

**Rajesh Kumar**

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**203-993-9647**

Certified Salesforce.com Developer and Administrator with around 8 years of overall professional IT

Experience with strong Object-Oriented Analysis programming and declarative skills.

Professional Summary:

* Proven experience in all phases of Software Development Life Cycle (SDLC) including requirements gathering and analysis through project Design, Development, Implementation, Deployment, Testing and Maintenance.
* Extensive experience in working with Apex classes, Visualforce pages, Triggers, Controllers and Controller Extensions, Components, Test Methods and Application Design and Development on Force.com platform.
* Proficient in dealing with the functionalities related to the Service cloud, Sales Cloud, Call center, Chatter and App-exchange applications.
* Experience in creating and managing the sandboxes and maintaining the code base repositories.
* Experience in Configuration, Implementation, Lightning (Aura and LWC) with Salesforce Platform.
* Expert in Query language using SOQL and SOSL statements.
* Experience in implementing Batch Apex, Schedule Apex and Queueable Apex to process large number of records.
* Utilized Jenkins for continuous integration and version control on two most recent client projects.
* Proficiency in Salesforce Administration tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Tasks and Events.
* Extensive experience following the Agile methodologies on the project engagements
* Extensive experience of using declarative features like validation rules, Assignment rules, Auto-Response rules, Escalation Rules for satisfying complex business process automations.
* Implemented **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.
* Ability to effectively translate Salesforce data into business understandable metrics using Reports (Matrix, Summary, Tabular, and Joint), Analytical Snapshots, and Dashboards.
* Proficient in Data Migration from Traditional Applications to Salesforce using Apex Data Loader.
* Strong Hands-on experience in integrations using Web Services via REST API.
* Experience in web technologies like HTML, XML, CSS, and JavaScript.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

Education:

Bachelor’s in computer science and Engineering in JNTUH, India 2012.

Master’s in management and Information Systems in SHU, Connecticut 2014.

Certifications:

Salesforce Platform Developer I

Salesforce Platform Developer II

Salesforce Platform App Builder

Salesforce Administrator

Salesforce Advanced Administrator

Skill Set:

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| Salesforce Technologies | Salesforce CRM, Apex Language, Apex Classes/Controllers,  Apex Triggers, VisualForce Pages/Components, Aura, LWC, Case Management Automation, Workflows.  Approvals, Dashboards, Custom Objects,  SOQL, SOSL. |
| Programming and Data Analysis | Java, C, C++, HTML, and XML |
| Databases | Microsoft SQL Server |
| Web Services | SOAP, REST API’s |
| Operating Systems | Windows, Unix, IOS |
| Methodologies | Agile, Waterfall |

Professional Expérience :

**Optum Services Inc/United Health Group, Richardson, TX. Jan 2016 – Till Date**

**Role: Sr. Salesforce Developer**

Responsibilities:

* Worked in **three different production** instances within the organization, involved in various configurations, setup activities and in production support.
* Performed the detailed analysis of functional and technical requirements- designed & deployed the custom objects, identified the lookup and master-detail relationships, and created the junction objects.
* Developed various Custom Objects, Tabs, Apps, Validation rules on objects and Components and Visual force Pages.
* Hands on experience in using the Aura framework and Sales force Lightning Web Components (LWC).
* Worked on processes that deal with Campaign Management, Lead Management, Account Management, Opportunity Management, Support Process and Forecasting.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Used Visual studio code toolkit to develop Apex Classes, Apex Triggers, Visualforce pages and Lightning Web Components to meet business logics.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validations, and formula fields to the custom objects.
* Used field level security along with page layouts to manage access to certain fields.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Leads, Campaigns, Reports and Dashboards.
* Worked extensively in customization of **Service Cloud Console** by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Involved in authoring Business Requirement Documents (BRD) into System Requirement Specifications (SRS) and identifying interface and business process specifications.
* Developed Continuous build automations by using Jenkins Pipeline.
* Configured and manage Jenkins’s build server to validate and deploy the code.
* Created Jenkins Jobs for all major releases to support deployments in among different salesforce instances.

