

PROFESSIONAL SUMMARY:

6+ years of experience in Salesforce.com CRM Platform and Java technologies. Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of standalone, multi-tier, web-based, and portals based object oriented enterprise applications.

- **Certified DEV 401 developer, ADM 201 Administrator and Sales Cloud Administrator**
- 4+ years of Techno-Functional experience with Salesforce.com/Force.com platform in providing CRM solution majorly on **Service Cloud**.
- **Setting up Help Desk and Case Management.**
- Involved in **CTI integration with Avaya and AT&T.**
- Ability to independently perform development, testing, implementation, documentation and updating.
- Ability to work independently and engage supervisor as needed and to handle full workload and meet proposed deadlines.
- Excellent Interpersonal, Communicational, Organizational and Team Leading skills.
- Experience in administration, configuration, Implementation, and Support of Salesforce CRM, and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform .
- Implemented various integration like with Virtual Fax, External File Storage etc.
- Extensive experience in developing and deploying custom integration solutions in Salesforce.com CRM. Proficient in creating/troubleshooting/modify ing APEX code, S-Controls and visual force pages around **Cases and Solutions**.
- Used Force.com Web services API for implementing web services in the application for access to data from different users.
- Experience with data migration and updates through Data Loader in Salesforce.
- Experience working on Eclipse IDE with Force.com Plug-in for writing business logic in Apex
- Experienced in working closely with Business & Support Units and have expertise in using Object Oriented software development (OOD) methodologies like Agile, Rapid Application Development & standard waterfall model.
- Experience in integration of Salesforce.com Applications with Other applications with an emphasis of the Web Services/XML and other Integration Tools.
- Experience in Java and J2EE technologies like Servlets, Java Server Pages, Enterprise Java Beans and Java Database Connectivity.
- Expertise in developing Web Pages using JSP, Java Applets, JavaScript, DHTML and graphics tools.
- Experience in middleware technologies – XML and Client side technologies like AJAX, Java Script 1.2/1.8, and CSS.
- Experience working with .NET technologies.
- Experience in using STRUTS to implement MVC frameworks.
- Strong knowledge of sales, marketing, service and support automation.
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment.
- Strong communication, organizational and interpersonal competencies along with detail oriented and problem solving skills in the technology arena.

TECHNICAL SKILLS

CRM Applications	Salesforce.com: Service Cloud Force.com: Help Desk Setup Salesforce.com: Reporting and Analytics of Sales, Service and Custom Cloud
Business Processes	Service Requests and Activities, Opportunities, Order Management, Campaign Management, Case Management, Pricing, Approval, Partner Deal Registration, Data Cleansing and De-duplication and Lead Assignments.
Salesforce.com Modules	Sales Cloud: Salesforce automation including Leads, Web to Lead, Accounts, Contacts, Opportunities, Contracts, Forecasting, PriceBooks, Products, Partner Portal, Quotes Service Cloud: Cases, Solutions, Ideas, Customer Portal, Customer Self Service portal, Web to Case, Email to Case, Knowledge base Sales Cloud: Salesforce automation including Accounts, Contacts, Opportunities, Contracts, PriceBooks and Products, Partner Portal Service Cloud: Cases, Ideas, web to case, email to case, Custom Cloud: Custom object development, Customer Portal, Sites
AppExchange Modules	Application for code backup and sub versioning within Salesforce.
Configuration Skills	SFDC Standard Object Configuration: Campaigns, Leads, Accounts, Contacts, Opportunities, Price Books, Products, Assets, Contracts, Cases, Solutions, Ideas, Cases, Solutions, Ideas, Queues, Quotes

