**PROFESSIONAL SUMMARY:**

* Around 6 years of significant IT experience with 3+ of solid experience in the salesforce.com CRM platform as an Administrator and Developer.
* Solid Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, Data Utilities, Analytics, Sales, Marketing, Customer Service, and Support Administration.
* Proficient in developing Service Cloud, Financial cloud, Marketing cloud and Sales Cloud functionalities, partner and Customer portals, Salesforce CRM AppExchange applications.
* Experience in Creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Workflow Actions and Approval Process.
* Proficiency in Trigger, Test Methods, and writing SOQL and SOSL queries.
* Expertise in development usingVisual Force and Apex, Web Services API and custom user interfacesusingHTML andApex tags**.**
* Solid experience in developing Visual Force pages (UI Pages) using AngularJS and Bootstrap CSS.
* Hands on experience in Lightning UI development and working on Lightning Process Builder**.**
* Experience working with the Financial Services Cloud to provide personalized service to the client and increase the productivity.
* Strong knowledge in consuming APIs (SOAP, REST).
* Proficient in Data Migration from Traditional Applications to **Salesforce** using Import Wizard and Data Loader Utility.
* Experience on translating business process into Custom Objects and creating Lookup Relationships and Master-Detail Relationships.
* Expertise in Apex to implement the complex business logic within Governor Limits.
* Experience in writing Test Classes to maximize test code coverage for production deployment.
* Experience in working with **Salesforce.com sandbox Integration**and**production environments**.
* Good knowledge in Devops concepts and CI/CD pipeline.
* Excellent team player and executes task under less supervision.
* Excellent analytical, communication and inter-personal skills.

**TECHNICAL SKILS:**

**Salesforce.com:** Apex, Visual force (page, Component & controllers), Apex Triggers, Apex Web Services, SOSL, SOQL, Workflows, Approvals, Apex data loader, AppExchange, salesforce.com, Roles & Profiles.

**Technologies:** Salesforce, Ajax, JQuery, Bootstrap, Sales cloud, Service cloud, Financial Cloud, Custom Objects JSP, JQuery, Schema Builder.

**Salesforce Tools:** Apex Data Loader, Force.com Eclipse IDE Plug - in, Eclipse, Workbench and Force.com Platforms (Sandbox and production) Force.com service console toolkit, Force.com Connect for Outlook.

**Databases:** MySQL, Oracle 11g/10g, MS SQL Server, SQL Developer, MS Access.

**Languages:** Apex, Visual force, C#, XML, HTML, XHTML, Java Script, AngularJS.

**Methodologies:** Agile, Scrum

**Operating Systems:** Windows XP Pro / 2000 / Vista, Windows Server 2000 / 2003 / 2008, Linux.

**EDUCATION:**

* **Master’s Degree** in **Computer Science**from Nagarjuna University, India

**CERTIFICATION:**

* **Salesforce Certified Administrator**
* **Salesforce Certified Platform Developer I**

**PROFESSIONAL EXPERIENCE:**

**Deloitte Nov 2020 - Current**

**Role: Salesforce** Administrator/Developer

**Responsibilities**:

* Involved in requirements gathering, configuration and customization per business requirement.
* Actively participated in estimation and analysis for migration from classic to lightening.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Enhanced in Communities by adding new fields, field sets using Salesforce lightning.
* Used Data Loader for insert, update and bulk import & export of data from Salesforce.com SObjects.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Worked with different Record types to setup for different Page layouts based on profiles.
* Worked on Salesforce Communities and created VF pages for Communities.
* Involve in daily SCRUM and sprint planning meetings and ran daily agile status calls with the team.

**Client: Consolidated Edison Company of NY (Con Edison), New York, NY Mar 2019 - June 2020**

**Role: Salesforce** Administrator/Developer

**Project Description:** Con Edison is a public utility company providing electricity, gas & steam to New York City area with approximately 5 million customers. This Project will allow access billing data in one centralized system that can be used by multiple departments in the Company. Customer Service System (CSS) is the core system that supports customer billing.

