**RAJEEV**

[shraj024@gmail.com](mailto:shraj024@gmail.com) | (469)640-2223

**PROFESSIONAL SUMMARY**

* Around 5+ years of experience in IT industry includes 3+ years of experience inSalesforce.com CRM Platform and experience
* Proficient with understanding of CRM business processes like **Account, Contact, Opportunity, Lead, Campaign and Case Management**.
* Good experience with salesforce out of the box data model and modeling in salesforce by creating **Custom Objects, Formula Fields, Rollup Summary Fields, Field dependencies, creating new relationships using Lookup, Master-Detail and Junction Objects**.
* Strong salesforce development experience with **Apex Classes, Apex triggers, Batch Apex, Schedule Classes.**
* Good experience with Steel brick.
* Extensive experience in creating Visualforce pages and integrating with external source by developing SOAP, REST, Apex Web Services and Force.com API.
* Extensive experience in writing SOQL, SOSL queries, relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
* Worked extensively in developing, customizing of Visualforce pages with Visualforce components, Custom, Extension controllers and developed dynamic components.
* Hands on experience with Inbound and Outbound Integration of salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound class and written Apex callout for invoking outbound applications.
* Good experience in rollout of Saleforce1 for mobile and customized visual force pages with Aura components.
* Expertise in building Lightning components for Record pages and Quick actions.
* Expertise with salesforce.com administrative activities: Creating Profiles, Roles, User, Permission Sets, Record Types, Page Layout assignment, Search Layouts, Field-Level Security, Custom Tabs, Validation rules, Formula Fields, Email Services, Workflows, Approval Process, Reports and Dashboards.
* Proficient in building business logic using salesforce declarative programming like Validation rules, Formula Fields, Workflow Rules, Approval process and its actions Field update, Email alert, Outbound message and Creating Task.
* Strong experience in implementing salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
* Good experience in setting up Organization Role Hierarchy, provisioning data visibility rules by configuring OWD, Criteria/Owner based and Apex managed sharing rules.
* Extensive experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility.
* c.
* Extensive experience with different methodologies like Agile and Waterfall.
* Interacted with Customers in requirements gathering, brainstorming sessions, preparing, BRD, Technical Solution Design (TSD) for Salesforce.com implementations.
* Proficient with Object Oriented Programming and development web-based applications using Java Technologies: HTML, DHTML, CSS, XML, JavaScript, and J2EE.
* Good experience in developing salesforce Apps, Components, Controllers and Events.
* Excellent Communication skills, good team player with ability to work as a part of both large and small teams.
* Developed salesforce Lightning Apps, Components, Controllers, and Events.
* Customized existing Visualforce to align with salesforce new Lightning UI experience

**TECHNICAL SKILLS**

**Salesforce Technologies**  
Salesforce CRM, Lightning Application, APEX Language, APEX Trigger, SOSL, SOQL and Visualforce (Page, Component & Controllers), Community Builder, Validation rules, Workflows and Approval Processes, Data Loader, Reports and Dashboards  
**Custom Integration**  
Outbound Messages, Workflow & Approvals, Field updates, Reports, Custom Objects, Lightning Components, Custom settings, Custom labels & Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application & Sandbox data loading.  
**Force.com tools**  
APEX Data Loader, Force.com APEX Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in  
**Programming Languages & Databases**   
Java, C, C++, Java Script, jQuery, AngularJS, APEX & Oracle 10g,9i,8i,7.x, MS-SQL Server, MySQL, IDE Eclipse, My Eclipse and Force.com Eclipse IDE plug-in

**Tools**  
MS Visual Source Safe, HTML Dream weaver, Salesforce Developer Workbench, Microsoft Project, Sub Version, MS Visio, ANT and Jenkins  
**Platforms**

UNIX and Windows  
Methodologies Agile, Waterfall Model.