	<p>and Custom Object development Field creation, Page Layout creation/editing, Related list customization, Record Types, Field Level and Object level security, role hierarchies, sharing models, Workflow: time-dependent actions, field updates, email alerts task creation Reports and Dashboards Formula Fields and Cross Object Formula Fields Overall User Management Reports, Dashboards, Formula Fields Web to Lead, Web to Case Customer Portal, Partner Portal, Self Service Portal, Salesforce.com Sites Overall User Management, Security and Sharing Model Translation Workbench Email and Document Templates Mobile Salesforce Content</p>
Data Migration Skill & Tools	<p>Data Analysis, Data Cleansing, Data Normalization, Data Migration, Salesforce.com Data Loader Data Analysis Data Cleansing Data Normalization Data Migration Salesforce.com Data Loader Salesforce.com Excel Connector</p>
Customization Skills: Programming languages Force.com and Otherwise	<p>Apex, Visualforce Pages and Controllers, Trigger development, Sites, Salesforce.com API, Salesforce.com import wizard, Ajax, Java, C, JavaScript, SQL, SOQL, SOSL, HTML, XML, XSLT, JSP. Batch Apex, Web Service methods, Sandbox Management, Deployment Management, Eclipse-managed development and deployment, Test method design and implementation, Apex Scheduler</p>
Integration Skills & Tools	<p>Consuming Web Services</p>
Training & User Adoption	<p>Training Manual Creation Training Users</p>
Web Technologies	<p>JavaScript, XML, SOAP, WSDL, HTML, AJAX, Web Services</p>
Languages	<p>JAVA, C, C++, C#.NET, VB, SQL</p>
Java Technologies	<p>JDK, J2EE, Servlets, JSP, JDBC</p>
SalesForce.com	<p>Apex, VisualForce, S-Controls, SOQL, SOSL, Triggers, Custom Objects, Data migration, Record Types, Workflows, Web service Integration and Force.com IDE</p>
Relational Database	<p>My SQL</p>
IDE	<p>Eclipse 3.x and Force.com SDK</p>
App/Web Servers	<p>Web logic, Web Sphere AS and Apache Tom cat</p>
Frameworks	<p>MVC, Struts</p>

WORK EXPERIENCE AND TRAINING

- 5 yrs of experience working on Salesforce.com and Java.
- 2.5 yrs working with IBM India at Pune as Salesforce consultant.
- 2.1 yrs with Accenture Services Pvt. Ltd. (Pune/Bangalore) as a Salesforce developer.
- 9 months working with Techila Solutions Pvt. Ltd. as a director.
- DEV 401 Salesforce (Cloud Computing) Certified Developer.
- ADM 201 Salesforce Certified Administrator and Sales Cloud Certified Consultant.

PROJECT DETAILS

Techila Solutions Pvt. Ltd.

Sep 2013 – Present Date

Responsibilities:

- Leading Salesforce division from offshore and having client calls to get more projects.
- Involved in various activities of the project, like analyzing the requirements, **building** a POC and implanting actual solution.
- Hiring professionals and managing them in the company.
- Bringing business to company and manage the same

Environment:

SalesForce.com, Apex Language, Visual Force, S-Controls, HTML, JavaScript, Custom Objects, Tabs, PageLayouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment

**American Express (Canada)
Offshore Lead(Service Cloud)**

July 2012 – Aug 2013

American Express(AMEX) is among the world's leading bank. This is a development project based on salesforce.com which started from scratch in a fresh Salesforce instance. Amex wants to automate merchant finance and build a tool to speed up the loan process for merchants. It involved setting up **help desk** and automated loan verification process using **standard customer portal** with some **integrations**.

Responsibilities:

- Leading a four member team from offshore which includes updating Offshore Lead and PM for day to day activities.
- Involved in various activities of the project, like analyzing the requirements, **building** a POC and implanting actual solution.
- Setup **customer portal(help desk)** in Salesforce org
- Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes, Controller Classes** to suit to the needs of the application.
- Created **page layouts, search layouts** to organize fields, **custom links, related lists**, and other components on a record detail and edit pages.
- Used Salesforce flow to create screens for User to use easily.
- Customized **tabs** for among different business users groups and business centers.
- Integrated the **web services** by generating the necessary stubs from the WSDL files for extracting the data from internal systems.
- Create **various profiles** and configured the **permissions** based on the organizational hierarchy requirements.
- Designed and developed **workflow rules, validation rules**, and customizations within Salesforce.
- Implemented **Apex Classes & Triggers** and linked them with Salesforce Flow.
- Wrote component and assembly test cases and run it from my end.
- Administrated and monitored the company's Salesforce CRM application
- Used the sandbox for testing and migrated the code to the deployment instance after testing.

