 

**Rajesh Shanam**

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**Certified Salesforce.com Developer and Administrator** with more than 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 Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
* Extensive experience in working with Lightning Web Components, 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 AppExchange applications.
* Experience in creating and managing the sandboxes and maintaining the code base repositories along with versions.
* Experience in developing Apex classes, Triggers, Visualforce 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.
* Experience working with Copado CI/CD pipelines and knowledgeable on Copado best practices.
* Experience in collaboration with cross-functional teams to establish Copado best practices, enhancing overall DevOps efficiency and compliance.
* Monitored and optimized Copado performance, identifying and resolving bottlenecks to ensure smooth and efficient deployments.
* 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 recent 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:**

* **Bachelor’s in computer science and engineering** from JNTUH, India 2013.
* **Master’s in management and information systems** from SHU, Connecticut 2015.

**Certifications:**

* Salesforce Administrator
* Salesforce Advanced Administrator
* 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,Copado.
* **Programming and Data Analysis**: Java, C, C++, HTML, XML.
* **Databases**: Microsoft SQL Server.
* **Web Services**: SOAP, REST APIs.
* **Operating Systems**: Windows, Unix, iOS.
* **Methodologies**: Agile.

**Professional Experience:**

**Client: Optum Services Inc/United Health Group, Richardson, TX. (Jan 2017 – Present)**

**Role: Sr. Salesforce 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.
* Used Visual Studio Code toolkit to develop Apex Classes, Apex Triggers, Visualforce pages and Lightning Web Components to meet business logics.
* Developed various Custom Objects, Tabs, Apps, Validation rules on objects, Components and Visualforce 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.
* 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 within 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.
* Worked with Copado tools to migrate data and metadata from one organization to another organization.
* Performed data migration and updates through the tools provided by salesforce.com and Copado tools.
* Configured and customized Copado environments to meet specific organizational needs, improving deployment accuracy and traceability.
* Implemented GitHub Actions for faster deployment process and to eliminate third party deployment tools like Jenkins.
* Developed Continuous build automations by using Jenkins Pipeline.
* Configured and managed Jenkins’s build server to validate and deploy the code.
* Created Jenkins Jobs for all major releases to support deployments among different Salesforce instances.

**Environment:** Salesforce.com, Apex, Visualforce, triggers, SOSL, SOQL, AppExchange, data loader, report, dashboard, VS Code, Jenkins, Copado, 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.
* Participated in prototyping sessions with business and IT resources to ensure clarity of requirements.
* Designed conversion including data mapping from CRM On Demand and Siebel to Salesforce.
* Analyzed business requirements, identified risks, and collaborated on solutions 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.
* Managed and troubleshot Admin issues daily, related to Access, Permissions, Groups, Security etc.
* Built 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 articulated 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.