**Raghava.g**

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***Professional Summary***

* Seven years of experience in IT industry as Salesforce.com CRM and Java developer.
* Experience working across various SFDC implementations covering **Sales Cloud, Service Cloud**, **Call center, Chatter & App-exchange applications**
* Experience in SFDC development using **Apex classes** and **Triggers**, **Visual Force pages** **controllers** and **controller extensions, Force.com IDE, SOQL, SOSL**
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Implemented **pick lists**, **dependent pick lists**, **lookups, junction objects, master detail relationships, validation and formula fields** to the custom objects.
* Extensive experience in designing **Custom Formula Fields**, **Field Dependencies, Validation Rules, Work Flows,** and **Approval Processes** for automated alerts, field updates, and **Email generation** according to application requirements.
* Configured **case management process**, **Campaign influence** and **lead conversion.**
* Extensive experience in **data migration and integration** using **Data Loader.**
* Hands full of experience on **Debug Apex scripts** using debug Logs and System Log Console to catch Exceptions and execute **Governors Limits**.
* Experience in CRM business process like **Forecasting, Campaign Management, Lead Management** and **Knowledge Management.**
* Experience in **integrating Salesforce.com** with ERP applications like SAP using informatics-on-demand.
* Extensive experience of using declarative features like **validation rules, workflows, approval processes, Escalation Rules, sharing rules automation** for satisfying complex business process automations.
* Strong experience with salesforce API’s like **web services (SOAP/REST), Service cloud console toolkit, Open CTI toolkit, Streaming API**.
* Data Warehousing experience using **Informatica Power Center** 8.6/8.4/7.1.4.
* Created Custom Controllers to make external **web service callouts**, **validate and insert data.**
* Used **multi tenant MVC architectures** for building salesforce applications.
* Have working knowledge in **Service Cloud console** with exposure to CTI adapters.
* Proficient in using **Quality Center, Team Foundation Server, and Test Manager.**
* Have experience working on **Salesforce Community**.
* Proficiency in Object Oriented Languages like **C++, Java, J2EE, JDBC and other Java technologies.**
* Experience in databases such as SQL Server, Oracle and MySQL.
* Successfully implemented **Waterfall** and **Agile** methodologies for projects ranging from highly specialized and technical to pure business process improvements.
* Worked closely with Business Users to enable business process using SFDC.
* Excellent communication and inter-personal skills, accustomed to working in both large and small team environments and ability to think out-of-the-box.

***Certification***

* + - * Certified Salesforce Developer with **DEV-401**.
      * Certified Oracle Java Developer.

***Technical Skills***

* **Salesforce.com:** Apex, visual force, SOQL, SOSL, Email template, formula, Validation rules, apex trigger, workflow and approvals, App exchange, Eclipse, force.com IDE, Apex data loader, web services, dashboards, custom objects, record types, apex custom controller and extensions.
* **Middle Ware Technologies:** IBM Cast Iron, Data loader, Outlook, MS Excel, MS Access.
* **Web technologies:** JavaScript, XML, HTML, CSS, XHTML, PHP, Database, My SQL, SOAP, REST, BULK, WSDL.
* **Operating system:** Windows 2007/05/03/xp/00/nt/98/95, UNIX, Linux, MAC OS.

***Professional Experience***

**ESPN, BRISTOL CT** Feb’2014 – Till Date

Salesforce Technical Consultant/Senior developer

● Defined the system interfaces (XSD, WSDL, etc.) for SOA components and implemented two-way SSL authentication for SOAP based web services from Salesforce to Mule with Apex callouts

● Configured case management process, Campaign influence and lead conversion.

● Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.

● Deployed Apex using Force.com IDE, Force.com Migration Tool and Web Services API.

● Designed and built cloud service models including infrastructure as a service, Platform as a service, Software as a service.

● Worked with apex scheduler to invoke apex classes at regular intervals.

● Worked with Dynamic apex to access sObjects and field describe information execute dynamic SOQL, SOSL and DML queries.

● Worked for team responsible for the configuration and solution design for SF360 application.

● Worked with salesforce console user interface.

● Add methods that can be called from Visual force pages to Controller Extensions.

● Created Custom Controllers to make external web service callouts, validate and insert data.

● Created Visual force pages that could be rendered as PDF's, build dashboard components and define email templates.

● Created Visual force pages which identified a region to be updated to enforce partial page refreshes and display the status of Ajax requests to display different values depending on whether it is in progress or completed.

● Worked on Bulk API based on REST principles to load and delete large sets of data.

● Very experienced in using Ajax components for building custom animations required by the companies in visual force pages using different scripting methods like CSS etc.,

● Used pick lists, dependent pick lists and implemented search functionality in picks lists and auto refresh and auto search on selecting pick list.

● Implemented wrapper classes for better visual force pages management and smooth

Functioning.

● Designed and modified Approval process and created Approval steps, which used email alerts and field updates.

● Designed Validation rules along with Roll up summary Fields to maintain Data quality and consistency.

● Implemented relationship fields for proper data loading and maintaining the quality of the data.

● Developed SFDC Customized Reports, Dashboards and Processesto monitor data quality and integrity.

● Used Tabular, summary and Matrix joined reports to create standard reports and custom reports.

● Worked on setting up the Salesforce community-Added members, Tabs to the community, Customized communities email.

* Worked on community management and created dashboards.
* Worked on customizing community pages.

