**[Senior Salesforce Administrator](https://www.postjobfree.com/resume/ad1pk8/senior-salesforce-austin-tx)**

**Location:**Austin, TX

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**Resume:**

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Punya Singh

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PROFESSIONAL SUMMARY

? About 6 Years of IT experience that includes around 5 years of experience in Software Development Life Cycle (SDLC), Salesforce.com CRM Platform, and Apex technologies.

? Designed, and developed in Salesforce lightning and classic using lightning component, visual force, Apex Classes, Controller Classes, extensions, and Apex Triggers for various functional needs in the application

? Strong experience in defining and managing custom objects, creating page layouts, developing field validations, campaign Management, formulas and workflow rules using Salesforce.com and Eclipse IDE for Salesforce.

? Extensive work experience on designing of custom fields, role-based page layouts, custom tabs, custom reports, report folders, report extractions to various formats, design of Snapshots, Dashboards, Apex Classes, Controllers & Triggers, and various other components as per the client and application requirements.

? Experienced in creating and activating the marketing campaigns in Salesforce.com.

? Experience working with Salesforce.com Sandbox and Production environments.

? Experience in working with Eclipse IDE with Force.com Plug-in environment for writing business logic in Apex Programming Language.

? Proficient in administrating the organizational setup using Salesforce administration.

? Experience in designing junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and email generation according to application requirements.

? Experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.

? Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.

? Proficient in Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.

? Experience with database MS SQL Server and MySQL. Written triggers, SOQL and SOSL statements.

? Hands on experience in using the sandbox for testing and migrated the code to the deployment instance after testing.

? Experienced in full life cycle application development from requirements gathering and design to UAT (User Acceptance Testing).

? Highly organized and dedicated with a positive attitude, capable of producing results.

? Customer centric with effective interpersonal, organizational, and problem-solving skills.

PROFESSIONAL EXPERIENCE

Client: Prudential Finance

Role: Salesforce Contractor Jan 22 ? Sept 23

? Worked with the technical architect team in identifying the technical gap to implement a new system.

? Went through entire end to end implementation process for insurance claims and Designed data modeling and applications in Salesforce lighting using lightning components.

? Supported enhancement activities for existing application.

? Worked on the LWC, aura components, apex class, flows and enhancement of the batch classes.

? Developed few Dynamic configurable lightning web components as per business need.

? Used SOQL & SOSL for data manipulation needs of the application using platform database objects.

? Experienced in Unit Testing, for the customizations and developments done during the project.

? 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.

? Conducted training sessions to the UAT users to use the Salesforce Knowledge application and developed a feedback custom report.?

? Implemented Data Loader through the Command Line Interface to extract the data from database.

Environment: Salesforce.com, Force.com, LWC, Aura component, Salesforce lightning, Data Loader, Apex Classes, Controllers, Triggers, Sales Cloud, Service Cloud, Field Service Lightning (FSL)g, Data Migration, SOQL, SOSL, Workflow & Approvals, flows, Custom Reports, Dashboards, Oracle, Windows.

Client: Molina Healthcare

Role: Salesforce Consultant Feb 20 ? Oct 21

? Interacted with various business user groups for gathering the requirements for Salesforce implementation and documented the Business and Software Requirements.

? Developed Lightning web component, Aura component, Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.?Migrated data from external sources and performed insert, delete, upsert, export operations on millions of records.?

? Used Force.com developer toolkit including Apex Classes, Apex Triggers and lightning components pages to develop custom business logic.

? Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language.

? Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.

? 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.

? Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the protected data is available only to the authorized users.

? Worked with?SOQL, SOSL?queries with?Governor Limitations?to store and download the data from Salesforce.com platform database.

? Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.

? Implemented Salesforce Service cloud and Opportunity Management (Case management, Entitlement management, Product & price book, High volume customer portal, Partner portal, Visual force sites) for business support and technical support for its channel customers.?

? Designed and developed Service cloud, field service lightning (FSL) and its integration.

? Configured Chatter for the Users in the Organization for collaboration.

? Extensively involved in Data Migration from three legacy systems to Salesforce.

? Supported the Data Migration activities for migration the data from various business sources with the support of Salesforce.com.

? Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.?

? Supported end users and helped them in getting used to the application, generated reports and saved them for further access to the users.

Environment: Salesforce.com, Force.com, Apex Classes, Apex Triggers, Apex Controllers, Visualforce Pages, Eclipse, SOQL, SOSL, Service Cloud, Sales Cloud, Chatter, Data Loader, Cast Iron, Data Migration, Page layouts, Roles, Custom Objects, Pick lists, Email alerts, Oracle and Windows.

