|  |
| --- |
| **C:\Users\Meg\Documents\Nuthan\SALESFORCE\Certification\Platform App Builder Badge\SFU_CRT_BDG_Pltfrm_App_Blder_RGB.jpg** |

**Rajesh T**

**Salesforce Engineer**

**Email:** [rajeshsalesforce8@gmail.com](mailto:rajeshsalesforce8@gmail.com)**Phone:**(412) 694-4445

**PROFESSIONAL SUMMARY**

* Overall **8+** years of experience in IT industry **with 7+ years** of experience in **Salesforce.com CRM Platform** including **Lightning, Apex technologies, Sales Cloud, Service Cloud, Marketing cloud** and **1-year** experience with **Java technologies**.
* Experience working across various SFDC implementations covering **Sales** Cloud, **Service** Cloud, **Marketing** Cloud, **Chatter**, **Communities & AppExchange** applications.
* Experience in Configuration, Customization, Deployment and Integration of **SDFC**.
* Proficiency in SFDC **Administrative tasks** like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Validation rules, Tasks and actions.
* Developed SFDC Customized **Reports**, **Dashboards** and Processes to continuously monitor data quality and integrity.
* Excellent skills in creating/troubleshooting/modifying **Apex code** and **visual force** pages.
* Dealt with querying **Force.com** database using **SOQL**&**SOSL** queries and designed separate VF pages by writing queries in **Apex** classes which helped to write multiple queries.
* Worked closely with Business Users to enabled business process using SFDC.
* Proficient in **Data Migration** from Traditional Applications to Salesforce Using **Data Loader** Utility.
* Worked on different orgs of salesforce from **Sandbox** to **Production**, we had Functional and E2E Sandbox’s where Functionality will be tested by **QE** team, and bugs will be assigned to the respective developers.
* Experienced in creating Salesforce **LightningApplications**, combining **Salesforce** **Lightning**  
  **Design**, Lighting App Builder and Lightning Component features.
* Have **administration** experience on CRM Applications like Data **Exports**&**Imports**, Application Support, Security Administration, Maintenance, and User & Security Management.
* Configured the **Partner Portal** to give the data access to the Partners outside the **Organization**.
* Hands on experience in application development using **Java**, **RDBMS**, and **Linuxshell** scripting.
* Expertise in Web technologies using **Core Java, J2EE, Servlets, EJB, JSP, JDBC, Java Beans, and Design Patterns.**
* Detailed understanding of **Software Development Life Cycle (SDLC)** and sound knowledge of project implementation methodologies including **Waterfall and Agile**.
* Clearly have the knowledge on **Governorlimits** depending on the editions which we use.
* Expertise in Web Technologies like **HTML, XML, CSS, JavaScript** and **JQuery**.
* Worked efficiently on Object Oriented Languages like **Java, J2EE, JSP** and other Java Technologies.
* Excellent experience in using **Oracle, SQL Server and SQL databases** and Familiar with Stored Procedures **Triggers**

**and Functions using PL/SQL and AJAX.**

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Salesforce CRM** | Apex Language, Apex Classes/Controllers, Test Classes, Apex Triggers, Visual Force (Pages, Component& Controllers), Standard objects, Workflow & Approvals, Apex Data Loader, App Exchange, Web Services, Reports, Dashboards, Force.com IDE, Eclipse, SOQL, SOSL Aura Framework. |
| **Force.com Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool. Jenkins. |
| **Languages** | SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java, JQuery |
| **Web Technologies** | HTML, CSS, AJAX, XML, JavaScript |
| **Database** | Oracle, MySQL, SQL server |
| **Platform** | Windows, Linux, MAC |
| **IDE** | Visual Studio, Eclipse |

**CERTIFICATION**

* Salesforce Certified Platform App Builder
* Salesforce Certified Administrator

**EDUCATION**

* Bachelor’s in Computer Science

**PROFESSIONALEXPERIENCE**

**American Express, New York, NY.**

**Role: Salesforce Engineer Oct 2018 – Till Date**

**Description:**Worked on a project called Marketingforce Where we create Campaigns and Segments to send out the campaign emails throughout American express customers. Previously these marketing campaigns are managed by a system called meridian. Currently meridian is going to be migrated into Marketingforce.

