

Rakesh

**Professional Summary:**

* **SalesForce.com CertifiedDeveloper - 1**with**Overall8**Years of IT experience that includes around **5+**years experience in Salesforce.com CRM Platform and 2+ years of experience with UI technologies.
* Involved in various stages of **Software Development Life Cycle (SDLC)** including analysis, requirement engineering, architecture design, development, enhancements, testing, deployment and maintenance of Multi-tier, web-based and portals based object oriented enterprise applications.
* Experience in administration, configuration, Implementation, and Support of Salesforce CRM, and Salesforce SFA applications based on Apex Language and leveraging Force.com Platform –which covers L1, L2 support. World’s first commercial **Software as a Service (SAAS)** application running in Cloud Computing Environment. Experience working with Force.com IDE &Eclipse IDE in design and development of Custom Application for Complex Business Processes in both Sales and Service CloudModules.
* Proficiency in administrative tasks like **Creating Roles, Profiles, Users, Email Services,Page Layouts, Workflow Alerts, Actions, Reports and Approval Processes**.
* Experience on working with **custom objects, custom fields, Pick-list, page layouts, Workflow Alerts and Actions, Approval Process, Validation Rules, Custom Tabs**.
* Developed **Visual force pages and Custom Objects**using**Apex Programming**on**Force.com Platform and** good knowledge on**Apex development in creating Objects, Triggers, Apex Classes, S-controls, Standard Controllers, Custom Controllers and Controller Extensions**.
* Expertise in maintaining the Functional areas of **Data Management, Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards and Reports**.
* Understanding and writing user stories for the implementation **of Visual force, SOSL,SOQL, WSDL, Partner WSDL& Enterprise WSDL, Visual force** (Page, Component & Controllers) and**custom user interfaces using HTML.**
* Developed and configured various **Dashboards, Custom Reports and Report Folders** for different user profiles based on the need in the organization.
* Extensive experience in creating **lookup relationships and master-detail relationships** on the objects and creation of **junction objects**to establish connectivity among other objects.
* Trained in Object Oriented Languages like Java, etc.
* Good Administration experience on **CRM Applications**like **Data Exports & Imports**, Application Support, Security Administration, Maintenance, and User & Security Management.
* Skilled in **Sales cloud, Service cloud, Custom Cloud, Chatter** and **App Exchange applications.**
* Good Experience in data **migration** and **integration**using **Data Loader, ImportWizard**etc.
* Experience in creating Process builder processes and **visual cloud flows** inSalesforce.
* Experience working withsalesforce.com **sandbox and production environments**and experience in managing **Full Sandbox,Developer Sandbox**and**Configuration-only Sandbox**.
* Extensive experience of automating complex business processes using **workflows**, **approval process**, **dynamic approval process**, **sharing rules** and **validation rules**.
* Excellent experience in using Oracle, SQL Server databases and Familiar with Stored procedures, triggers and Functions using PL/SQL and AJAX.
* Experience in web technologies like **HTML**, **CSS**, **JavaScript**, **WSDL**, **SOAP**, **REST** and **BULK API**.
* Experience in Database Design, writing stored procedures, functions, triggers, DDL, DMLSQL queries. Experience in writing **SQL**, Oracle and MS-SQL, MySQL Server.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in Data Migration using Data Loader. Worked on Integrating Salesforce systems using SOAP and REST API's.

**Technical Skills:**

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| Salesforce Technologies | SalesForce.com, Force.com , Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components, Apex Web Services, Work Flow and Approvals, Dashboard, Analytic Snapshots. Lightning Design and Components |
| Force.com Tools | Force.com IDE (Eclipse), Force.com API tools (Data Loader), Force.com Explorer, Force.com Platform (Sandbox and Production). |
| ETL Tools | Data Loader, Salesforce-to-Salesforce, Apex Explorer, Informatics. |
| Languages | JAVA, Apex, C/C++, AJAX. |
| Database | SQL Server 2008/2012, Oracle9i/10g/11g. |
| IDE | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in. |
| Web Technologies | HTML, CSS, Java Script, XML |
| Tools | MS Office, Adobe Photoshop, Ms Excel, Eclipse IDE. |

Certifications:

