



**Contact:** John Steinwachs

**Rate:** \$96/hr

**Date:** July 26, 2018

**Phone:** 716.598.5157



### **Professional Summary:**

- ✓ Around **7 years** of professional Software Development Experience with strong Object-Oriented Analysis, designing and programming technical skills.
- ✓ **6 years** of extensive experience in Salesforce.com CRM and Force.com platform with proficiency as a Developer and Administrator using **Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL, Visual Force (Page, Component & Controllers)**.
- ✓ Ability to write complex **SOQL, SOSL queries** across multiple objects within the SFDC database.
- ✓ Experienced using Salesforce **Lightning** component development, created Lightning Apps combining Lightning Design System, **Lightning App Builder** and **Lightning Component features**.
- ✓ Worked on Integrating SAP and Salesforce systems using **SOAP and REST API's**.
- ✓ Developed apex REST web service classes for inbound call to salesforce from external applications using **MuleESB** as middleware.
- ✓ Implemented Salesforce Development Cycle covering **Sales Cloud, Service Cloud, Call Center, Communities, Chatter & App-exchange** applications.
- ✓ Developed and worked on different Salesforce.com environments such as **Sandbox and Production** environments.
- ✓ Experience in web technologies like **HTML, XML, CSS and JavaScript**.
- ✓ Used Data loader for data management – **Insert, Upsert and Updates**.
- ✓ Created **workflow rules and defined related tasks, email alerts, and field updates**.
- ✓ Proficiency with administrative tasks - Creating Roles, Profiles, Permission Set, Users, Groups, Queues, Email Templates, Sharing rules (Criteria & Owner based), Single Sign-On, Record Type, Page Layouts, Validation rules, Workflows - Email Alert, Field Update, Outbound Message, Process Builder and Approval Processes.
- ✓ Extensive experience in designing, creating and maintaining **Validation rules, Workflow Rules, Approval Process, Groups, Queues, Email Templates**.
- ✓ Experience in implementing Salesforce Custom objects, Custom fields, **Junction objects, Master-Detail relationships and Look-Up relationships**.
- ✓ Experience in SFDC Administrative tasks like Users, **Page Layouts, Work Flows, Approvals, Validation Rule, Formula, Reports and Dashboards**.
- ✓ Accomplished **case management automation** (on Case Object) to track and solve customer's issues.
- ✓ Implemented Email-to-Case entry and Manual case entry for entering customer's cases in Cases Tab.
- ✓ Used **GitHub and SVN** version controls for code repository.
- ✓ Expertise in all phases of the **software development life cycle (SDLC)** Good understanding of Database concepts and **SQL queries**.
- ✓ Proficiency in object oriented concepts and object-oriented programming languages.
- ✓ Excellent team player, self-motivated, quick learner and with good trouble-shooting capabilities.
- ✓ Excellent analytical, de-bugging skills and documentation skills.

- ✓ Capable of rapidly learning new technologies and processes and successfully applying them to projects and operations.

**Certification:**

- ✓ Certified Salesforce ADMINISTRATOR
- ✓ Certified Salesforce PLATFORM DEVELOPER I

**Technical Skills:**

<b>CRM Tools:</b>	Salesforce.com, Sales Cloud, Service Cloud, Marketing Cloud, Chatter, Communities, Service Console.
<b>Salesforce Technologies:</b>	Apex, SOQL, SOSL, Visualforce (Pages & Components), Triggers, Batch Lightning Components, SLDS, Lightning Data Services.
<b>Programming Languages:</b>	C, Java, J2EE, HTML, XML, CSS, JavaScript, jQuery.
<b>Web Services:</b>	REST and SOAP API
<b>Salesforce API Tools:</b>	Force.com Migration Tool(ANT), Force.com IDE Eclipse
<b>Data migration Tools:</b>	Apex Data Loader, Custom Import wizard, ETL Tool.
<b>Deployment Tools:</b>	Change Sets, Force.com IDE, Force.com Migration Tool (ANT), Work Bench, Jenkins.
<b>Version control systems:</b>	GitHub
<b>Other Tools:</b>	Microsoft Office, Microsoft Visio, Rational Rose, Inkscape, JIRA, Jitter bit, Demand tools.