Client: Disney

Role: Salesforce Admin/Developer Jul 19 ? Jan 20

? Involved in all stages of the Salesforce development in media project (i.e. definition, development & deployment).

? Worked with the business user group in the grooming sessions in gathering the planning and implementation.

? Designed and developed fully customized media application-following Agile Software development methodology.

? Followed the standard practice to develop the custom application using lightning aura components, Apex Classes, VF Pages, Controller Classes, extensions, Apex Triggers and unit testing for various functional needs.

? Configured and customized salesforce functionality by creating custom objects and fields, modifying Profiles, Users, Page Layouts, Email Services, Workflows, Process builder and flows.

? Customized Page layouts for Standard/Custom objects and assigned Record Types.

? Created Data Validation rules and Formulas as per business requirement.

? Responsible for activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.

? Work closely with QA to review test plans and test cases.

Environment: Salesforce Lightning, SOAP, SOQL, SOSL, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force, Pages / Components, S-Controls, Flows, Workflow & Approvals, Reports, Custom Objects, Custom settings.

Client: Cuna Mutual, Madison, WI

Role: Administrator/Developer Jun 18 ? Jun 19

? Worked on Salesforce Lightning to develop custom lightning components in B2B model, and DTC (direct to consumer).

? Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.

? Thorough understanding of SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application.

? Follow strong knowledge of Scrum Software development methodologies, design and architectural patterns.

? Implemented maintainable design and code using standard practices and tools.

? Packaged and Deployed customizations from Sandbox to other environments using Force.com IDE?s.

? Utilized workbench and development console to the full extent to support business processes.

? Implemented the requirements on Force.com platform and Force.com IDE Plug-in using Eclipse.

? Defined Org wide default to restrict access from users.

? Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Opportunities, Campaigns, Reports, and Dashboards

? Analyzed Cuna mutual Direct to consumer (DTC) instances and optimized the system.

? Designed various lightning pages component for capturing business to business model and implemented in marketing automation.

? Integrated the Web Services for B2B model into Salesforce lightning components.

? Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions.

? Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.

? Created new User Accounts and assigned Profiles as per their role in role hierarchy.

? Perform SFDC Administrative tasks like creating/modifying Profiles, Roles, Users, Page Layouts, Email Services, Workflows, Approval Processes, Reports and Dashboards

? Work closely with QA to review test plans and test cases

Environment: Salesforce Lightning, SOAP, SOQL, SOSL, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force, Pages / Components, S-Controls, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Custom Objects.

Client: MedPro, Fort Wayne, IN Jun 17 ? May 18

Role: Technical Analyst

? Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, development, enhancements.

? Actively involved in workshops, SME meetings to gather the requirements and Design in EA (enterprise Architect)

? Designed data modeling and applications in Salesforce lighting using lightning components.

? Integrated systems like MDM, AS400, Duck-creek, ? Billing & Policy systems to Salesforce lightening.

? Involved in Salesforce Development Cycle covering Sales Cloud, Service Cloud, Call Center, Chatter & App-exchange applications in Salesforce Lightning.

? Created Custom Objects and fields for transactional and contractual information.

? Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects in Salesforce lightning.

? Created record Types, page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages.

? Maintained user roles, security, profiles, and workflow rules wherever necessary.

? Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, network access setup.

? Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.

? Created detailed data mapping document for integrating systems (MDM and DuckCreek) with Salesforce.com.

? Worked with field & page layout customization for the standard objects like Account, contact, Leads, Opportunity, Quotes, Campaign and Cases

? Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.

? Created Process Builder, Visual Flow, Workflow rules, Assignment rules & Escalation on client service and case management.

? Involved in Butcher Suter CTI Integration with Salesforce.

? Extensively involved in Data Migration from legacy system Centric CRM to Salesforce lightning.

? Managed Sandboxes (Developer, Developer Pro, Partial and Full) with releases and refreshes.

Environment: Salesforce Lightning, Force.com, Sales Cloud, Service Cloud, Sales Console, Service Console, Apex, Data Loader, Eclipse IDE, Ant Migration, Triggers, Custom objects, Standard Objects, Layout, SOQL and Windows.

Education: Bachelor of Mechanical Engineering 2013

Texas Tech University

Certifications: Salesforce Platform App builder

Salesforce Administrator

Salesforce Platform developer I

Work Authorization: US Citizen