* Salesforce Certified Administrator
* Dev – 401
* Salesforce.com Certified Platform Developer -1

**Experience:**

**Ally Bank,Charlotte,NC Apr’17 – Present**

**Salesforce Developer**

**Responsibilities:**

* Daily administration such as configuring and implementing Salesforce application and support of CASES in Salesforce including but not limited to managing multiple user setup, profiles and roles; customization of objects, fields, record types, page layouts and validations.
* Designed, developed and deployed Apex Classes, Controller Classes, Extensions and Apex Triggers for various functional needs in the application. Developed various Batch Apex classes and scheduled those using Apex Schedulable classes on daily and monthly basis.
* Designed and developed visual force pages to support customized interfaces.
* Created customized reports and dashboards using analytical skills and Worked on deployment.
* Create and document application requirements by working together with those involved in the development of program enhancements.
* Used SOQL &SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Manage the software testing process which includes devising test plans, creating test cases, establishing protocols and appropriate testing environments.
* Responsible for entire Ally deposit salesforce support issues.
* Worked with Apex Data Loader, Sublime Text, MS Office, Workbench etc.
* Configuration/Customization/Integration with tableau.
* Involved in customizing the Salesforce functionalities like workflows, approval process, data management, setting up roles, creating profiles, security controls.
* Extensive experience in deploying various components between different environments using change sets and Force.com IDE.
* Maintained processes of CSV import file updates for customer records into Cases, Accounts, and Contacts using Data Loader.

**Environment:** Salesforce.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, SOQL, SOSL, Workflow & Approvals, Assignment rules, Escalation rules,Custom Reports, Dashboards, Tableau.

**Liberty Mutual Insurance, Dover, NH Oct’15 – Mar’17**

**Salesforce Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com Developer and Administrator in the organization.
* Developed Lightning components along with server-side controllers and used AJAX calls to retrieve the data from an object.
* Created modern Enterprise Lightning Apps combining Lightning Design System (CSS and Design Parameters), Lightning App Builder and Lightning Component features. Enabled LightningComponents for use in Salesforce1 mobile Platform.
* Resolution of production support issues raised in Salesforce.
* Created many custom objects and custom fields in Lightning experience.
* Unit and integration testing for new requirements and get the UAT from the business owner
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation
* Rules on the objects and tabs, Components and VisualForcePages.
* Creating and working on change requests for customizing changes and program fixes
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application considering governor limits.
* Handling all the L2 support issues pertaining to development.
* Involved in Design, development, planning, testing and migrating the data.
* Worked with various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Developed a dashboard component on home to give the brief agenda for the sales rep on that day in lightning.
* Involved in distribution of tickets among teams and within the team.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in Data Migration.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Coordinate with the administrator and business analysts for the issues requiring business analyst help.
* Developed batch classes and web service callout methods for various functional needs.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Interacting with client/end users for resolution of tickets.
* Created test scenarios on Sandbox environment, created packages and moved it between Sandboxes and Production environments to place final implementations.

**Environment:**Saleforce.com platform, Apex, Visualforce, Workflow & Approvals, Reports, AppExchange, Custom Objects, Custom Tabs, Windows XP, Sales cloud & Service cloud, Integration, Web Services

**Caterpillar,Peoria,IL Nov’14 – Sep’15**

**Salesforce Developer/Administrator**

**Responsibilities**:

* Worked closely with business partners to realize the full capabilities of Salesforce.com CRM.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers.
* Used Salesforce Automation (SFA) for Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Analyzed all the customizations and developments and tried to suggest possible ways for the new enhancements that we get from the Sales people.
* Customized Visualforce pages and modified the code for restricting some countries which they are not willing to do the business.
* Integrated SFDC with Oracle ERP for order management system using Informatica.
* Automated sharing rules whenever there is a new change in Sales teams instead of using an Apex trigger.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Handling all the L2 support issues pertaining to development.
* Involved in Design, development, planning, testing and integration of Salesforce Cloud services, and using CI integration on salesforce.com
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Extracted the data from Salesforce.com application into the external databases (Oracle 10g) for generating large data reports.
* Worked with several App exchange tools like Action Plans, Strike Address verification, Conga Composer.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Create new SSIS packages to ETL datafrom Salesforce to SQL Server and vice versa.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Used Force.com IDE for creating, modifying, testing, and deploying Force.com Application.
* Performed Analysis for Territory Management and sharing settings gaining handful of experience in Territory 2.0 management.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Contributed in salesforce End to End implementation.