**Responsibilities:**

* Primary responsibilities included custom application development and integration in **Sales** cloud and **Service** Cloud.
* Worked as **Productionsupport** for one month where I need to find the root causes of some **defects** in **productionenvironment** and prepare documentation and fixed the high priority defects.
* Designed and deployed **Workflows**, **Validationrules**, Approval Processes, Process Builder for automating business logic.
* Expertise in **Salesforce-Informatica** Integration. Experience in Sales Force CRM Configuration, Customization, Testing of applications.
* Build the custom **lightning** components for the earlier release where involved in every 3 to 4 weeks of **sprints**.
* Experience in creating **Lightning** App Builder Pages for various objects for better user interface to users.
* Involved in **Sprint** planning where interacted with the End users, Product Managers, Business Analyst which helped our team to get more understanding about the Functionality which intern helps easier in the Implementation side.
* Working in different environments like **Bit Bucket** version control, salesforce org is linked to **Mavens** mate and code has been written in**IntellijIDEA** which is easy to refresh metadata where most of the time developers will be working on same components.
* Migrated to **SalesforceDX**and created several **packages** related to the integration modules and components.
* Code has been written for Client side and Server side for the functionality of **Lightning** UI Page.
* I have been involved in **standupmeetings** which will occur for on alternate days in a week which helps developers to know what they are working on or what they should be working on.
* Worked on **Talend** Data migration application to load the data into sandboxes.
* Working on **ApexTriggers** effectively in the applications to get the things automated for bulk operations.
* Worked on Security models and **permissionsets** are implemented in the **Apex** classes for Talent Profile where most of the **profiles** cannot able to view others.
* Added **LightningComponent** to **LightingPages** and Record Pages. Have worked on **Apex** classes, Visualforce Pages, Controller classes and Apex Triggers for various functional needs in the application.
* Implemented **Test Methods** for the Apex Code and followed best practices to **avoid governor limits** and achieve better code coverage.
* Integrated the **WebServices** for extracting the data from external systems to display in the pages of **salesforce**.**com**.
* We use **Jenkins** for Deployment and if there are any **failures** had the capability to handle those.
* Created **ProcessBuilders** and **apexclasses** where used inside which helps to create a profile in the application who got recently promoted to higher **rolehierarchy**.
* Involved in all the **Pilot** releases and continuing works on next releases and corrects the major **bugs** which was found on earlier releases.

**Environment:** SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, Marketing Cloud, Apex Language, Visual Force, Lightning Compatible Visualforce pages, Lightning components, HTML, JavaScript, APTTUS CPQ, Custom Objects, Tabs, Workflows, Email Alerts, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO.

**PNC Bank, Pittsburgh, PA.**

**Role: Sr.Salesforce Developer Apr2017- Oct 2018**

**Description:** PNC Bank is a Large group of Financial Services Companies where the Salesforce CRM is mainly used by the end users (agents, agent team members, customer care center) in assisting the customers in the sales process. The customer’s data will be stored in the Salesforce and users can login, search for the customer and will proceed with Sales.

**Responsibilities:**

* Create and Customize Custom **Objects**, **Formula Fields**, Cross Object **Formulas**, Roll up summary fields, **validationrules**, dependent picklists, and complex **pagelayouts**.
* Implemented **Data segregation** through Record Types and Field level security.
* Analyzing the current requirement process, identifying problems and making recommendations to improve the process.
* Batch reassignment of **accounts** and **opportunities** based on organizational changes.
* Create complex **workflows** and **Approval processes**.
* Developed **Lightning** Component Framework and built Lightning component using **aura** framework.
* Prepared User **document** to help understand the app. Had one on one interaction with users to solve **salesforce1app** issues.
* Implemented the **Custom objects**, Page layouts, Custom tabs, Components to suit to the needs of the applications.
* Complete **bulk** import of data from legacy System to **Salesforce**. Analyzing the data and making necessary changes.
* Developed and deployed **timely** based **workflows** based on the requirement. Created field **Update**, **EmailAlerts**.
* Used **SOQL** and **SOSL** for querying the objects. Created many Email Templates and Mail Merge Templates.
* Used **Change Sets** to validate and deploy config components to testing **instance** and **production**. Used **JSON to Apex** String conversation in developing apex code.
* Developed **Apex triggers**, **classes** to achieve user's desired functionality and have written the dependent **test** classes.
* Involved in **integration** of their legacy system with Salesforce **CRM** package through web services based on **BULK API**.
* Created Task routing using **Apex controller** in such a way that ensure the sales team follows up on every task within due hours.
* Good knowledge of **MVC** concepts, object-oriented methodologies and approaches.
* Created **REST API** for various REST inbound and outbound calls.

**Environment:** SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, Marketing Cloud, Apex Language, Visual Force, Lightning Compatible Visualforce pages, Lightning components, HTML, JavaScript, APTTUS CPQ, Custom Objects, Tabs, Workflows, Email Alerts, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO.

**Infoblox.INC, Santa Clara, CA**

**Role: Salesforce Developer Dec2015- Mar 2017**

**Description:**

Infoblox is a privately held IT automation and security company where the business focuses onmanaging and identify devices connected to networks specially for the Domain Name System and IP address management.

