

**Rakesh Kumar**

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**Career Overview:**

* Salesforce Certified professional (Platform Dev 1 - Admin) with Around 4 years of overall experience as Salesforce.com Developer with proficiency as **Developer** and **Administrator**.
* Experience in working on configuration, customization, integration with external systems using **SOAP API** and **REST API**, **communities**, **lightning migration**, **lightning components**, lightning design system, lightning Data services and lightning locker services.
* Working experience with Lightning Component Framework, using Lightning component in **Visualforce** and adding to lightning component to salesforce1. Proficient in configuring and customizing **salesforce1 App**.
* Proficient in designing the components using **Objects and Fields, Roles, Page layouts, Visualforce Pages,** **Apex Classes, Controllers & Triggers, Workflows** for automating different business process and various other components as per the client and application requirements.
* Maintained and supported various Functional areas like **Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes and Activities.**
* Experience in Force.com Apex Classes, **Apex triggers, Apex Scheduler, Batch Apex, Apex Web Services, SFDC Integration, and Salesforce.com S Controls**.
* Good Experience in Administration, Configuration, Implementation, and Support of **Salesforce CRM** applications based on Apex Language and leveraging Force.com Platform application running in Cloud Computing Environment.
* Proficient in dealing with functionalities related to **sales cloud** & **service cloud, Community Cloud, Custom Cloud**.
* Experience in Force.com Web services API for implementing web services in the application to provide access to Salesforce data from external systems.
* Work experience in Custom Integration of **Outbound Messages, Workflow& Approvals, Reports, Custom Objects and Tabs, Email Services, Security Controls, Custom Application, Sandbox data loading**.
* Implemented Security setting across the **organization using Roles, Sharing settings, Profiles and Permission sets.**
* Proficient in Data Migration from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
* Experienced in querying salesforce.com database using **SOQL & SOSL** queries using **Force.com Explorer, Data Loader, Excel Connector** and **Workbench**.
* Experience in working with **REST** and **SOAP API’s**.
* Preparing System test plans and System test design documents, Design and Develop functional and Technical requirements from the business requirements.
* Performing Document Reviews and Code walkthrough for new and modified programs.
* Strong knowledge of Sales and Marketing.
* A result-driven, analytical and coherent software developer with excellent skills in programming languages like Java, C#, C++, and web technologies like HTML.
* Work well alone and as part of a team with excellent troubleshooting mechanisms and highly adaptable to different work environments.
* Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

**Technical Skills:**

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| **Salesforce Technologies** | Apex Language, Classes, Triggers, SOQL, SOSL, Visual Force (Pages, Lighting Components and Controllers), Apex Data Loader, S-Controls, Apex Web Services, AJAX, Dashboards, Analytic Snapshots, Custom Objects, Workflows & Approvals, Email Templates, Formulas, Validation Rules, AppExchange, Roles & Profiles. |
| **Salesforce Tools** | Force.com Explorer, Force.com Data Loader, Excel Connector, Force.com Platform (Sandbox and Production), Force.com Migration Tool. |
| **Programming Languages** | Java, C, C++, SQL, APEX |
| **Web Technologies** | HTML, CSS, JavaScript. |
| **Operating Systems** | MS Windows 2000/2008/XP/Vista, Linux/Unix. |
| **Databases** | MS SQL Server, Oracle. |
| **Other Tools** | MS word, MS Excel, PowerPoint, MS Outlook, MS Visio |

**Professional Experience:**

**Comcast – - Philadelphia, PA Mar 2018 to Present**

**Salesforce Lightning Developer**

**Description:** Comcast Technology Solutions' purpose is to be the most valued partner to those leading the future of media and technology. Helping the customers thrive in a rapidly evolving multi-platform world by powering extraordinary experiences to every screen. The goal of this project is to simplify the Small Business and Enterprise business customers by providing a new customer self-service portal, and scheduling and streamlining technologies to improve the customer experiences.

**Responsibilities:**

* Participated in SDLC phases requirement gathering, analysis, and design of the applications.
* Created many Lightning Components and server-side controllers to meet the business requirements.
* Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Experience in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Used Lightning framework to integrate with external systems.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Worked in Marketing cloud quoting team to implement Apttus CPQ and built applications using lightning.
* Developed various Custom Objects, Tabs, validation rules, Components.
* Designed, developed and deployed Apex Classes, Triggers, and Validation rules for various functional needs within the application.
* Developed and deployed workflows and approval processes for custom objects for different request types as per the requirement.
* Customizing the Application version using Apex triggers, Visualforce pages and SOAP API.
* Analyzed the existing design implemented to use Simplified for SSO configuration.
* Integration of Sales cloud with external information systems using SOAP API web services.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into Salesforce.com and checking the correctness of the data.
* worked on DocuSign for Quote approvals.
* Created number of POCs using Salesforce Lightning Experience for building customized components; using JavaScript on the client side and Apex on the server side.
* Started working on building an App-Exchange application to push leads from different partner Salesforce channels to our salesforce by establishing security around it.
* Experience in working with automating opportunities, quotes by CPQ tool.
* Used Jenkins continuous integration tool to do the deployments, Managing Repositories using Jenkins and GitHub.
* Agile/Scrum Development Methodology was followed for the implementation and Interacted with various Business users for requirements gathering.