**Environment:**Saleforce.com platform, Force.com IDE, Apex, Visual Force (Pages, Component& Controllers), GIT Bash, Data Loader, HTML, Inside sales telephonic plug-in, Doc E-sign, Java Script, Workflow & Approvals, Reports, Territory 2.0 Management, Custom Objects, Custom Tabs, Email Services, Security Controls, SOAP, REST, Sandbox data loading, ANT tool.

**Sun Trust Bank, Atlanta, GA Oct’13 - Sep’14**

**Salesforce Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com Administrator and Developer in the organization.
* Used field level security along with page layout to manage the visibility and accessibility of fields for different profiles.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Wrote triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Handling all the L2 support issues pertaining to development.
* Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Designed various types Email templates for auto response to customers.
* Developed several custom reports to better assist managers and also report folders to provide report accessibility to appropriate personnel.

**Environment:** Salesforce.com platform, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards.

**Harman Group, India Apr’11 - Aug’13**

**Salesforce Developer**

**Description:**

The objective of this project is to store and maintain the household policies. New policies issued generated are fed into the objects from sources like Agent, Corporate Companies and from direct company. An online system manages to feed, view and modify the policy data.

**Responsibilities**:

* Involved in the design of the application and creating the objects, tabs, fields, validation rules, approval process and formula fields
* Import/Export records to Salesforce via data loader
* Participate in Customer discussions and provide necessary clarifications to customer.
* Create and Configure Page layouts, work flows, customer portal and partner Portal
* Performing unit testing on the designed reports Involved in testing the reports.
* Responsible for migrating data from one sandbox to another sandbox using eclipse and change sets.
* Responsible for writing Apex Triggers and Apex Classes and designing Visual force pages.
* Responsible for writing the Test classes.
* Creating reports and dashboards.
* Worked closely with business partners to realize the full capabilities of Salesforce.com CRM.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers.
* Used Salesforce Automation (SFA) for Sales Lead Management, Campaign Management, Opportunity Management, Account and Contact Management.
* Analyzed all the customizations and developments and tried to suggest possible ways for the new enhancements that we get from the Sales people.
* Customized Visualforce pages and modified the code for restricting some countries which they are not willing to do the business.
* Integrated SFDC with Oracle ERP for order management system using Informatica.
* Automated sharing rules whenever there is a new change in Sales teams instead of using an Apex trigger.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Extracted the data from Salesforce.com application into the external databases (Oracle 10g) for generating large data reports.
* Worked with several App exchange tools like Action Plans, Strike Address verification, Conga Composer.
* Handling all the L1,L2 support issues pertaining to development.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Create new SSIS packages to ETL datafrom Salesforce to SQL Server and vice versa.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Contributed in salesforce End to End implementation.

**Environment:** Force.com, Apex, Visual force, Triggers, S-Objects.

**Loyalty Methods, India Jun’ 08 – Jan’ 11**

**UI Developer**

**Project:**Inventory Management System

**Description:**

The project required team to ease the process managing and maintaining the entire inventory of products available in the dining hall of the university. Where an authorized user with a unique login is able to set the status of various equipment’s, record information regarding the purchase details, present condition of it the vendor details from which it is being purchased, recording the energy consumption of the equipment and various other requirement’s.

**Responsibilities:**

* Involved in designing the web pages, the database architecture, planning and implementation of the project.
* Worked with a team of people which worked on various part coordinating them in the work.
* Reviewed and integrated interactive features into existing web applications.
* Developed the web pages and worked on the connectivity with a team.
* Worked on generating all test cases and testing the application on different module levels.
* Collected status reports from teams at different location, managing the progress of project. Involved in constant interaction with client to share the updates.
* Used HTML, CSS and other scripting languages to design interactive web pages.
* JDBC API for the database and its connectivity.

**Environment:** Core Java, JDBC, J2EE, HTML, CSS, MySQL.

**Education:**

* Bachelors from Jawaharlal Nehru Technological University-Hyderabad, India.