**Professional Experience:**

**Comcast, Philadelphia**  
**Role: Sr. Salesforce Developer**

**Oct 2017 – Present**

**Responsibilities:**

- Interacted with Business users for analyzing user stories and provided design solutions and created development tasks for each user story.
- Written Controllers - Custom, Extension, Triggers on various objects to meet business requirements.
- Written SOQL, SOSL queries in Apex classes & Triggers with optimization and to avoid Governor Limitations while large data processing.
- Developed Lightning components using Lightning app builder by incorporating Lightning Design system styles in the components for salesforce1 and lightning.
- Embedded custom external Java Script, jQuery resource in the Visualforce pages and used Java Script functions across multiple Visualforce pages.
- Implemented custom CSS having rich UI aligned with company web site branding and styles in Visualforce pages.
- Developed custom Visualforce pages, using native components - PageBlock, CommandButtons, OutputPanel, InputField and AJAX components ActionSupport, ActionFunction, JavaScript Remoting.
- Worked on integration by writing REST web service classes for inbound calls to salesforce using @RestResource, @HttpPost, @HttpGet and @Httpdelete.
- Made outbound calls to external application by generating Apex classes from WSDL and added WSSecurity headers for callouts.
- Written Apex Unit Test classes for unit testing and increase code coverage for all Apex classes, triggers, Batch and Web Services classes and used new annotations like @testSetup to setup test data for each test class.
- Configured and customized sales cloud, service cloud, Standard objects like Accounts, Contacts, Opportunities, Products, OpportunityLineItems, Leads, Campaign, Events, Tasks, Cases, Entitlements.

- Created and configured multiple Profiles, Roles, Page Layouts, RecordTypes, Permission sets, Public groups, Queues in the Organization.
- Implemented Sales cloud and configured Account Teams, Opportunity Sales Process, Web-to-Lead and Assignment rules; Email-to-Case, Web-to-Case, Auto-response and Escalation rules on Cases.
- Used Process builder to convert existing workflow rules into Process Builder and one Process flow each object.
- Developed several Custom Reports & Dashboards which are used by Business user and Management for reporting and setup analytic snapshot to dump data on regular basis.
- Developed Email templates in Text, HTML and Visualforce for setting up Email Alerts for auto response and data updates.
- Created and maintained the documentation for Design, Migration and Integration.
- Deployed applications from sandbox to sandbox/production using ant migration tool, Eclipse and Change Set.

**Environment:** Salesforce CRM, Apex Language, Visualforce pages, Triggers, Batch, Schedule, Controllers, Web Services, Lightning Components, Salesforce1, Process Builder, Workflows, Approval Process, Sharing Rules, Reports, Dashboards, SSO, HTML, CSS, JavaScript, jQuery, Eclipse IDE, Data Loader, Force.com Ant Migration tool, Change Sets, Git.