Environment:

SalesForce.com **Customer Portal**, Apex Language, Visual Force, S-Controls, HTML, JavaScript, Custom Objects, Tabs, PageLayouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment

**Sun Trust (Atlanta, Georgia)
Sales Force Custom Cloud Developer**

April 2012 – July 2012

Sun Trust is among the world's leading companies, this is a development project based on salesforce.com. In this project, I handled various modules of sun trust bank like AML, mortgage etc. with multiple products on the market and a promising development pipeline. Sun Trust has implemented salesforce.com CRM application for Marketing.

Responsibilities:

- Involved in various activities of the project, like **information gathering**, analyzing the information, **documenting** the functional and non functional requirements
- Documented and shared the **requirements** with Salesforce.com consultants for further **implementation**.

- Closely worked with SalesForce.com consultants while implementing the solutions for the needs of organization.
- Designed, developed and deployed the **Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes, Controller Classes** to suit to the needs of the application.
- Customized the **Dashboards** to track usage for **productivity** and **performance** of business centers and their sales teams.
- Created **page layouts, search layouts** to organize fields, **custom links, related lists**, and other components on a record detail and edit pages.
- Customized **tabs** for among different business users groups and business centers.
- Integrated the **web services** by generating the necessary stubs from the WSDL files for extracting the data from internal systems.
 - Create **various profiles** and configured the **permissions** based on the organizational hierarchy requirements.
- Designed and developed **workflow rules, validation rules**, and customizations within Sales force.
- Implemented **Apex Classes & Triggers** and linked them to manage the workflows Implemented in the system.
- Implemented various **Custom Reports** and deployed them for different business user levels.
- Involved with Salesforce.com Premier Support and handled the support cases with the help salesforce.com support.
- Administered and monitored the company's Sales force CRM application
- Created email templates and inbound emails using Visual force for the clients and customers.
- Used the sandbox for testing and migrated the code to the deployment instance after testing.

Environment:

SalesForce.com CRM Application Platform, Apex Language, Visual Force, S-Controls, HTML, JavaScript, Custom Objects, Tabs, PageLayouts, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment

Panasonic (Berlin, Germany) Integration Developer

July 2011 – Mar 2012

It involved integration between Salesforce, Eloqua and MDM. MDM is used for gathering raw data from various sources and feeding that inside Salesforce. Eloqua reads data from Salesforce which uses it for campaigning and generate opportunities.

Responsibilities:

- Interacted with various business team members to gather the requirements and documented the requirements.
- Created Custom Objects and fields for transactional and contractual information.
- Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
- Created workflow rules and defined related tasks, email alerts, and field updates.
- Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- 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 and for different user profiles based on the need in the organization.
- Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
- Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
- Used field level security along with page layouts to manage access to certain fields.
- Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.

Responsibilities:

This project is a maintenance and enhancement project for VMWare client who is leading virtualization company based out of Palo Alto, US. This project consists of maintaining the whole CRM of VMWare and use a **customer portal** to give VMWare customer access to help desk.

- Interacted with various business team members to gather and documented the requirements. Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Setup **customer portal** as well as **CTI integration** in Salesforce.
- Worked on various salesforce.com standard objects like Accounts, Cases, Solutions, Campaigns, Reports and Dashboards.
- Designed, Implemented and deployed the **Custom objects, Page layouts, Custom tabs, and Components**, to suit to the needs of the application.
- Involved in **Salesforce.com** application setup activities and customized the apps to match the functional needs of the organization.
- Developed **Apex Triggers, Apex Classes** and Test Methods.
- Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse
- Developed various **Custom objects, Tabs, Entity-Relationship data model, validation rules, Components**
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
- Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
- Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home grown applications.
- Used Data Loader for data management in force.com platform.
- 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 with Salesforce.com Premier Support and handled the support cases with the help salesforce.com support.

Computer Associates, NY
Salesforce Developer

Apr 2010 – July 2010

Responsibilities:

- Participated in requirements gather requirements and develop data model to suit complex business needs.
- Involved in Salesforce.com Application Setup activities and customized apps to match the functional needs of the organization.
- Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
- Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application using the Eclipse IDE.
- Develop Visual Force Pages, Visual Force Custom Controllers Components, Advanced Search Functionality, Custom Objects, Reports, Analytic Snapshots, Dashboards, Tabs, Tags and Components.
- Developed Custom Reports and Dashboards as per given requirements.
- Used field level security, profiles and audit trail setup to ensure that protected data is only shared with authorized persons.
- Integrated the Web Services for extracting the data from external systems.
- Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.
- Created eclipse packages and written Installation procedure documents to help the deployment engineer to deploy the code to various deployment instances.
- Involved in migrating data into Salesforce application using apex data loader through CSV files. Installed and configured apex data loader.
- Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.
- Involved in client interaction for discussing the workflow and customization of page layouts.
- Prepared Presentations and documentations for operational events that effectively communicated the desired information.

