

**Rohith Kumar**

**Email:** [**rohithkumar0436@gmail.com**](mailto:rohithkumar0436@gmail.com)

**Phone: 415-915-4588**

**Professional Summary:**

* **Salesforce Certified professional (ADM 201**) with 8**+ years** of professional experience in IT project implementation which includes over 5 plus years in **Salesforce.com CRM** Platform as an **Administrator**/**Developer**.
* **Certified Salesforce Administrator.**
* 5+ Years of extensive experience with Salesforce Customization, Security Access, creating profiles, roles, users, page layouts, email services
* Experience in **development, Administration, Configuration, Implementation and Production support of Salesforce CRM and Salesforce** applications running in **Cloud Computing Environment.**
* Well versed in understanding and analyzing of **Salesforce CRM Automation** business processes.
* Expertise in using various **Salesforce Administration (SFA) applications, Profiles, Creating Roles, Page Layouts, Org-Wide default, sharing rules, Work Flows, Approval Workflow, Reports/Graphs and Dashboards** to help higher managers and business to better understand the important analytics and stats of the project.
* Extensive business knowledge and customization experience on various salesforce.com standard objects like **Campaigns, Accounts, Contacts, Leads, Cases, Solutions and Opportunities** as per business requirements.
* Possess deep knowledge and extensive experience in writing Force.com **Apex classes, Triggers, Test classes for unit testing, Batch Apex, Schedulable jobs** and **Visualforce** pages.
* Working knowledge in **building web services through SOAP and REST API.**
* Experienced in integration of Salesforce.com with external applications by using Web Services API, Metadata API, SOAP, and IBM web sphere.
* Experience with different App Exchange products like **Apptus, Quosal, Clicktools, Dupe Catcher, Exact Target**, and **Marketo**.
* Expertise in working with development and migration tools like **Force.com IDE, Force.com explorer, Eclipse IDE with Force.com plug-in, ANT migration tool, Apex Data Loader, Data loader, Import Wizard.**
* Experienced in all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.
* Experience in reviewing Test Strategies, defining Test Plans, analyzing bugs, interacting with team members in fixing errors and User Acceptance Testing (UAT).
* Ability to work with minimal direct guidance, self-motivated, proactive and passionate to learn new technologies.
* A multi-skilled Salesforce professional with good all-round Functional and Technical expertise. Very capable with an ability to identify and then deal with a client’s needs by translating them into appropriate technical solutions.
* Strong communication and inter-personal skills, technical documentation and reporting skills, problem solving skills accustomed to working in both large and small team environments.

**CERTIFICATIONS:**

* Salesforce Certified Administrator 201
* Salesforce Certified Developer 401

**EDUCATION:**

* Bachelors of Technology in Electronics and Communication Engineering, Jawaharlal Nehru Technological University, India.

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **SALESFORCE.COM** | Salesforce CRM, Salesforce Admin, Service Cloud Console, SSO, Apex Language, VisualForce (Pages, Component & Controllers), Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, SalesForce offline Edition, Analytic Snapshots, Case Management System, SOQL, SOSL. |
| **SALESFORCE TOOLS AND INTEGRATION TOOL** | Eclipse IDE, Ant, Apex Data Loader. |
| **PROGRAMMING LANGUAGES** | Java, Apex, SQL, HTML, CSS. |
| **RDBMS** | MS Access, Oracle |
| **OPERATING SYSTEMS** | Windows95/98/ XP/2000/vista, Sun Solaris 8.0, UNIX. |
| **DATABASE TOOLS** | Oracle 10g/9i/8i, SQL Server Profiler, Query Analyzer. |

