 

**Rajesh Shanam**

**Rajesh.sf255@gmail.com**

**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 analyzing business requirements, entity relationships and converting them to Sales force custom objects, lookup relationships, junction objects, master-detail relationships.
* 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 and App-exchange applications.
* Experience in creating and managing the sandboxes and maintaining the code base repositories along with versions.
* Experience in developing Apex classes, Triggers, Visual force pages, Custom Controllers, Controller Extensions.
* 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.
* Implemented pipelines in Jenkins for continuous integration and continuous deployments and maintained version control on 3 recent client projects.
* Implemented GitHub Actions for continuous deployment in most resent project.
* 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.
* 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:

Bachelors in computer science and Engineering from JNTUH, India 2013.

Masters in management and Information Systems from SHU, Connecticut 2015.

Certifications:

Salesforce Administrator

Salesforce Advanced Administrator

Salesforce Platform Developer I

Salesforce Platform App Builder

Skill Set:

|  |  |
| --- | --- |
| Salesforce Technologies | Salesforce CRM, Apex Language, Apex Classes/Controllers,  Apex Triggers, VisualForce Pages/Components, Aura, 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 |

Professional Expérience :

**Client: Optum Services Inc/United Health Group, Richardson, TX. Jan 2017 – Till Date**

**Role: Sr. Salesforce Admin/Developer**

Responsibilities:

* Worked in **four different projects** 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, Components and Visual force Pages.
* Developed technical execution plan, track progress against milestones, and drive towards successful development and deployments.
* 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, VS Code, Jenkins, JavaScript, HTML, XML, partner portal, Web portal, Service Cloud and Sales cloud and Agile methodology.

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

**Role: Salesforce Admin**

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.
* Evaluated 3rd party tools for security vulnerabilities, scalability.
* Involved in customization part for the standard objects and custom objects.
* Performed in-depth and detailed investigations into data quality issues to discover the source of problematic data and reduce or eliminate the source of error.
* Manage and trouble shoot Admin issues daily, related to Access, Permissions, Groups, Security etc.
* Build and worked on Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Developed multiple batch apex and schedule classes for data manipulation on scheduled times.
* 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, Apex, Visualforce, Email Services, Security Controls, Sandbox data loading, Workflow & Approvals, Custom Reports, and Dashboards leveraging an Agile methodology.