**Responsibilities**:

* Designed, developed and deployed Apex Classes, Controller Classes, Visual Force Pages and Apex Triggers for various functional needs in the application.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked with the Financial service cloud to integrate the business model and to increase the productivity.
* Developed Visual Force pages (UI Pages) using AngularJS and Bootstrap CSS.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.
* Created Aura based Components, Attributes, and Controllers which can be compatible to access through Lightning App builder.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Implemented integration APIs (REST/SOAP) to communicate with internal/external components.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Created custom objects, workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Developed Test classes for Apex class and worked for improving code coverage.
* Used Jira for project management and bug tracking, GIT for source code control, and Jenkins for deployment and continuous integration.
* Agile Development Environment.

**Client: John Deere**, **Moline, IL July 2018— Feb 2019**

**Role: Salesforce Consultant/**Developer

**Project Description:** John Deere is the brand name of Deere & Company, an American [corporation](https://en.wikipedia.org/wiki/Corporation) that manufactures [agricultural](https://en.wikipedia.org/wiki/Agricultural), [construction](https://en.wikipedia.org/wiki/Construction), and forestry [machinery](https://en.wikipedia.org/wiki/Machinery), [diesel engines](https://en.wikipedia.org/wiki/Diesel_engine), [drivetrains](https://en.wikipedia.org/wiki/Drivetrain) (axles, transmissions, gearboxes) used in heavy equipment, and lawn care equipment. The company also provides financial services and other related activities.

**Responsibilities**:

* Configured Identity Confirmation and Login Restrictions configured User Interface settings.
* Configured the Company Profile, customized Profiles and created custom fields.
* Integrated external financial systems for synching data in Salesforce.
* Performed the roles of Salesforce.com Administrator in the organization.
* Customized several Formula fields, Workflow Rules, Validation Rules.
* Developed APEX Classes, Visualforce pages and APEX Triggers to develop the custom functionality as per the requirements.
* 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.
* Supported Production deployments, User Rollouts and quick fixes.
* Worked in an agile environment with the daily stand ups updating the status of work.

**Client**: **Erie Insurance, Erie, PA Jan 2016 — June 2017**
**Role: Salesforce developer**

**Project Description:** Erie Insurance is one of the largest providers of car insurance in the United States. The company also insures motorcycle, boats, RVs and commercial vehicles and provides home insurance through select companies.

**Responsibilities**:

* Created business rules to ensure the data integrity of the alignment data.
* Created Email templates for Inbound Emailsusing Visual force on client requirement.
* Develop and maintain customizations using declarative functionalities of Sales force including Public groups, Permission sets, Reports, dashboards, Workflows, Approval Processes, Process Builder, Validations, Custom Permissions sets.
* Used SOQL with consideration to Governor Limitsfor data manipulation needs of the application using platform database objects.
* Migrated data from CSVfiles to SFDC using Data Loader.
* Created Custom Buttons Using JavaScript.
* Assisted on Record Types, Validation Rules, Triggers and Page Layouts.
* Specified user support and bug fixing actions.

**Client: Cardinal Health - Dublin, OH Oct 2013 — Dec 2015**

**Role: Web Developer**

**Project Description:** Cardinal Health is an integrated healthcare services and products company, providing customized solutions for hospital systems, pharmacies, ambulatory surgery centers, clinical laboratories and physician offices worldwide.

**Responsibilities**:

* Actively participated in Analysis and design phases.
* Developed web pages using **ASP. Net, C#, HTML, Java Script.**
* **Used ADO & ADO.NET (Datasets, DataAdapter)** to connect with SQL Server Database.
* Wrote Stored Procedures and PL/SQL statements.
* Used ASP.NET controls like Data Grid, Validation Controls extensively.
* Involved in unit and integration testing.