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Professional Summary

Results-driven Salesforce Service, Sales, Experience cloud, and App-exchange developer with 9+ years of experience in designing, developing, and implementing functional and technical solutions in the Salesforce Ecosystem, resulting in a deep understanding of business and system needs.

Working experience in the agile development of Salesforce solutions, ability to manage and deliver projects to success, worked as a Salesforce Technical consultant, developer, and played a lead role in the design and development of requirements.

Proven ability to work in cross-functional Salesforce and non-Salesforce teams, understand and anticipate technical requirements and guide stakeholders involved through the process of design through the implementation of Salesforce solutions.

Technical Skills

- Sales & Service cloud
- Lightning & LWC
- Apex & Visualforce
- HTML, CSS, JavaScript
- Integration(REST/SOAP)
- ETL, ESB, Mule
- JQuery, Angular, SLDS
- AppExchange development
- Security review(PMD, JSlint)
- Git, GitLab, Bitbucket, Jenkins, Bamboo, Drone, SFDX
- ISV Packaging & deployment

Work History

IDFC First Bank, Bangalore

SFDC Architect

Nov 2021 – Now

CEPTES Software Pvt. Ltd., Bangalore

Project Lead/Salesforce Solution Architect

June 2019 – Nov 2021

CEPTES Software Pvt. Ltd., Bangalore

Programmer Analyst /Sr Consultant/Tech Lead

June 2013 – June 2019

Education

B. Tech from Biju Patnaik University of Technology, 2011

Details of Projects worked

Project #1

Title : IDFC First CRM

Application Type : Implementation

Role : SFDC Architect

Project Description

IDFC First is specialized in banking operations on Financial Services. Banking operations like CRM, BOC, CC, Branch and Asset management. The implementation consists of Lead Management, Call Center, Case Management and a numerous number of integrations with CBS, Finnone, Mobile Banking and ATM Integrations.

IDFC First uses MuleSoft as a integration wrapper to communicate with all of these services. Salesforce Lightning/Mobile integrations are also a key part of the operations. The LDV data management, DWH, data compliance as part of PII are key part of the data processing and storage in SF.

Key features covered:

- Lead/Case management to operate the business on BOC, Branch and CC modules using Customer 360.
- Extensive Salesforce flow usage.
- Salesforce CTI integration Cisco and Exotel.
- Module/Design pattern implementations.

| Responsibilities | Technologies & Tools |
|--|---|
| <ul style="list-style-type: none">• Discussion with business and requirement clarification.• Creation of Architecture and Design document for the solutions.• Creation of implementation strategies/discussion with stakeholders.• Planning/crafting DevOps and release management.• Work collaboratively with the team.• Development of few modules depends on the need of the project.• Helping Team to provide robust and scalable solutions. | <ul style="list-style-type: none">• Salesforce Flow/PB• Apex Controller• Apex Job• LWC/ Aura Component• Objects• Page Layout• Apex callouts• REST AP• Webhooks integration• MuleSoft |

Project #2

Title : Storm Solutions CRM

Application Type : Implementation

Role : Salesforce Solution Architect/Lead Developer

Project Description

Storm Solutions specializes in Automotive Hail Damage Repair. Storm Solutions CRM goal was to take the entire business, automate it using Salesforce. Today Storm Solutions Marketing, Accounting systems are integrated with Salesforce to provide unified Customer experience.

Storm Solutions Marketing team do Door-to-Door campaign, Sales team setup the evals and work on the conversions. From then Intake/Office/Prod team works on the pickup, repair and Delivery of the Vehicle. Entire Salesforce ecosystem works along with The Field/Sales Rabbit/Web-to-Lead/QB integrations with Salesforce Lightning and Salesforce Mobile App.

Key features covered:

- The Field/Sales Rabbit/Web-to-Lead/QB/Zoho document sign integration.
- Unified Customized Workflow for Vehicle Repair.
- Extensive Salesforce flow usage.
- File upload/Download to Google Drive from Salesforce.
- Salesforce CTI integration with Twilio for SMS and voice call.

| Responsibilities | Technologies & Tools |
|---|--|
| <ul style="list-style-type: none">• Discussion with business and requirement clarification.• Creation of Architecture and Design document for the solutions.• Creation of Flow and Process builder to minimize the Apex coding.• Development of the application components using the Apex and Aura components.• Creation of the test strategy and test plan collaboratively with the development team and testing team.• Create and maintain the use cases of the functionality and update as and when the requirement changes.• Fix bugs reported and update the tickets• Test the application in different salesforce instances and capturing the report.• Work collaboratively with the team | <ul style="list-style-type: none">• Salesforce Flow/PB• Apex Controller• Apex Job• LWC/ Aura Component• Objects• Page Layout• Apex callouts• VSCode• REST AP• Webhooks integration• Integromat |

Project #3

Title : Complaint Management Application

Application Type : Product

Role : Tech Lead

Project Description

Sparta Systems is into the life science industry building technology products for pharmaceutical and medical device companies. TWD Complaint Management helps medical device, pharmaceuticals and

food manufacturers meet the FDA requirements to perform post market product surveillance to ensure end-user safety.