Environment: Salesforce.com platform, Apex Language, Visual Force (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, WSDL, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows XP.

Client: RSA- EMC Division- MA

Oct 09- Mar 2010

Role: Customer Portal Admin

Responsibilities:

- Performed the role of Salesforce.com **Developer and Administrator**
- Implemented **Customer portal** for EMC account.
- Used **field level security** along with **page layout** to manage the visibility and accessibility of fields for different profiles
- Worked on various salesforce.com standard objects like **Accounts, Cases, Reports and Dashboards**
- Developed **VisualForce Pages** to include extra functionality and wrote **Apex Classes** to provide functionality to the visual pages
- Wrote **triggers** to process incoming service e-mail requests from customers to automatically create new case records
- Integrated the **Web Services** for extracting the data from external systems to display in the pages of salesforce.com
- Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using **Data Loader and Import Wizard**
- Implemented **Web to Case, Email to Case** functionalities to provide a better customer support to the customers
- Developed **Assignment rules, Escalation rules** to enable proper routing of cases to the case team members
- Developed **workflow rules, tasks, emails and alerts** to track customer related tasks and activities
- Used the **Java Ant** for **testing and migrated** the code to the **deployment** instance after testing.
- Designed various types **Email templates** for auto response to customers
- Developed several **custom reports** to better assist managers and also report folders to provide report accessibility to appropriate personnel

Environment: Salesforce.com platform, Customer Portal, Case Management, Help Desk, Apex Classes, Controllers, Triggers, VisualForce, SOQL, SOSL, Workflow & Approvals, Custom Reports, Dashboards.

Company: United Health Group

May 09 to Sept 09

Java Developer

Responsibilities:

- Developed web components using Servlets, JSPs, HTML, XML, Strut framework.
- Created SQL queries and Stored Procedures for CRUD (Create, Read, Update and Delete) operations on database
- Used Eclipse as an IDE and Apache Tom cat as an Application Server.
- Testing and debugging the project for proper functionality and documenting modules
- Used Ajax in one of the modules to do asynchronous changes to the pages.
- Worked with Struts front-end utilizing the Struts tiles framework and Struts Validation Framework to implement the GUI interface.
- Developed client request validations and processing using JavaScript.
- Developed application code using Core Java and J2EE (Servlets, XML) in Eclipse tool.
- Solely responsible for writing the automation tool in java for converting raw file into csv file in batch.
- Developed front-end form validations using JavaScript.
- Used Tortoise SVN for version control management.
- Used Application Assembly Tool for generating War and Ear files and for deployment to the Application servers
- Worked with Cascading Style Sheets (CSS).
- Involved in writing JUnit test scripts to check the functionality of the middle tier and aid in debugging phases.
- Worked on XML conversions and validations.
- All java components are ported into Web Sphere Application server.
- Also ported on Windows NT/IIS server with Servlet Exec 3.1 as JSP Engine.

Environment: Java 1.4 SDK, java Script, JSP 2.0, AJAX, XML, Web sphere, Struts, CSS, Apache Ant 1.6.2, Eclipse, Log4J, hibernate.

ACADEMICS

- B.Tech from SRMSCET Bareilly (Computer Science)
- Intermediate from Springdale College (C.B.S.E), Pilibhit (2004)
- High school from Hartmann College (I.C.S.E), Bareilly (2002)

PERSONAL DETAILS

Date of Birth : Sep 24, 1986
Father's Name : Mr. S.K. Agarwal
Hometown : Bareilly (U.P.)

REFERENCES

Mani Jha

Company : Accenture
CA Project Role : Team Lead
Duration : 4 months

Inderdeep Singh

Company : IBM
Suntrust Project Role: Team Lead)
Duration : 6 months