**Moodys, Omaha, NE**

**Jul 2016 – Sep 2017**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

- Worked closely with Business Users and Business analysts for requirements analysis, design and performed configuration and customization development activities.
- Written Apex Classes, Controller, and Extension Controllers to handle business logic for the actions in the Visualforce pages for various user stories.
- Written SOQL, SOSL, Aggregate and Dynamic queries in Apex Controllers, Triggers, Batch and Schedule classes.
- Designed and developed Visualforce pages, Components and Dynamic Visualforce pages for user stories and developed complex pages to add multiple records dynamically and searching for data across various sObjects.
- Used Java Script, jQuery and Data-table plug-ins for client-side validations and designed UI using CSS and Bootstrap.
- Building Lighting App with lighting Design System.
- Used Lightning Component Framework and some exciting tools for developed our project.
- Used Wsdl2Apex and generating the Apex stubs from the WSDL files and invoked external application from salesforce.
- Written Apex Test Classes and targeted around 90% of code coverage and unit tested before migrating from Sandbox to Production environment.
- Worked on administration tasks as needed - Configured/Created Profiles, Organization Role hierarchy and setting up Field-level, Object-level security, Page layout Assignment, Record types, Managing custom fields.
- Worked with declarative programming for data validation using Validation rules, Formula fields and business automations using Workflow rules, Approval process and associated actions.
- Designed and developed Data model and relationships using Lookup, Master-Detail & Junction objects, Custom Objects, Page/Search/Compact Layouts, Field Sets, Validation rules, Triggers, Custom Tabs.
- Worked on Lead Management, Account Management, Opportunity Management and Case Management.
- Implemented Web-to-Lead and custom Lead conversion by writing Apex Classes and Visualforce Pages.
- Configured Email-to-Case, Assignment, Escalation and Auto-response rules on the Case object and configured CTI and entitlements on cases.
- Developed Custom report types, Reports and Dashboards for various users and enabled permissions to various Profiles to the Reports and Dashboard folders.
- Used Data Loader to migrate data from external data source in to salesforce and used Oracle and ETL tools to transform data as per source system data model.

- Deployed salesforce components to other sandbox and production instances using Force.com Ant Migration tool, Change Sets and Eclipse.
- Good experience in implementing best practices and coding techniques.

**Environment:** Windows XP, Salesforce CRM, Force.com IDE, Force.com Explorer, Demand tool, Data Loader, Visualforce, Apex, Workflows, Validation Rules, Page Layouts, Web services, JavaScript, HTML, AJAX, Java.

**Bank of America, Charlotte, NC**

**Jul 2015 – Jun 2016**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

- Worked with Business users for requirements gathering, analysis and development.
- Performed the roles of Salesforce Developer and Administrator in the organization.
- Developed Apex Classes, Custom/Extension Controller Classes and Apex Triggers on various Objects by considering salesforce best design patterns.
- Developed Visualforce pages and Apex classes, various Visualforce email templates and implemented Boots tarp framework for optimization.
- Integrated salesforce data with external systems by writing salesforce REST Web Services for Inbound classes and used HTTP Request methods to call external application REST API endpoint.
- Used Force.com, Eclipse IDE for developing Apex Classes, Pages, Triggers and customizing other meta-data components.
- Worked with Dynamic Apex to access Objects and Field describe information, execute dynamic SOQL, SOSL and DML queries.
- Written Apex Test class for unit testing of salesforce Apex Trigger, Classes - Controllers, Batch and Schedule to have good coverage.
- Defined Lookup and Master-Detail relationships on the objects and created junction objects to establish connectivity among objects.
- Configured and Managed Users, Organization Role Hierarchy, Custom Criteria/Owner based sharing rules, Roles, Profiles, Groups and Queues.
- Created Workflow rules, Validation rules, Formula fields, Escalation rules and Assignment rules.
- Worked on setting up Salesforce communities for internal users.
- Worked closely with sales team and business analysts and performed detailed analysis of business and user requirements, designed the solution by customizing various standard objects.
- Load/Manage the data using Apex Data Loader and excel Connector.
- Configured third party apps like Form Assembly, Conga Composer, Calendar Anything and Grid Buddy.
- Worked in Agile Development Methodology for the implementation.

**Environment:** Salesforce.com platform, Controllers, Visualforce Pages, Component, Triggers, Web Services (SOAP, REST), HTML, Java Script, CSS, Bootstrap, Apex Data Loader, Import Wizard, Eclipse IDE, XML, Salesforce Communities, Workflow & Approvals, Reports, Custom Objects, Email Services, Sandbox, Windows.