TWD have workflow, task automation, report template with complaint management implementation. TWD Gateway for FDA e-MDR submission of medical device in real-time approach. The federated SSO implementation in Salesforce to support OKTA, Ping and ADFS.

| Responsibilities | Technologies & Tools |
|---|---|
| <ul style="list-style-type: none">• Working with stakeholders for discussion of business implementation.• Part of the architecture and end solution discussion with team.• Development of the application components using the Apex and VF page components.• Create and maintain the use cases of the functionality and update as and when the requirement changes.• Unit testing of the application, test class creation and creation of the 2nd generation packages for testing.• PR review, PMD scan, JSLint.• Test the application in different salesforce instances and capturing the report.• Test data creation for the required testing• Work collaboratively with the team | <ul style="list-style-type: none">• Apex Class• Apex Controller• Apex Job• Apex Component• JQuery• SSO• Objects• Visualforce pages• Page Layout• Apex callouts• VSCode• REST API• LWC |

Project #4

Title : TWD Platform Development

Application Type : Product

Role : Programmer Analyst/Senior Consultant/Team Lead

Project Description

123Compliance is 21 CFR Part 11 compliant, offering the flexibility, scalability, technical support, and audit assistance required by client's who are attentive of FDA compliance. The 123Compliance Platform can be installed and configured within any SFDC org and used across multiple applications to provide complete audit trail history, configurable workflow assistance, and electronic signature capabilities.

| Responsibilities | Technologies & Tools |
|---|--|
| <ul style="list-style-type: none">• Was involved during the design and the functional specification development phase• Part of the development team to build specific components on the Force.com platform.• Part of the daily and weekly scrum meeting to discuss the requirement and updating the test plan and document as per the new changes.• Unit Testing the application and fixing reported issues from the testing team.• Creation of various users/profiles and roles and performing the testing• Be part of the DEV and the UAT testing of the application.• Test Data creation and uploading using Data Loaded for performing various performance testing.• Coordinate with the client manager and the development team as and when required.• Creation of Beta & Managed Package for the client after every sprint closure and releasing the product to the testing team for testing the application. | <ul style="list-style-type: none">• Apex Class• Apex Controller• Apex Job• Apex Component• Apex page• JQuery• Custom Settings• Objects• Visualforce pages• Page Layout• Apex callouts• Eclipse IDE• REST API• Lightning |

Project #5

Title : TWD Document and Training System

Application Type : Product

Designation : Lead Developer

Project Description

123Compliance Corporation, based out in USA is into life science industry building technology products for pharmaceutical and medical device companies. 123 provides a Document and Training System to manage the documents and train the users with a fully compliance part 11 FDA guideline. It involves e-sign and customizable workflow and audit module to keep, manage the documents and train the users.

Responsibilities

- Was involved during the design and the functional specification development phase
- Part of the development team to build specific components on the Force.com platform.
- Part of the daily and weekly scrum meeting to discuss on the requirement and updating the test plan and document as per the new changes.
- Unit Testing the application and fixing reported issues from the testing team.
- Creation of various users/profiles and roles and performing the testing
- Be part of the DEV and the UAT testing of the application.
- Test Data creation and uploading using Data Loaded for performing various performance testing.
- Coordinate with the client manager and the development team as and when required.
- Creation of Beta & Managed Package for the client after every sprint closure and releasing the product to the testing team for testing the application.

Technologies & Tools

- Apex Class
- Apex Controller
- Apex Job
- Apex Component
- Apex page
- JQuery
- Custom Settings
- Objects
- Visualforce pages
- Page Layout
- Apex callouts
- Eclipse IDE
- REST API

Project #6

Title : Caribbean Credit Bureau – Community Portal

Client : CCB

Role : Lead Developer

Project Description

Caribbean Credit Bureau (CCB) is a consumer credit bureau providing credit reports to participating institutions (the CCB Members) and, of course, to the individuals themselves. In addition to providing transparency and maintaining high privacy standards, CCB adhere to international best practices and make efforts to maximize the benefits of CCB's credit registration for data security and privacy.

Credit data integration with multi-party banking vendors, facilitating credit check, performing credit report analysis and credit check audits with an in-house encryption layer on top of Salesforce platform.

Responsibilities

- Was responsible for all the deliverables from offshore, managing entire offshore development and validation team.
- Was involved during the design and the functional specification development phase.

Technologies & Tools

- Apex Class
- Apex Controller
- Apex Job
- Apex Component
- Apex page

- Part of the development team to build specific components on the Force.com platform.
- Coordinate with the client manager and the development team as and when required.
- Unit Testing the application and fixing reported issues from the testing team.
- Creation of various users/profiles and roles and performing the testing
- Be part of the DEV and the UAT testing of the application.
- Test Data creation and uploading using Data Loader for performing various performance testing.

- JQuery
- Custom Settings
- Objects
- Visualforce pages
- Page Layout
- Apex callouts
- Eclipse IDE
- REST API

Project #7

Title : SAP ByDesign Connector application
Client : Topcon
Role : Programmer Analyst

Project Description

Topcon's current system did not have a connection between SAP. ByDesign application and salesforce to get the latest price list in the Salesforce application being used by them. Topcon was looking for a solution to be built as an ERP connector that can reduce the manual process of pushing the price list to Salesforce from SAP and vice versa.

Responsibilities

- Was responsible for the development of SAP to Salesforce integration.
- Part of the development team to build specific components on the Force.com platform, Heroku and in java.
- Coordinate with the client manager and the development team as and when required.
- Unit Testing the application and fixing reported issues from the testing team.
- Be part of the DEV and the UAT testing of the application.

Technologies & Tools

- Heroku
- Java
- Apex Class
- Apex Controller
- Apex Job
- Apex Component
- Apex page
- JQuery
- Custom Settings
- Objects
- Visualforce pages
- Lightning
- Apex callouts
- Eclipse IDE