Environment:** SFDC, Apex, Data Loader, Force.com, Lightning Web Components, Import Wizard, Triggers, Components, Controllers, Workflow, Validation Rules, Reports, Report Types, Custom Objects, Tabs, Email Services, Eclipse IDE

**Client: Boeing, Renton, WA Oct 2020 – June2022**

**Role: SFDC Developer/Admin**

**Responsibilities:**

* Developed the **Apex** classes, **Triggers** and **Visualforce** pages with required UI designs.
* Wrote **Apex** code to convert lead to a contact and associate the contacts with accounts.
* Involved in **Salesforce.com** Service **Cloud** **development**, customizing the UI, including creation of Custom objects, Page layouts, Custom tabs, Validations to suit different business users’ groups.
* Collaborated with cross-functional teams, including developers, network engineers, and security specialists, to ensure seamless cloud migration.
* Developed various **Visualforce Pages, Apex Triggers** to include extra functionality and wrote **Apex Classes** and Controller to provide functionality to the visual pages.
* Integrated MuleSoft with various cloud services (AWS, Azure, Salesforce) to streamline data exchange and workflows.
* Collaborated with cross-functional teams to implement IDMC solutions for large-scale enterprise data migration projects.
* 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 need in the organization. Led and managed an Agile **Test** team.
* Designed, developed and deployed **Apex** Classes, Controller Classes and **Apex** **Triggers**, packages for various functional needs in the application. Set up Continuous Integration by scheduling jobs in **Jenkins** from **GitHub**.
* Managed MuleSoft API lifecycle, including development, versioning, deployment, and monitoring of APIs.
* Implementing different types of custom fields like Pick lists, Formula fields, Hierarchal, Lookup, Master-detail and many to many relationships. Customized Oracle Sales **Cloud** Application (OSC) **CRM** using Groovy scripting.
* Worked with Dynamic **Apex** to access Objects and Field describe information, execute dynamic **SOQL**, **SOSL** and DML queries. Implemented **Salesforce** **Development** **Cycle** covering extensively in Sales **Cloud** and Service **Cloud**.
* Developed reusable connectors and templates in MuleSoft to accelerate integration development for common use cases
* Monitored and troubleshooted data pipelines in IDMC to ensure high availability and reliable data processing.
* Extracted the **Salesforce** **CRM** information using Cast Iron to provide integration with the legacy System.
* Provided cloud migration documentation, training, and post-migration support to ensure smooth transition and knowledge transfer.
* Developed **Visualforce** Pages to customize the view and functionality of the Knowledge Articles that were required by the Organization. Gained basic knowledge of the **Lightning** App Builder to build apps visually without code.
* Created Roles, Profiles, Access Settings, Workflow Rules, Validations, creation and modification of fields and page layouts, upload of **data**. Worked on Agile and Scrum methodology for **Salesforce** custom app implementation.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic. Developed **Lightning** components and customized **Salesforce** Communities using **Lightning**.
* Configured product and pricing setup using CPQ/Product consoles and migrated user **data** into **Lightning** Experience.
* Developed and published custom applications or components on the **Salesforce** AppExchange.
* Worked with Sales **Cloud**, Service **Cloud**, Custom **Cloud**, and **Apex** Programming on the **Force.com** **Platform**.
* Set up and maintained Subversion (SVN) and **Git** repositories, along with creating branches and tags.
* Collaborated with DevOps teams to implement CI/CD pipelines for MuleSoft applications, enabling automated testing and deployment.
* Experience in managing Repositories using **Jenkins** and **GitHub** for Continuous Integration **software** **development**.
* Used **SOQL** & **SOSL** for **data** manipulation needs of the application using **platform** database objects.
* Involved in **data** mapping and migration of **data** from legacy systems to **Salesforce.com** Objects and fields.
* Developed ad-hoc report as requested by the user groups or stakeholder and performed analysis on **data** as required.
* Involved in the **Data** Transformation and **Data** Cleaning activities while transferring the **data** to the external system using Informatics on Demand. Using **Apex** **Data** Loader for migrating records to **Salesforce**.
* Worked on Medicare and Medicaid enrollments, small group and large group shield link applications
* Developed reusable templates and connectors in IDMC to standardize data integration practices across the organization.
* Involved in creating, monitoring, and measuring campaigns with **Salesforce** **CRM** Marketing.
* Worked in **Agile methodology** Process attended daily standup calls.
* Involved in minor corrections and enhancements to **SFDC** application required by business users from time to time.
* Integrated Email with **Salesforce.com** for mass E-mail management and designed various custom E-mail templates.
* Implemented **Salesforce** **Development** **Cycle** covering **Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange** applications. Extensively worked on integrating **REST API** using callouts framework in **SFDC**
* Developed **Reports** and **Dashboards** for various business users on Opportunity, **Cases** and Accounts.
* **Refactoring** of code to fix the existing issues in the sequence of operations in real-time.