**WORK EXPERIENCE**

**H & R Block San Diego, CA**

**Sr. Salesforce Admin/developer Nov 2017 – July 2018**

* Specifically worked on Client's new lead conversion process which involved integration to third party application - Provender.
* 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.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports and Dashboards.
* Implemented Agile Methodologies, i.e. Test-Driven Development (TDD) with continuous builds and controlling iterative and incremental projects.
* Responsible for setting up web service (SOAP, REST) integrations.
* Used Jira to synchronize between Salesforce automatically created Salesforce cases from Jira.
* Used New Lightning UI to brings Salesforce into the responsive UI era of web-based applications
* Used SKUID to create custom components as an extension to Lightning.
* Used Salesforce Lightning Connect Integration with third party tools.
* Used Salesforce Lightning Components for building customized components replacing the existing ones; using JavaScript on the client side and Apex on the server side.
* Involved in using lightning, process builder and workflows.
* Worked on Apex Class, Triggers, Visualforce Pages, Test Classes, Webservice, Aura component.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Integration of Sales cloud with external information systems using SOAP API web services.
* Integrated with external system using Web Services Callouts for cleansing the Address and save the data in the pages of salesforce.com and SOAP and REST based Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Used Jason and XML for web services development.
* Implemented Apex Scheduler and triggers to invoke Apex Classes at regular intervals and to trigger them at some events.
* Worked on custom settings, named credentials, record types, process builder, workflow, validation rules, custom labels, custom objects, custom buttons, profile, security etc.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Worked on Data encryption and decryption in Salesforce. Used crypto class.
* Used Salesforce Customer/Partner Communities and Portals.

Environment: Salesforce.com platform, Salesforce Lightning, Lightning Framework, Apex Language, CRM, Visualforce (Pages, Component & Controllers), Pages, Data Loader, Workflow & Approvals, Email Services, Security Controls, Sandbox data loading, Eclipse IDE, Jira.

**Ericsson Plano, TX**  **Sr. Salesforce Admin/developer Mar 2017– Oct 2017**

* Project includes system architecture, security, workflow, integration, user interface design, analytics, data integrity and customer & partner portals on the SFDC Unlimited edition
* Performed the detailed analysis of functional and technical requirements; designed deployed the custom objects; identified the lookup and master-detail relationships; and created the junction objects. Demonstrated ability to translate customer requirements into specification.
* Created user Roles and Profiles, security controls and shared settings.
* Developed various Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.
* Created many Email Templates and Mail Merge Templates and was involved in doing the mail merge for different standard and custom objects.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Developed various Apex classes, Controller classes and Apex Triggers for various functional needs in the application.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Implemented Security access to the user profiles by creating Object level security, field level security and record level security.
* Created custom Dashboards for manager's home page and gave accessibility to dashboards for authorized people
* Worked on various Types of APIs but mostly on SOAP and REST API.
* Worked with Informatica Data Loader from App Exchange to push the data from third party application to salesforce.
* Reviewing the test cases provided by the QA team, and providing feedback.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.
* Used Responsive Codes for the development of custom pages

Environment: Saleforce.com platform, Salesforce Lightning, Lightning Framework, Apex Language, Visual Force (Pages, Component & Controllers), Salesforce Communities, Pages, Data Loader, APIs, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, App Exchange, Windows 7

**MagMutual Atlanta, GA**

**Salesforce Admin/Developer Aug 2016 – Mar 2017**

* Involved in all the phases of SDLC including Requirements Collection, Design & Analysis of the Customer Specifications, Development and Customization of the Application.
* Used Apex Language, Apex Trigger, Apex Batch, Apex Scheduler, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers).
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Hands-on experience in using New Lightning UI to bring Salesforce into the responsive UI era of web-based applications using Aura frame work.
* Worked on Validation Rules, Workflows, and approval processes & developer user interface through Lightning Component.
* Involved in Lightning, Process Builder, Workflows.
* Developed salesforce Lightning Apps, Components, Controllers, and Events.
* Developed Salesforce1 mobile application UI interface using Base Lightning Components like buttons, tabs, badges, layouts, forms, currency along with event handler.
* Customized existing Visualforce to align with Salesforce new Lightning UI experience
* Built apps visually with Lightning App Builder, Lightning Components and lightning connect integrations across multiple connections.
* Created Apex Controller server for Salesforce Lightning experience and added Lightning Component to lightning pages and record pages.
* Supported the data migration activities for migrating the data from various business centers and business center users with the support of Saleforce.com.
* Created Web Services for handling requests and API and Saas based applications using REST or SOAP-based web services (SOA).
* Performed Apttus CPQ related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Worked with SOQL and SOSL queries for larger database DML operations.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Hands on experience with Service Cloud, Sales Cloud and Chatter.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Building reusable components and controls in e-Commerce (B2B and B2C) portals.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