**Experience:**

**IHG, Atlanta, GA May 2015- Till Date**

**Salesforce.com Developer**

**Responsibilities:**

* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Created business and system process work flows.
* Successfully used Agile/Scrum Method for gathering requirements and facilitated user stories workshop. Documented User Stories and facilitated Story Point discussions to analyze the level of effort on project specifications.
* Conducted walkthroughs with the different department heads to have a deeper understanding of the requirements.
* Analyzed and documented the business requirements and generated reports for the Manager.
* Production support for the project.
* Resolving high priority issues without missing SLA’s.
* Strong experience with SSO configuration and communities.
* Ability to report on marketing tool tracking information within Salesforce.
* Expert in Creating Custom Profiles, Fields, Dependent pick list, Look up fields, Formula fields, Customizing Page layouts and Record types.
* Gathered business and functional requirements.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Designed and developed Visual Force pages based on the business requirements.
* Develop Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Created role hierarchy, Sharing rules, Approval Rules Validation rules and other out of box features.
* Assisted in developing test plans, test designs and user interface mockups.
* Worked with Sales and Marketing teams to gather requirements for the Salesforce customizations.
* Designed custom formula fields, workflows, and field updates, field dependencies, validation rules, and email generation according to application requirements.
* Involved in data mapping and migration of data from legacy systems to SalesForce.com Objects and fields.
* Work on complex data migration projects using Data Loader tool and Cast Iron.
* Integrated the web services by generating the necessary stubs from the WSDL files of PHP for extracting the data.
* Involved in querying Salesforce tables using SOQL & SOSL queries using Force.com Explorer.   
  Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Created and deployed Salesforce change sets, SVN source code control, and documenting release procedures, automated build processes.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Manage page layouts, fields, and system interface/capabilities.
* Maintenance of data entry standards & data integrity process.
* Build & monitor standard analysis and reporting for marketing campaigns.
* Updates and email alerts.
* Involved in Mass imports and exports of data
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.

**Environment:**Saleforce.com platform, S-Controls, Visual Force (Pages, Component & controllers),Pages, **Informatica,** HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Ant Migration tool Windows XP.

**CitiBank, Dallas, TX Dec 2013 - April 2015**

**Salesforce Developer/Administrator**

**Responsibilities:**

* Worked with functional leads to transform and develop new requirements into design, implementation.
* Worked in Administration, Configuration, Implementation and Support of sales force CRM and Sales force SFA applications.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Extensive experience in lead case management (Web-to-Lead, Email-to-Case).
* Created role hierarchy, Sharing rules, Approval Rules Validation rules and other out of box features.
* Experience working with Salesforce.com sandbox and production environments.
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Web Services, App Exchange deployment, Apex Classes and Apex Triggers.
* Scheduled Apex jobs for processing large records.
* Unit and integration testing for new requirements and get the UAT from the business owner.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Worked on various Salesforce objects like Accounts, Contacts, Leads and Opportunities in a TDD manner.
* Experience with Data Integrations, Informatica and TIBCO for Real Time and Bulk data load API’s. Worked on configuration, security and security controls aspects of Salesforce
* Created various custom Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Working Knowledge on Sales Cloud, Service Cloud, Custom Cloud and Apex Programming On Force.com Platform.
* Worked in Administration, Configuration, Implementation and Support of sales force CRM and Sales force SFA applications.
* Experience working with Salesforce.com sandbox and production environments.
* Worked with Visual force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Batches, Apex Web Services, App Exchange deployment, Apex Classes and Apex Triggers.
* Scheduled Apex jobs for processing large records.
* Unit and integration testing for new requirements and get the UAT from the business owner.
* Created Custom Objects, Tabs, and Sharing Rules as per the business requirements.
* Worked on various Salesforce objects like Accounts, Contacts, Leads and Opportunities in a TDD manner.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Developed Apex Triggers, Apex Classes and Test Methods using proper controls & syntax and also experience in writing unit test cases.
* Created various custom Reports and Dashboards as per the customer requirements.
* Worked on Record Types, Validation Rules, Triggers and Page Layouts.
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization.
* Provided support for ongoing Salesforce maintenance by reviewing trace logs, developing action plans and other administration services including periodic data cleansing, workflow and approvals

**Environment:**Saleforce.com platform, VisualForce (Pages, Component & Controllers), Apex Language, DML statements, SOQL, SOSL, JavaScript, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sandbox data loading, Eclipse IDE Plug-in, Windows, Custom Fields, Time based triggers, Triggers, Workflows Rules, Validation Rules, Chatter Desktop.