Environment: Salesforce.com, Apex, Visual force, triggers, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE, VS Code, Jenkins, Java, JavaScript, HTML, XML, partner portal, Web portal, Service Cloud and Sales cloud and Agile methodology.

**VISA Inc, Foster City, CA. Feb 2016 – Dec 2016**

**Role: Salesforce Developer**

Responsibilities:

* Worked with VISA mobility team on Sale mobility to deliver against business requirements.
* Involved in design, configuration, and documentation of technical components for the CRM Salesforce Cloud implementation.
* Participate in prototyping sessions with business and IT resources to ensure clarity of requirements.
* Design conversion including data mapping from CRM On Demand and Siebel to Salesforce
* Analyze business requirement, identify risks, and collaborate on solution to meet business needs
* Developed technical execution plan, track progress against milestones, and drive towards successful development and deployments.
* Evaluated 3rd party tools for security vulnerabilities, scalability.
* Involved in customization part for the standard objects and custom objects.
* Developed Apex Classes, Apex Triggers and Visual force pages.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed UI using CSS, HTML, Visual Force components and used JavaScript for front end validations.
* Utilized SOQL and SOSL query language in Apex classes and triggers to manipulate the data in salesforce database.
* Developed test cases for unit testing.
* Developed multiple batch apex and schedule classes for data manipulation on scheduled times.
* Implemented self-service portal along with secured access to Client data.
* Involved in the Data transformation and Data Cleansing activities while transferring the data to the external systems.
* Created custom profiles, roles, and public groups to restrict the data access across the internal and external users.
* Worked on the Workflows, validation rules, page layouts, email templates and users.
* Worked on the Single Sign On implementation.
* Worked on the Salesforce security features.
* Responsible for documenting post deployment steps and executing them in production.
* Communicated effectively and proactively with stakeholders and articulate ideas and recommendations clearly.

Environment: Salesforce.com platform, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Email Services, Security Controls, Sandbox data loading, Workflow & Approvals, Custom Reports, and Dashboards leveraging an Agile methodology.

**Intuitive Surgical Inc, Sunnyvale, CA Aug 2014 – Dec 2015**

**Role: Salesforce Developer**

Responsibilities:

* Perform detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Involved in identifying, planning, and implementing new Salesforce.com features and functions (new screens, workflow, force.com objects, reports, apex code) in response to business needs.
* Involved in creation of custom fields, field dependencies, tabs, applications, home page components.
* Defined lookup and master detail relationship on the objects and created junction objects to establish connectivity among the objects.
* Developed and deployed apex classes, triggers and visual force pages for various functional needs in the salesforce applications.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Managed Contract and Order Management process which includes product and service configuration, quote creation, pricing structure, billing statement, payment & receipt.
* Created web pages and added features such as navigation menus, images and text areas using drag and drop page elements while ensuring the sites pages match the look and feel of the company brand.
* Worked on the service cloud application for implementing the multi-channel support to serve customers on their personal devices using service max.
* Implemented the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Created and deployed several reports using Salesforce platform.
* Integrated the Web Services for extracting the data from external systems.
* Automated weekly rep call reports for submitted saved and planned calls.
* Implemented the migration strategy from SAP CRM to Salesforce Cloud CRM platform in phase wise model.
* Involved in data mapping specifications to create and execute detailed system test plans.
* Integrated the web services by generating the necessary stubs from WSDL files for extracting the data.
* Involved in setup and configuration of Sales and Marketing and Case Management application.
* Configured Knowledge Base and Data categories for the Customer service representatives.
* Communicated project status and escalate issues to management. Provide feedback for improving Technical Publications procedures, standards, and methodologies

Environment: Saleforce.com platform, Apex Language, Data loader, JavaScript, Web Services, Reports.