Environment: Force.com Platform, Apex classes, Triggers, Batch, Scheduler, Salesforce.com Custom/ Standard Objects, Custom Tabs, Page Layouts, Force.com Web Services API, SOQL/SOSL Queries, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com Sandbox, Apttus CPQ, Email Services, Security Controls, HTML, Java Script, CSS, WSDL, SOAP, XML

**ParulSoft Web Solutions Indore, India**

**Salesforce Administrator Mar 2015 – Aug 2015**

* Developed various Custom Objects, Tabs, Page Layouts, and Validation Rules etc.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Developed Inbound Email Services, Batch Classes etc.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home-grown applications by using the home-grown web services.
* Developed Visualforce pages for Custom Page Requirements.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Created and deployed several Reports using salesforce.com platform.
* Developed and deployed workflows wherever necessary.
* Created email templates and inbound emails using Visualforce for the clients and customers.
* Maintained data cleanliness and accuracy by adding custom validation rules, custom formulas, reports and dashboards.
* Created reports and dashboards to provide Inside Sales and Customer Service KPIs for senior management; fulfilled miscellaneous reporting requests by developing annual sales plan, quarterly and monthly forecasts, quota setting, and other ad hoc analyses.
* Worked on Call Center software administration and Salesforce.com integration support (CTI)
* Designed, developed and maintained complex user roles, security, profiles, workflows rules, validation rules and, custom workflows, queues, licenses, capacity and storage management.
* Managed and implemented customization requests including creating workflow triggers, workflow alerts, automated email responses, etc.
* Audited, uncovered and resolved data integrity issues
* Performed mass data imports/exports using the API or various import tools
* Collaborated on and informed cross-functional teams of new feature technical design, technical requirements, limitations, and implementation
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Provided ongoing salesforce.com maintenance and administration services including periodic data cleansing, custom objects, workflow etc.
* Interacted with the Salesforce.com premium tech support team on a regular basis.

Environment: Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**Ypsilon IT Solutions Pvt Ltd Indore, India   
Jr. Salesforce Admin/Developer Jan 2014 – Mar 2015**

* Interacted with various business team members to gather the requirements and documented the requirements.
* Involved in deploying the CRM tool Salesforce.com to include: business requirement development, dashboard development, report & list view development, process flows and documentation.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Implemented responsive web pages using JavaScript frame work and lighting CSS for Salesforce1 solutions.
* Designed the solutions for business and technical requirements by customizing various standard objects of Salesforce.com (SFDC).
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to the custom objects.
* Worked on Error Handling mechanisms using Visualforce page, JavaScript and AngularJS.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record pages.
* Analyzed and imported accounts and contact records using Data Loader.
* 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 field level security along with page layouts to manage access to certain fields.
* Created custom Reports based on business need and associated them to Dashboard.
* Working with web services API.
* Created New Reports, New Dash Boards, and worked on Data Loader by uploading about close to a million records and experienced in cleansing and De-duplicating bulk loads.
* Generated various reports and dashboards for the Sales Executives and Sales Managers**.**

Environment: Salesforce.com platform, Apex Language, Visual force Pages, Data Loader, Workflow & Approvals, Reports, Dashboards, Custom Objects, Custom Tabs, Email Services, Security Controls, Java Script, J Query, Eclipse IDE Plug-in, Sales force, Sandbox, GitHub, Jenkins.

**Young Decade LLP, Indore, India Java/J2EE Developer July 2012 – Dec 2013**

* Developed use cases, class diagrams and sequence diagrams using Rational rose.
* Developed the application as per the requirements and business rules.
* Part of the team which was responsible for designing and developing the application in n-tier fashion as per struts based MVC architecture standards.
* Responsible for developing the Registration modules of the wholesale application.
* Utilized the various J2ee Design patterns to develop the Business modules based on the required functionality.
* Responsible for developing the application level flow by utilizing Java, JSP and Struts.
* Responsible for developing the OS specific scripts (Shell Scripts) for automating the closing doc Process.
* Used JavaScript front end Validations.
* Developed Session beans and entity Beans representing business logic abstractions.
* Responsible for testing of application on various levels like integration and System testing by utilizing various methodologies.

Environment: Java, JSP, Oracle 8i, Servlets, Apache Tomcat, Java Beans, JDBC, Java Script, HTML and Rational Rose and Dream weave

**EDUCATION**

**M.S. in Information Technology** – **Southern New Hampshire University Oct. 2016**