● Actively involved in performance improvements of mappings and sessions and fine-tuned all transformations.

● Implemented application on a iOS mobile platform by building a page for directory search using SDK provided by iOS development So helped in building a mobile application eventually.

**Environment**: Salesforce.com platform, Apex Language,Visual Force Pages, Components and Controllers, Data Loader, Workflow and Validation Rules, Reports and Report Types, Custom Objects, Tabs, Email Services, Security Controls, HTML, JavaScript, Eclipse IDE Plug-in.

**Humana One, Pewaukee WI** Sep’2012 – Jan’2014

Salesforce Senior developer

● Well equipped in implementing app exchange applications.

● Created both Managed and Unmanaged Packages with deprecated annotations to be available for partner Sales force users and other external users

● Integrated Apex with External services by making callouts that used SOAP, REST and WSDL services

● Used Apex Data-types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL an SOQL queries,

● Locking statements, Transactional control and Exception statements to invoke Apex triggers.

● Worked with exceptional handling and displaying custom error messages for effective end user interactive experience using visual force pages.

● Worked with complex triggers which can handle multiple custom fields which results in effective test coverage of the whole application

● Worked with Ajax toolkit to invoke Apex through anonymous blocks and public web service methods.

● Worked with anonymous blocks that compiled and executed in Force.com IDE.

● Worked with methods to insert, update records without redirecting users to create a new record.

● Worked with Standard Controllers and record identifiers to implement automatic record retrieval and display/update a record's data, bind input fields to new records, display warning and error messages, create links for form processing, place command buttons and create custom messages, implement nested Visual force pages.

* Worked with components in Document Engine like Creating new documents, Creating new documents in Word, Excel and PDF format, Debugging process
* Worked on BMI web services.
* Was responsible for user management in BigMachines requirements.
* Worked on components in the Commerce Process like Workflow Engine, Data Table, Integration XSL files, Commerce Attributes, Commerce Actions, Transitions Rules

● Used pick lists, dependent pick lists and implemented search functionality in pick lists and auto refresh and auto search on selecting pick lists

● Customizing Microsoft’s Team Foundation Server according to the company’s requirements.

● Worked on SOAP API for real time client applications for updating small number of records at a time.

● Customizing and generating multiple TFS reports to serve company needs.

● Worked with Visual force components to customize captions, headers and footers of a

Table and to embed a standard list view of an object's records

● Worked with Visual force List Controllers to act on a set of records with paging them and iterating them over a list of records.

● Interacted with various business user groups for gathering requirements for SalesForce implementation and documented Business and Software Requirements

● Worked with Organization Wide Defaults, Role Hierarchies, Sharing Rules and Manual Sharing to implement Record-based sharing.

● Worked with Profiles and Administrative permissions to grant/deny users access to platform features.

**Environment:** Force.com IDE,, Apex Triggers, Visual Force pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow & Approvals, Web Services.

**Forrester Research, Cambridge, MA** Jun’2010 – Jul’2012

Salesforce developer

● Worked with the user group for gathering requirements throughout the planning and implementation.

● Worked on Salesforce Live Chat integration with websites. The chat feature enhances the sales process by helping customers during their shopping and helps business to know what customers are looking for.

● Implemented Knowledge management for end user to provide information on products

● Involved in SFDC application support for end users.

● Developed Workflow rules, Time Dependent Action Triggers, email templates to implement the business logic.

● Worked on SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards, Tasks and actions

● Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.

● Worked with exceptional handling and displaying custom error messages for effective end user interactive experience using visual force pages.

● Worked with complex triggers which can handle multiple custom fields which results in effective test coverage of the whole application

● Configured Role based Authorization on Object/Field Level.

● Created email templates and inbound emails using Visual force for the clients and customers.

● Migration of configuration and Development changes from Sandbox to Production.

● Used pick lists, dependent pick lists and implemented search functionality in pick lists and auto refresh and auto search on selecting pick list.

● Designed, developed and documented several mappings to extract data from Flat files and relational sources.

● Implemented Streaming API to enable push notifications for change to salesforce data thus ensuring security and scalability.

● Used SQL Loader and Export, Import utilities for data loading.

● Designed and developed Apex Classes, Controller Classes, Apex Triggers and Visual Force Pages for this application

● Experience in using Eclipse IDE.

● Providing ongoing Salesforce.com maintenance and administration, which includes data cleansing, workflow, triggers, and integration of app with Salesforce.com

**Environment:** Force.com IDE, Apex Classes, Apex Triggers, Visual Force pages, Validation Rules, Formula Fields, Data Loader, Reports and Dashboards, Workflow & Approvals, Web Services.

**Mahindra Satyam, India Aug’ 07- May’10**

Java Developer

● Designed and developed user interfaces using Velocity, HTML and CSS.

● Design and development of application using Java, J2EE, Struts2, Hibernate & XML

● Used Hibernate framework for the backend persistence

● Extensively used the LOG4j to log regular Debug and Exception statements.

● Performed code review and unit tested the application

● Developed the Entire application using Eclipse.

● Closely worked with Test Team to identify bugs in application

**Environment:** Java, J2EE, Servlets, Velocity, HTML, Java Script, Oracle 9i, Hibernate, XML, Maven, AJAX, Struts2, Eclipse, IBM Web sphere, JBoss, CSS, UML, CVS, HQL, xdoclet