

Akshay Raina

Associate | Salesforce Development and Administration | BE IT

6005546299 | akshay9raina@gmail.com | [LinkedIn](#)

-----PROFESSIONAL SUMMARY-----

Having 3 years of experience in Salesforce.com application, features, architecture, and technical capabilities, currently positioned as an Associate in Cognizant Solutions Technology for Salesforce Developer/Administrator role for Salesforce.

-----AREAS OF EXPERTISE-----

CRM: Force.com

Programming languages: Apex Programming

Web Technologies: LWC | HTML5 | JavaScript | Visual force pages

Database: SOQL | SOSL

Salesforce Tools/Others: Apex triggers | Flows | Workflows | Apex Data loader | Sandbox and Production | Omnistudio/Vlocity | Adobe Acrobat Professional | Workbench | Postman | MS Office | Salesforce Lightning

-----PROFESSIONAL EXPERIENCE-----

Cognizant technology solutions- Associate Pune, Maharashtra

October 2023 - Present

- Built, debugged, and fixed multiple apex classes, triggers and flows with respect to business functionalities.
- Salesforce configuration and development using tools like APEX classes, Lightning Web Components, Triggers, Batch, and other solutions on the platform.
- Designed and built custom UI components for patient experience and functionality.
- Regular Participation in client calls and with teams of integrated systems for ensuring successful integration of systems.
- Resolving the issues and enhancements raised by business with proper documentation.
- Worked with omnistudio/vlocity tools like flexcards, omniscripts, IP and dataraptors to build various business flows.
- Extensive experience over creating Automations like Workflows, Approval Processes, Flows and Process builder.
- Created Validation Rules, Page Layouts, Tabs, Custom Objects, Flows, Time triggered tasks, Email alerts and Field updates to implement business logic.
- Actively participating in weekly client calls and providing status of the enhancements.

Cognizant technology solutions– Programmer Analyst Pune, Maharashtra

November 2022 – September 2023

- Worked efficiently in a Customer Relationship Management (CRM) environment.
- Used SOQL and SOSL for Data manipulation activities and creating Automations using Process Builder and Approval process.
- Hands on in integration procedures for logic building.
- Built Validation rules for objects to restrict undesired input.
- Experience in order management of communication cloud.
- Made scripts for quick data fix and performing tasks to reduce manual effort.
- Built dynamic patient forms with the help of Visual force page and Adobe Acrobat Professional.
- Working with Salesforce.com Sandbox, Production environments.
- Designed various business flows in Visual Force, Apex Classes, and Triggers, Batch Apex, Schedule Apex for functional needs within Salesforce.
- Establish, Maintain & enhance security, using Profiles and Role hierarchy.

Cognizant technology solutions- Programmer Analyst Trainee Pune, Maharashtra

August 2021- October 2022

- Understanding the background of PRM functionalities and business requirements

- Built automations using Apex triggers and flows.
- Created multiple scripts for workaround of tasks.
- Work in dataraptors in loading and transformation of data
- Hands on in Salesforce Administration including configuration changes.
- Proficiency with Data loader for import, export, delete operations.
- Created multiple reports and dashboards for business.
- Administration and Configuration Skills in SFDC.
- Worked on workflow rules and time triggered tasks, email alerts and field updates.
- Generation of reports and dashboards according to business needs
- Importing, Updating and Exporting Activities in Salesforce.com using Data loader.
- Handson in creating data raptors and Integrated procedures and transforming the business flows.
- Creating and managing custom objects, fields and formulas, user roles, security, profiles, and workflow rules.

-----EDUCATION-----

Degree	Institute	Year	Percent/CGPA
B.E – Information Technology	Sinhgad College of Engineering, Savitribai Phule Pune University	2021	8.9
Class XII	Border Security Force School, Jammu	2017	87.40%
Class X	Border Security Force School, Jammu	2015	9.6

-----CERTIFICATIONS-----

- Trailhead ‘Double Star Ranger.’
- Salesforce Certified Omnistudio Consultant
- Salesforce Certified AI Associate
- Salesforce Certified App builder
- Salesforce Certified Platform Developer
- Salesforce Certified Administrator

-----AWARDS-----

- ‘Seeking data, building knowledge’ recognition received from management.
- ‘Always striving never settling’ recognition received twice from management.
- Received client appreciation for completing tasks effectively and efficiently.