**Responsibilities:**

* Deliver branded proposals without leaving Sales Cloud using Salesforce **CPQ**and Configure quotes with speed and accuracy.
* Integrating on premise **Mainframe** Case, **CPQ** and reporting systems with Salesforce **RESTAPIs**.
* Customized tabs worked with various standard objects including **Accounts**, **Contacts**, **Opportunities**, **Leads**, **Campaigns** and **Cases**.
* Created Email Templates and Mail Merge Templates and was involved in doing the **mail merge** for different standard and custom objects in **lightning** experience.
* Developed **Lightning** Component Framework and built Lightning component using **aura** framework.
* Maintenance of installed Managed Packages in **Lightning** using Apex.
* Designed, Implemented and **deployed** the **Customobjects**, Page layouts, Custom tabs, Components to suit to the needs of the applications.
* Lightning components and added Design Parameters from **Lightning Design System(LDS)** Customized Lightning components were built using Java script on client side and Apex on server side.
* Implemented new feature enhancements on **Service** cloud **consoleview** and **developedfew** Visual force components.
* Used **SOQL** and **SOSL** for querying the objects. Created many Email Templates and Mail Merge Templates and was involved in doing the **mail merge** for different standard and custom objects.
* Good with **Configure Price Quote (CPQ)** Product and Pricing, also understand configuration settings as they relate to business requirements, also good with standard **Quote/Proposal** creation process.
* Implemented Case Management Automation to track and solve Customer's Issues. Implemented **Email-to-Case, Web-to-Case** to enter generated cases to **Case** Object.
* Developed **Apextriggers**, **classes** to achieve user's desired functionality and have written the dependent **test** classes.
* Involved in **integration** of their legacy system with Salesforce **CRM** package through web services based on **BULK API**.
* Designing and development of **visualforcepages** as per the user requirements.
* Created Task routing using **Apexcontroller** in such a way that ensure the sales team follows up on every task within due hours.
* Expert knowledge of **MVC** concepts, object-oriented methodologies and approaches.
* Created **REST API** for various REST inbound and outbound calls.
* Implemented communities with **Single Sign-on**.

**Environment:**Saleforce.com platform, Apex, Visual Force, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sales cloud, Security Controls, Sandbox data loading, Data Loader, SQL and Eclipse IDE Plug-in.

**Bayer Pharmaceutical, Whippany, NJ**

**Role: Salesforce Developer Mar2014- Nov 2015**

**Responsibilities:**

* Worked on Configuration like creation Objects, Page Layouts, Record Types, Validation Rules, **Workflows** and **ApprovalProcess**.
* Migrated **customerreference** data from **BoulderLogic** Database into customized objects of the company's Salesforce.com **CRM** tool.
* Used **Community** cloud to build deeper relationship with customers to provide better service and assist them through online.
* Generating customizable report for the services which are being provided by**Community** Cloud.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in **CSV** files into Salesforce.com, checking for correctness of the data.
* Interface Designing using **Visualforce page** and their supportive Controller Classes. Automate the functionality by writing **Triggers** and Apex **Classes**.
* Used Eclipse IDE with **Force.com** plug-in for setting up **Sandbox** and deploying the changes to **Production**.
* Cleansed **duplicatedata** by defining dupe blocking parameters to maintain **dataintegrity**.
* Involved in **data mapping** and migration of data from legacy systems to Salesforce.com **Objects** and **fields**.
* Maintained data cleanliness and accuracy by adding **custom validation rules**, custom **formulas**, **Reports** and **Dashboards**.
* Packaged and **Deployed** customizations from **Sandbox** to other environments using **Force.com IDE**.
* Utilized **Salesforce1** mobile platform to allow uploading pictures relating to **servicerequests** and information about competitive products used.
* Performed Apex **Callouts** from Salesforce to the same external system to get **tracking** information of an **order**.
* Developed complex **validationrules**, **formulafields** according to the application requirements. Created **page** layouts, **search** layouts to organize **fields**, custom links, related lists, and other components on a record **detail** and **edit pages**.
* Help users with **Chatter** teams/groups and followed application as well. Provided ongoing salesforce.com **maintenance** and administration services including periodic data cleansing, custom **objects**, **workflows.**

**Environment:**Salesforce.com platform, Apex Data Loader, Apex Classes, Controllers, Apex Triggers, Visualforce, Workflow & Approvals, Custom Reports, Dashboards, REST API, Geocoding, AppExchange, Custom Settings, Field Sets, Schedule Apex, Batch Apex.