**Environment**: Saleforce.com platform, Apex Language, Lightning, Visual Force Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, CPQ, GitHub, Jenkins, Custom Objects, Custom Tabs, Email Services, Security Controls, AURA, Sandbox, data loading, Eclipse IDE Plug-in.

**The Kroger Company – Cincinnati - Ohio Nov 2016 to Feb 2018**

**Salesforce Admin/Developer**

**Description:** The Kroger Company was implementing customer support for their client on service cloud. They are using service console for their employee and for their customers they were using customer community. Community is using custom visual force pages to provide enhanced look and functionality, community is also capable of generating customizable report for the services which are being provided by The Kroger Company.

**Responsibilities:**

* Worked on Salesforce Communities and created VF pages for Communities.
* Experience in building new Applications with the Lightning App Builder and Lightning components.
* Experience using salesforce Lightning UI. Created Components and Apps in salesforce lightning
* Experience on Salesforce Lightening for Customizing Reports and Dashboards for business use
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Developed Apex Triggers, Apex Classes, and Test Methods.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects. Administration experience in creating profiles and user accounts.
* Developed VisualForce pages with JavaScript and Apex classes.
* Used Eclipse for development environment.
* Created custom fields, tabs, workflows alerts and actions and approval processes and applied necessary validation rules, roles, profiles, email templates, and sharing and security rules.
* Developed salesforce.com visual force pages using Java script, Ajax toolkit and JQuery.
* Customized page layouts for Salesforce.com standard and custom objects.
* Configured users’ roles, permissions, and profiles as per business requirement.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma separated values (CSV) files.
* Administered Salesforce.com applications and migrated code/data from different environments.
* Implemented Salesforce.com dashboards as per business requirements.
* Involved in SFDC application support for end users.

**Environment:** Eclipse IDE, JavaScript, Salesforce.com, Import Wizard, Apex Classes, Visualforce, XML, Controllers, Sharing Rules, Workflows, Communities, Email Updates, Web Services API, Dataloader, Lightning App Builder, Lightning components, HTML, CSS, MS Outlook Connector.

**Wellington Management – Boston – MA Jan 2016 to Nov 2016**

**Salesforce Developer**

**Description:** Wellington Management serves as an investment adviser to more than 2,200 institutions located in over 60 countries, managing more than US$1 trillion in client assets.  W.M basically uses salesforce to govern the sales process. W.M is getting data from WMS system using informatica dataloader. This inventory engine is completely customized to automate the underwriting process for all the exiting dealers and new dealers using sales cloud.

**Responsibilities:**

* Onsite consultants should be renewed every year. Established an approval process based on levels in the management.
* Worked closely with sales team and business analysts and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC).
* With help of Informatica integrated Sales force with MS SQL Database (In house BI Data warehouse) developed and implemented scheduled jobs for both batch and real-time Sales force integration scenarios.
* Created several complex stored procedures and triggers using SQL Server to retrieve data.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Extensive experience on S controls, Visual force pages and Page layouts according to the Business requirements.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Used SOQL & SOSL with consideration for data manipulation needs of the application using platform database objects.
* Involved in documentation review cycles for the project and assign review tasks to the project team. Follow-up with reviews to see them through to completion.
* Communicated project status and escalate issues to management. Provide feedback for improving Technical Publications procedures, standards, and methodologies.

**Environment:** Salesforce.com CRM, Apex classes, JavaScript, triggers, visual force pages, Data loader, SOAP, sandbox, web services, security controls, Workbench, SOQL, SOSL, Force.com IDE

**HSBC, Hyderabad – India. May 2013 to Dec 2014**

**Jr Salesforce Developer.**

**Description:** Automated system developed for a client Bank automating its banking process. The system was developed for individual branches recording and maintaining the daily banking transactions including the Personal Banking, Auto Financing, Home Financing, and Personal Loans.

**Responsibilities:**

* Designed, and developed the **Custom objects, validation rules, Custom tabs, Components, VisualForce Pages** to suit the needs of the application.
* Developed **web services** for Integration using Salesforce.com **Webservices API** to provide data for third party clients
* Integrated **Veeva** CRM for users to readily access smart reports and dashboards.
* Configured and developed custom objects, layouts, reports, in SFDC platform.
* Performed Data Migration for 500+ users.
* Developed **APEX Triggers, Classes** based on the requirement.
* Implemented The Requirements On **Salesforce.Com Platform** And **Force.Com Ide** Plug-In Using **Eclipse.**
* Designed and developed secure, high-performance technical solutions on the Force.com platform and custom **ServiceMax** solutions.
* Knowledge of ServiceMax/ Force.com development best practices
* Performed Integration using **Call Outs, Triggers and Out bounding messages**.
* Worked extensively on Accounts, Contacts, Opportunities and other Standard Objects and customized Objects for Additional Fields, Layouts, and Record Types and Validation rules.
* Supported the application for the new internal requests from the users.
* Performed Unit Testing and Regression Testing.

**Environment**: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in, Windows XP