

**Rajesh Shanam**

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Certified Salesforce.com Developer and Administrator with 6+ years of overall professional IT Experience with strong Object-Oriented Analysis and programming skills in Salesforce.com CRM platform with proficiency in Salesforce application development and release management activities.

**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.
* 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.
* Expert in Query language using SOQL and SOSL statements.
* Proficient in working with Eclipse IDE and Force.com Plug-in for writing business logic in Apex programming language.
* 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 methodology.
* Experience in using the Force.com Explorer to browse data model schema, custom objects, fields, build and test SOQL queries.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Junction objects, master-detail relationships and lookup relationships
* 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 Data Loader Utility, Apex Data Loader.
* Strong hands-on experience in integrations using Web Services via SOAP API and REST API
* Manage Release Process and Code Deployments from Sandbox to production using ANT tool.
* Experience in web technologies like HTML, XML, CSS, JSP, JavaScript, WSDL, and SOAP.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

**Education:**

* Bachelors in Computer Science and Engineering, 2014.
* Masters in Computer Science, 2015.

**Certifications:**

Salesforce Platform Developer I

Salesforce Administration

Salesforce Advance Administration

**Skill Set:**

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| **Salesforce Technologies** | Salesforce CRM, Apex Language, Apex Classes/Controllers,  Apex Triggers, VisualForce Pages/Components, Data Loader, Force.com Workbench |
| **Programming and Data Analysis** | Apex**,** Java, C, C++, HTML and XML |
| **Databases** | Microsoft Sql Server, SOQL and SOSL. |
| **Web Services** | SOAP, REST API’s |
| **Operating Systems** | Windows, Mac, Linux and Unix |
| **Methodologies** | Agile, Waterfall |

**Professional Experience :**

**Company: Optum Services Inc Dec 2020 – Till date**

**Role: Software Engineer**

**Responsibilities:**

* Responsible to define, plan, develop and monitor the application.
* Develop various processes that deal with Contact Management, Account Management, Lead Management, Opportunity Management, Support Process and Forecasting.
* Develop Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Write test classes for controllers, triggers, batch classes and web service classes.
* Create profiles, users, roles, public groups and implement territory management, sharing rules and record level permissions to provide shared access among different end users.
* Design and integrate applications with other applications for data flow.
* Identify and pursue improvements in Automation opportunities within application.
* Set up, monitor and maintain all Salesforce.com sandboxes, including creating and synchronizing sandbox metadata and appropriate data sets.
* Design and setup central code repository for storing source code and Assign repository permission levels to the users within the organization.
* Develop Jenkins Pipelines to deploy source code to different salesforce instances by invoking Ant scripts within Jenkins.
* Implement a standardize deployment process that delivers hotfixes, minor enhancements and major releases.
* Resolve merge conflicts, deployment errors and code coverage criteria to deploy code to salesforce production environment.

**Environment:** Salesforce.com platform, Apex, Java Script, Data Loader, Jenkins, Apache Ant, Shell Script, SOQL and SOAL.

**Company: IT Resources Inc, DE**

**Client: United Heath Group (Optum), MN Jan 2017 – Nov 2020**

**Role: Salesforce Developer/DevOps Engineer**

**Responsibilities:**

* Worked in **three different production** instances within the organization, involved in various configurations, setup activities and production support.
* Designed & deployed the custom objects, identified the lookup and master-detail relationships; and created the junction objects.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, Validation rules on objects, tabs, Components and Visual force Pages.
* 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.
* Developed Visual Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual force pages.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* 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.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Worked on community portals based on the business requirements.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Set up, monitor and maintain Salesforce.com sandboxes, including creating and synchronizing sandbox metadata and appropriate data sets.
* Developed Jenkins Pipelines to deploy source code to different salesforce instances by invoking Ant scripts within Jenkins.
* Implemented a standardize deployment process that delivers hotfixes, minor enhancements and major releases.
* Resolved merge conflicts, deployment errors and meet salesforce code coverage criteria to deploy apex code to production environment.
* Identified and pursued various automation opportunities within application.

**Environment:** Salesforce.com, Apex, Visual force, test methods, SOSL, SOQL, AppExchange, data loader, Force.com IDE, Jenkins, Java, JavaScript, HTML, XML, partner portal, Service Cloud and Sales cloud following the Agile methodology.

**Company: Indus Group Inc, NJ Feb 2016 – Dec 2016**

**Role: Salesforce Developer**

**Responsibilities:**

* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* Involved in creation of custom fields, field dependencies, tabs, applications, home page components.
* Developed Apex Triggers, Apex Classes and Apex pages.
* Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on hourly basis.
* Created and used Email templates in HTML and Visual force and controlled the content in these templates using Components and controller class.
* Created reports and dashboards as per the business requirements.
* Integrated the Web Services for extracting the data from external systems.
* Used SOQL & SOSL with in Governor Limits for data manipulation of the application using Force.com Explorer.
* Involved in developing, implementing & testing on the Sandbox environment.
* Developed various validation checks to verify billing items were captured completely and accurately in Billing History.
* Create various profiles and configure the permissions based on the organization hierarchy.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Worked on Data Loader and Force.com Workbench to insert, update and delete data from salesforce instances.

**Environment:** Saleforce.com platform, Apex Language, Visual Force, Salesforce.com Data Loader, , Jenkins, Eclipse IDE, Agile methodology.