**Emblem Health, Albany, NY**

**Role: Salesforce Developer Dec2013- Feb 2014**

**Responsibilities:**

* Create and Customize **CustomObjects**, Formula Fields, Cross Object Formulas, Roll up summary fields, validation rules, dependent picklists, and complex page layouts.
* Responsible for managing projects including **scheduling** deliverables, **conducting** weekly status updates, **gathering** all necessary resources needed to complete a project, and creating and meeting deadlines.
* Worked with business team, to identify System Users, Contracts Managers and Work queues to route all types of Portal requests as needed and created workflows & notifications which are part of this solution.
* Conducted business process **review sessions** to gather requirements from clients and create a report of findings document to **design** an implementation **process**.
* Created various Reports (**summary reports, matrix reports, pie charts, dashboards and graphics**) and Report Folders to better utilize Sales force as a sales tool and configured various Reports for different **user profiles** based on the needs of the organization.
* Enhanced the **security** by configuring **profiles**, organization wide defaults(**OWD**), **sharingrules** and **roles**.
* Hands on experience in **migrating** the data into the application from other **merged** companies and facilitating the application usage for unaccustomed **users**.
* Developed **Testclasses** for all the Apex classes and Triggers with minimum 95% code coverage for **triggers** and **classes**.
* Implemented **picklists**, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Developed several **CustomReports** to better assist managers and **reportfolders** to provide report accessibility to appropriate personnel.
* **Migrating** the code to the deployment instance after **testing** and provide support for post-**production**.

**Environment:**Salesforce.com platform, Apex Data Loader, Apex Classes, Controllers, Apex Triggers, Visualforce, Workflow & Approvals, Custom Reports, Dashboards, REST API, Geocoding, AppExchange, Custom Settings, Field Sets, Schedule Apex, Batch Apex.

**United Health Group, Minnetonka, MN**

**Role- Salesforce Developer/Admin Nov 2012 - Dec 2013**

**Responsibilities:**

* Worked on various **Salesforce.com** standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports and Dashboards.
* Responsible for all the activities related to configuring **Data Loader**, uploading data in **CSV** files into Salesforce.com, checking for correctness of the data.
* Worked with business team, to identify System Users, Contracts Managers and Work queues to route all types of **Portalrequests** as needed and created **workflows**&**notifications** which are part of this solution.
* Created **page layouts**, **search layouts** to organize fields, custom links, related lists and other components on a record detail and edit pages.
* Developed **ApexClasses**, **Visualforce pages** and **Apex Triggers** to develop the custom functionality as per the requirements.
* Implemented **Case Management** by creating record-types specific to the user groups, assignment rules, escalation rules, case templates, workflow rules and actions, etc.
* Created workflow & approval processes, validation rules, Auto-Response rules, approval process, email alerts, **templates** and **fieldupdates**.
* Designed various **HTML** Email **templates** for Auto-Response to **customers**.
* Created **Visualforcepages** and **Visualforcecomponents** to achieve custom functionality.
* Used **Force**.**com** web services API for implementing **WSDL** in the application for access to data from **external systems** and **web sites**.
* Developed all types of real time **Reports**&**Dashboards** for applications.
* Used the **Sandbox** for **testing** and **migrated** the code to the deployment instance after testing.

**Environment:**Salesforce.com platform, Apex Language, Visual Force Pages, Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SOQL, SOSL.

**I-Gate global solutions, India**

**Role-Jr. Java Developer July2011 - Oct 2012**

**Responsibilities:**

* Worked on both **WebLogic Portal** 9.2 for Portal development and **WebLogic** 8.1 for Data Services Programming. Developed the presentation layer using **JSP**, **HTML**, **CSS** and client validations using JavaScript.
* Developed user interface using **JSP**, **Struts Tag Libraries** to simplify the complexities of the application.
* Developed business logic using Stateless session beans for calculating asset depreciation on Straight line and written down value approaches.
* Database Modification using **SQL**, **PL/SQL**, **Stored procedures**, **triggers**, Views in **Oracle**.
* Created java classes to communicate with the database using **JDBC**.
* Responsible for design and implementation of various modules of the application using **Struts-Spring-Hibernate** architecture.
* Developed the Web Interface using **Servlets**, **Java Server Pages**, **HTML,** and **CSS**.
* Extensively used the **JDBC** Prepared Statement to embed the SQL queries into the java code.
* Developed **DAO** (Data Access Objects) using Spring Framework 3.
* Developed Web applications with Rich Internet applications using **Java applets**, **Silverlight**, **Java**.
* Deployed this application, which uses **J2EE** architecture model and Struts Framework first on WebLogic and helped in migrating to **JBoss** Application server.
* Used JavaScript to perform client-side validations and **Struts-Validator Framework** for server-side validation.
* Designed and developed the application using various design patterns, such as session facade, business delegate and service locator.
* Involved in designing use-case diagrams, class diagrams, interaction using UML model with **Rational Rose**.

**Environment:**Java, Servlets, JSP, EJB, J2EE, STRUTS, XML, XSLT, JavaScript, HTML, CSS, Spring 3.2, SQL, PL/SQL, MS Visio, Eclipse, JDBC, Windows XP, WebLogic portal, JBoss.