**Environment:** Salesforce.com Service cloud, Apex Classes, Visualforce Pages, Controllers, Custom Objects, Custom Tabs, Workflow & Approvals, Reports, GitHub

**Client: Daimler Trucks of North America, OR Mar 2018 – Sept 2020**

**Role: Salesforce Admin**

**Responsibilities:**

* Created **Custom objects and fields- Leads, Marketing, Campaign, Dashboard, Sales, and Account.**
* **Created templates, approval processes, approval page layouts** and defined approval actions on them to automate the processes. Involved in setting up the **Role Hierarchy** and assigning the Users as per the role.
* Implemented **Case Management** Automation to track and solve customer issues by creating support process, record types, and assignment and escalation rules.
* Administered, configured and managed **Salesforce** application user Profiles, Roles, Permission Sets, generating Security tokens, upgrade to managed app exchange packages.
* Developed **Apex** Classes, Controller Classes, and **Apex** **Triggers** for various functional needs in the application.
* Use Agile **development** practices including JIRA to manage workflow, working in Scrum Teams, and Sprint Planning and develop custom declarative & programmatic solutions to enhance service console channels such as Live Agent, Omni-Channel, Email-to-Case, **Web**-to-Case.
* Created multiple **Lightning** **web** 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.
* Integrate Qualtrics with **Salesforce** to trigger the survey to customers when a case is closed to get the feedback to improve the agent performance and help the customers to resolve their issues.
* Experience in implementing the **Salesforce** Survey Force in triggering surveys to the guests and storing the survey responses back into the **salesforce** and building the reports & dashboards for business users.
* Working on building and embed **lightning** Components in **Visualforce** Page. This includes the **lightning** Component Framework and also involved in building **lightning** components using the aura framework.
* Experience in generating the **API** stubs from the Swagger specification provided by the **API** team by running Node JS scripts and making it available for the developer’s utilization.
* Aggressively working on **lightning** framework and minimized code in **JavaScript** controllers by adding reusable functions in helper components. Worked with different Record types to set up for different Page layouts based on profiles. Build & monitor standard analysis and reporting for **marketing campaigns.**
* Worked on both synchronous and asynchronous Classes, **Javascript** and integrated with external sources by developing **Apex** **Web** Services. Developed and made changes to existing **Visualforce** pages and Aura components
* Used Gitlab as Code repository using Visual Studio with **Salesforce** DX, Scratch orgs for **development** and deployment activities. Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
* Packaged and Deployed customizations from **Sandbox** to other environments using **Force.com IDE**.
* Working with Operations Manager and users to determine business requirements, provide administrative support and design /implement solutions in **Salesforce.com CRM.**

**Environment:** Salesforce.com, SOQL, Page Layouts, Dashboards, Extensions, Sandbox, Windows.

**Client: Aramark Corporation, PA Apr 16 - Feb 18**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked on various Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed, developed, and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Designed, developed, and deployed Apex Classes, Controller & Extension Classes to support Visual Force pages development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Worked on force.com sites.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Participated in the training sessions provided by the Salesforce team.

**Environment: S**aleforce.com platform, Apex Language, Visual Force (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, SFDC Sandbox, Eclipse IDE Plug-in, Windows 7.

**Company: Innova Solutions, India June 2013 – Dec 2015**

**Role: Jr. Salesforce Developer**

**Responsibilities:**

* Designed, and developed the Custom objects, Validation rules, Page layouts, Custom tabs, Components.
* Used **Data** loader for **data** migrations to **salesforce**. Migrated **Salesforce** from Classic version to **Lightning**.
* Responsible for setting up login restrictions and resetting the user passwords
* Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on profiles
* Worked on various **salesforce.com** standard objects like Campaigns, Leads, Accounts, Contacts, Opportunity, **Cases**, Reports and Dashboards. Created different Workflow rules and Approvals for various lead processes.
* Created various Custom Objects for the client regarding the gated community to maintain proper records of its use and times. Created **apex** **triggers**, **apex** classes and **Visualforce** pages.
* Created email templates and inbound emails using **Visualforce** for the clients and customers.
* Maintained **data** cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects. Created profiles and set permissions based on requirements.
* Implemented Email-to-case to create **cases** for Service Desk mailbox and update **cases** based on incoming emails.
* Created Aura Components in conjunction with **Apex** and **SOQL** to display specialized graphs exclusive to Dashboards
* Involved in coding for modules that involves extending existing **SFDC** standard components using **Apex**, **Visualforce** and other utilities. Created business processes using workflows, Process Builder and Flows
* Worked on implementing Record based sharing using Organization Wide Defaults, Sharing Rules and Manual Sharing.
* Worked on a Experience Site to allow residents in the gated community to manage their guests with scheduled time frames and who is present on their permanent guest list
* Provided access to view the internal Reports and Dashboards to the Client Users so they could utilize the **data** along with visualizing it in dashboard views that fit their needs.

**Environment:** Force.com, Data Loader, Force.com Platform/Sandbox, and Production.