**NRG Energy, Houston, TX**

**Apr 2014 – Jun 2015**

**Role: Salesforce Developer**

**Responsibilities:**

- Used Visualforce components like Form, PageBlock, PageBlockSection, CommandButtons, ActionSupport, ActionFunction, PageBlockTable and Repeat for developing Visualforce pages.
- Written SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from sObjects.
- Written apex classes to make an outbound integration to external application by generating necessary apex stubs from WSDL using WSDL2Apex.
- Performed administrative tasks - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.

- Customized Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Cases, Tasks and Events.
- Developed custom Objects, Fields, Dependent picklist values, validation rules, Page Layouts, Search Layouts and Tabs.
- Implemented service cloud, service console, automated cases using Email-to-Case, setting up auto-response, assignment, escalation rules on Case object and enabled communities in cases.
- Created workflow rules, approval process and defined actions like Tasks, Email alerts, Outbound message and Field updates.
- Created communication templates used for Email alerts based of Text, HTML and Visualforce types.
- Developed customized Reports, Dashboards for business users and managers, developed custom report using Visualforce pages.
- Good experience in preparing package.xml file for deploying applications from Sandbox to Production instances using Force.com migration script and Workbench.

**Environment:** Force.com Platform, Apex classes, Triggers, Batch, Schedule, Force.com Web Services, SOQL/SOSL Queries, Workflow & Approvals, Reports, Custom/Standard Objects, Custom Tabs, Page Layouts, Eclipse with Force.com Plug-in, Email Services, Security Controls, HTML, Java Script, CSS, WSDL, SOAP, XML, Sandbox.

**Heritage, Hyderabad, India**

**Feb 2013 - Mar 2014**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

- Interacted with Business users for requirements gathering, analysis and development.
- Involved in Salesforce.com application setup and customization activities to match the functional needs of the organization.
- Created Custom Objects, Tabs, validation rules, Components with respect to business requirements.
- Written customization code using Apex Classes, Visualforce pages, used Visualforce components like PageBlock, CommandButtons, ActionSupport, ActionFunction.
- Created relationships among objects using Lookup and Master-detail relationships.
- Created multiple Profiles, Roles, Page Layouts, Record Types and configured the Permissions/Permission sets based on the Organization hierarchy requirements.
- Developed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
- Developed several Custom Reports Dashboards which are used by Business user and Management for reporting and setup analytic snapshot to dump data on regular basis.
- Generated stubs in Salesforce from the WSDL of external application.
- Created and maintained the documentation for application Design, data mapping document for Migration and integration technical design document.

**Environment:** Salesforce.com CRM, Apex, Visualforce Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Apex Data Loader, Force.com IDE, Windows XP.

**Meta Minds, Hyderabad, India**

**Feb 2011 - Jan 2013**

**Role: Java Developer**

**Responsibilities:**

- Part of the team which was responsible for designing and developing the application in n-tier fashion as per struts based MVC architecture standards.
- Object Oriented Analysis and Design using UML include development of class diagrams, Sequence diagrams, and State diagrams and implemented these diagrams in Microsoft Visio.
- Developed the controller Servlets to handle the requests and responses.
- Designed and created Java objects, JSP pages, JSF, JavaBeans and Servlets to achieve various business functionalities. Created validation methods using JavaScript and Backing Beans.

- Utilized the Tiles framework for page layouts.
- Involved in writing client side validations using Java Script, CSS.
- Developed the build scripts using Ant.
- Involved in designing test plans, test cases and overall Unit testing of the system.
- Developed controllers and actions encapsulating the business logic.
- Developed classes to interface with underlying web services layer.
- Designed web services for the above modules.
- Prepared documentation and participated in preparing user's manual for the application.

**Environment:** JDK1.6, J2EE, JDBC, Servlets, Spring, Spring MVC, SQL, XML, Eclipse, Tomcat, Maven, Windows.