**Lexis Nexis, Dayton, OH Feb 2012 – Nov 2013**

**Salesforce Developer / Administrator**

**Responsibilities:**

* Performed detailed analysis of **business and technical requirements and designed** the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform based technologies like Visual force, force.com API, and web services.
* Analyzed and implemented the Security model (Object level, Field level and Record level) using Profiles, Roles and Sharing Model (**Organizational-wide defaults & Sharing rules**) settings
* Developed **Triggers** for applying the business logic on Database events
* Designed front-end pages with **Apex** and **Visual Force**
* Designed and developed **Workflow** rules **and Validation Rules**.
* Implemented Approval Processes
* Performed Unit Testing & Performance testing in Dev
* Modified simple workflows to incorporate Email Alerts and Field Updates.
* Developed **Assignmentrules**, **Escalation** rules to enable proper routing of cases to the case team members.
* Salesforce to Outlook **Integration**.
* Customized of invoice forms using Record Types.
* Worked on various Salesforce objects like **Accounts, Contacts, Leads, Opportunities, Reports and Dashboards**.
* Experienced in developing SFDC custom objects and **workflow** business rules.
* Extensively utilized **Salesforce workbench**.
* Designed and developed **Workflow** rules **and Validation Rules**.
* Was part of design of architecture for URL integration, by making effective use of **Custom settings** and Helper classes, which enhanced quality and scalability of the solution.
* Developed an **outbound Webservices** to pass the case # to external system.
* Customized the Invoice Receipt Layout and Invoice Payment receipt Layout to be able to receive the information from Invoice and payments
* Testing to ensure the solution works and End user training
* 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 Language, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows XP.

**Prudential, Roseland, NJ Oct 2010 – Jan 2012**

**Salesforce.com Administrator / Developer**

**Responsibilities:**

* Design and provide solutions to business problems that have been elaborated as user stories.
* Designed and developed the solution for **InboundWebservices** to capture the patient data.
* Designed the solution in developing **apextriggers**, **apexclasses** and **Visualforce** pages to achieve the customized functionalities to suit business requirements.
* Created **Sharing Rules** and **Role Hierarchies** to control the access of the data.
* Driven design session for complex functionalities which includes **Synchronous** and **AsynchronousIntegrations**.
* Created Many-to-Many relationships and created Junction objects to implement **Roll-up Summary fields** to aggregate data from child records on the parent.
* Designed **Validation Rules** along with **Roll-Up Summary** Fields to maintain data quantity and data consistency.
* Developed **outboundInterfaces** to send the Application details to an external client system.
* Developed Inbound Interfaces to capture the lead attributes from systems like **SALI** and **KBM**.
* Developed **InboundInterface** to records the Lead record in the de-normalized table and perform lead processing rules on the records.
* Deployed the Apps to **AppExchange.**
* Configured **Jenkins** Jobs for each project to enable deployments from sandbox to sandbox.
* Part of design team, actively participated in client demos and brain storming sessions conducted to make the application more reliable and stable.
* Designed and developed **Workflow** rules **and Validation Rules**.
* Implemented Approval Processes
* Performed Unit Testing & Performance testing in Dev
* Developed test classes for the customized functionality to ensure that coverage is more than 95%.
* Helped in sticking to a strictly **agile** methodology by adhering to daily goals and deadlines which facilitated a smooth burn down of user stories in the sprint.

**Environment:**Saleforce.com platform, Force.com API, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Visual Force,Salesforce.com Data Loader, Security Controls, HTML, Java Script, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in.

**Adventis, Hyderabad, India June 2008 – Sep 2010**

**System Administrator/Technical Support**

**Responsibilities:**

* Involved in Full Software Development Life Cycle (SDLC). Used Waterfall Model to develop the entire application.
* Developed Interfaces using JSP based on the Users, Roles and Permissions. Screen options were displayed on User permissions. This was coded using Custom Tags in JSP using Tag Libraries.
* Designed and developed database in Oracle.
* Adopted three-tier approach consisting of Client Tier, Business Logic Tier, and Data Tier.
* Tested the entire System according to the Use Cases using Junit.
* Responsible for testing of application on various levels like **integration** and System testing by **utilizing** various **methodologies**.
* Responsible for Coding using **JSP, Java Servlets, Struts** and **XML**.
* Responsible for **proactivelymonitoringperformance**, **diagnosingproblems** and tuning queries and databases.
* Involved in tracing and troubleshooting large volumes of source code using logging tools like log4j, and classes such as Print Writer.
* Tested the entire System according to the Use Cases using Junit.
* Used XML, for developing a dynamic and flexible system for handling data.
* Involved in team for production and deployment phase of the application.
* Packaged and deployed the entire application code to integration testing environment for all the releases.
* As an Analyst was involved with interacting with the clients and application user for their Requirements, Specifications and enhancements.

**Environment:**C#, Sql Server 2000, Visual Studio, Windows XP, JavaScript.