  Rahul M **** 

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**Role: Salesforce Certified Developer/Administrator**

**Professional Summary:**

* Over 3+ years of experience in Salesforce CRM **Implementation/Consulting/Development,** achieved successful project completions, using **SDLC** methods like **Agile, Spiral, and Waterfall**: gathering the client requirements, **analyzing, designing, implementing, testing, deploying** and **maintaining** the project with respect to client requirements.
* Experienced in **Implementing/Developing/Customizing/Testing** SFDC Applications by utilizing APEX, Triggers, Classes, Visualforce Pages/Components, Controllers, SOQL, SOSL, DML Statements, Database Class Methods, Lightning Component, and Salesforce APIs through Developer Console, Force.com IDE, Eclipse with Force.com Plug-ins.
* Expert in handling **SFDC Administrative Tasks:** Organization Setup, User Management, Activity Management, Collaboration,Data Management, Analytics, Process Automation by Creating/Customizing objects/fields/tabs, User, Profiles, Permission Sets, Roles, Page Layouts, Chatter, Workflow/Validation rules, Approvals, Process Builder, Reports and Dashboards.
* Expertise in **Salesforce Business Processes:** Lead Management, Case Management, Campaign Management, Forecasting, Pipeline Management, Order Management, and Opportunity Management.
* Experienced in handling **Salesforce data** by Data Management, Data Modelling, Data Quality, Data Integration and Data Security.
* Professional in **Integrating/Deploying Salesforce** to other platforms like Oracle, AWS, and Microsoft applications by Salesforce APIs (REST, SOAP), Mulesoft, Change Sets, Force.com ANT Migration Tool and third party applications.
* Ability to work and meet **deadlines** without immediate supervision and demonstrate a strong attitude to **achieve team goals**, always willing **to run the extra mile.**

**Technical Skills:**

**SFDC Out-of-the Box Functionality:** Users, Profiles, Permission Sets, Page, Record Type, Email Templates, List Views, Queues, Groups, Workflows, Validations, Approvals, Process Builders, Omni-Channel, Live Agent, Chatter, Social Media, and Call Center.

**Force.Com:** APEX, Classes, Triggers, Visualforce, Controllers, Lightning Components, APEX Testing, Debugging, SOQL, SOSL, DML Statements, Workbench, Lightning Application and Heroku.

**AppExchange:** Pardot, Marketo, Docusign, Skuid, Agile Accelerator, and Field Trip

**Salesforce Integration:** Salesforce Connect, Salesforce APIs: REST, SOAP, Tooling, Meta-data, And Mulesoft.

**Sandboxes & Deployment:** Developer, Developer Pro, Partial Copy, Full, Change Sets, Eclipse IDE, Force.com ANT Migration tool

**Languages & Databases:** Java, APEX, HTML, Visualforce, SQL, AWS, MongoDB, SQL server 2016.

**Frameworks & Tools:** Agile, SCRUM, Sprint Cycle, Junit, JQuery, JIRA, Developer Console, Eclipse IDE, Workbench.

**Version Control & Management:** GitHub, Sandbox,Outlook,Visio, Project Management, Share Point.

**Collaboration/Presentation:** WebEx, GoToMeeting, Prezi, Screen – O- Matic, Slack, Skype.

**Certifications:**

* Salesforce Certified Administrator
* Salesforce Certified Advanced Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform App Builder

**Professional Experience:**

**Clients:** RICOH, Confidential Jan 2017 – April 2018

**Title:** Salesforce Developer/Admin

**Work Summary:**

* Worked closely with project managers, architects, team leads and stakeholders to gather project requirements, to get approvals for completed work, and to know future vision of the project.
* Customized the **existing applications** with respect to the business analyst requirements, by using **Visualforce Pages/Components** to improvise the application UI and to provide **business logic, functionality**, utilized **Apex Classes/Triggers, Controllers.**
* **Controlled Salesforce Data:** Integrated salesforce production with external applications/databases to feed data for production, maintained **data security** at Organization/Object/Field/Record level by login policies, IP Range, OWD settings, and sharing rules.
* Provided access to **customer/partners** into salesforce org by defining/developing **customer/partners portal, and self-service portal** and defined **chatbot** through Omni Channel, for customer service enhancement.

**Client:** Freelancer Dec 2015 – Sep 2016

**Title:** Salesforce Developer/Admin

**Work Summary:**

* Participated in the complete project life cycle which includes, gathering the client requirements, analyzing, designing, developing, and testing the project with respect to client requirements.
* Used **Agile SDLC, Scrum frameworks and Sprint Cycles** to breakdown the project into different phases and to effectively complete/accomplish all the phases of the project.
* Built an application by creating/customizing **objects, tabs, fields,** defined relationships, validation rules**, APEX, Classes, Triggers** for business logic, and designed UI using **page layouts, visualforce pages.**
* **Imported/Exported** data from various resources/Org like **spreadsheets, emails, and databases** with tools: **Data Loader**, **Data Import Wizard, DML Statements, Dataclass method** and **Batch Apex.**

**Client:** Accenture, Capgemini Jan 2014 – July 2015

**Title:** Salesforce Admin/Developer

**Work Summary:**

* Responsible for **developing, customizing, testing and deploying** salesforce applications using Developer Console, Eclipse IDE, Force.com IDE Plug-ins.
* Designed web pages using visualforce pages on **Heroku Platform** to capture customers’ needs/enquiries and implemented logic **to migrate leads/cases** into **queues/groups** depending on the customers’ need/inquiry.
* Managed **~500 salesforce users** by creating **User Profiles & Permission sets**, designed **Role Hierarchies** to control access to data, and **implemented/monitored** Login Policies, IP Ranges, Password Resets.
* Generated salesforce **Reports and Dashboards**, which helps the **CEO, CIO, Managers** to analyze data in real time to make important business decisions.

**NOTE:** Open for Relocation