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**RAJAN SHINDE**

**Salesforce Senior developer**

**Email –** [shinderajan0529@gmail.com](mailto:shinderajan0529@gmail.com) **LinkedIn -** <https://www.linkedin.com/in/shinderajan0529/>

**Phone -** +91 9960815622  **Work location –** Pune India.

**Synopsis**

**Salesforce 5X certified consultant** with total 13+ years of IT experience that includes –

* 4+ years of experience on the salesforce.com CRM lightning platform.
  + - * 1+ years of experience in developing a custom lightning app on aura framework using JS, APEX.
      * 3 months of experience in developing a custom lightning web component app using VS code.
      * Involved in SFDC development using Apex classes and triggers, batch Apex, SOQL.
      * Highly skilled in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Tasks & Events, validation rules, Escalation Rules, Assignment rules, Approval Process, custom metadata.
      * Worked on Salesforce Visual Flow & process builders to swiftly convert business logic to actual implementation.
      * SDFC project deployment by Salesforce Change-set, Autorabit (CI-CD tool)
      * Using Veracode to identify code vulnerability tool and fix issues with high severity.
      * Work experience of using Azure DevOps tool – Dashboard, pipelines.
      * Extensive experience in data migration and integration using Data Loader, workbench, Autorabit.
      * I have a total of 1.5 years of experience working as a salesforce developer in the USA in FedEx services.
* Domain experience -
* 4+ years of insurance domain experience. Worked with Travelers & CUNA USA clients.
* 7 years of credit card/BnSF domain experience. worked with American Express, USA.
* 2 years of logistic domain experience. Worked with FedEx Services at WHQ Memphis TN USA.
* 9 years of experience on IBM mainframes offering design & development of solutions.
* I have a total of 4 years of experience working in the USA directly at client location.
* Skilled team member with proven ability to lead from the front and motivate teams to maximize work productivity.

**Certifications: -**

1. Salesforce Certified Advanced Administrator passed in Sep-18.
2. Salesforce Certified Platform App Builder passed in Sep-18.
3. Salesforce Certified Service Cloud Consultant passed in Jun-18.
4. Salesforce Certified Administrator passed in Dec-16.
5. Salesforce Certified Platform Developer I passed in Sep-16.
6. SAFe Practitioner 4.6 passed in Oct 2019.
7. Certified Scrum Master, Passed in Oct 2016.
8. INS – 21, passed in 2007 (Insurance domain).
9. 700 - DB2 UDB V8.1 Family Fundamentals, passed in Feb 2010.

**Education:-**

* **B.E (ExTC)** from Govt College of Engg Aurangabad Maharashtra in 2006 with 66.87%.

**Technical Skills:-**

* **Cloud Competency:** Salesforce.com, Visualforce, Lightning, SLDS, Apex, Triggers, Scheduler, Batch, Future Method, Data Loader, Workbench, SFDC, SOAP UI, Post Man, SOAP, REST, Unit Testing, SOQL, SOSL, Rally, Agile Process.
* **Core Competency:** Core JAVA, Java Script/jQuery, CSS/CSS3, HTML5, SQL Server 2008, MS Access, Database Architecture, Deployment, Spotfire, tableau, documentation.
* **Agile tool:** - rally, HP agile manager, Microsoft Azure DevOps.
* **CI-CD tool:** - Autorabit, Azure DevOps.

**Awards/Achievement:-**

* Received “AGILE Values Awards: ADAPTIVE: Q4 '19 Winners" for showcasing great capability to learn and execute complex salesforce projects.
* Received “SPOT” recognition in Feb 2018 to provide an innovative solution to automate Salesforce license audit of ~1500 licenses across the globe while working with FedEx WHQ at Memphis TN USA.
* “SIMPLE” award in Apr 2013 for providing a simple solution in automating the complex process using VB macros and window scheduler.
* “Achiever of Month – May 2009” award for major contribution in handling complex claim process and delivering all items in a very short time with 100% accuracy.

**Projects Summary:-**

**ATOS | SYNTEL Pune India. (Jan 20-till date)**

**Client:** CUNA, USA.

**Domain:** Insurance

**Title:** Salesforce Consumer Experience

**Role:** Salesforce Consultant

**Team Size:** 8

**Technology:** Salesforce.com, Visualforce, Lightning Experience, SLDS, Lightning App Builder, Apex, Triggers, Data Integration using REST, Schedule Job using Batch/Scheduler, JSON, Microsoft Azure Dev ops, SOAP UI, Post Man, data loader, Workbench, Autorabit, Unit Testing, SOQL

**Summary:** CUNA sales policy of credit union to their members using salesforce sales cloud through Salesforce customized lightning page. This project has been built by a combination of both lightning (for dynamic UI) and the Visualforce page and apex.

**Responsibility:** As a Salesforce Consultant providing -

* technical solutions to client and guiding team to execute business use case with salesforce declarative and custom solution. Issue resolution and bug fixing on salesforce classic platform.
* Built a new custom lightning component on the AURA framework and created a new web service using REST API.
* Developed and deployed batch apex and trigger.
* Performed management by using profiles, roles, sharing rules, permission set & OWD setting.
* Identified tech debt in an existing salesforce org and implemented changes.
* Used workbench, data loader to perform data management activities in production.
* Responsible for sandbox refresh, syncing training sandbox, and arranging training on the newly developed feature.
* Co-ordination among business users to understand problems, estimate effort, and help BSA to document new effort as backlog items.
* Working as deployment lead to deploy salesforce changes using changeset and Autorabit.
* Have SQL query to perform data clean-up on the SQL server and deployed using the Azure pipeline.
* Actively participating in daily scrum call, sprint planning, refinement, retro, review meeting, and help product owner to decide the priority of backlog items.

**ATOS | SYNTEL Pune India. (Jan 19- Dec 19)**

**Client:** Daimler Trucks North America

**Domain:** Manufacturing

**Title:** Remedy to Salesforce migration.

**Role:** Salesforce developer

**Team Size:** 4

**Technology:** Salesforce.com, Lightning Experience, SLDS, Lightning App Builder, Community Page, Apex, Triggers, Data Integration using REST, Schedule Job using Batch/Scheduler, XML, JSON, Rally, SOAP UI, Post Man, Workbench, Unit Testing, SOQL, SOSL

**Summary:** Converting remedy issue tracking system into the Salesforce case management system by building an integration mechanism between Remedy, Salesforce, and SAP. CAC project is re-implementation of existing Remedy applications on the Salesforce service cloud platform. This includes building a new customer service platform for DTNA on the salesforce.com platform. Remedy interface needs to integrate with the salesforce.com platform e.g. Virtual Technician, Coach net, and HANA. It also needs to write new logic on routing cases to specified queue based on reason code category and agent availability for work.

**Responsibility:** As a Salesforce Consultant/developer -

* Developed Apex batch, trigger, and custom lightning components.
* Created digital certificates, connected app, and developed REST API using OAuth 2.0 authentication protocol.
* Performed administrative activities to set-up new profiles, roles, custom settings, sharing settings.
* Created a rep survey tool using visual flows.
* Deployed changes using changeset.
* Data migration activities using data loader.

**SYNTEL INC, Memphis TN USA (Jun 16 – Dec 18)**

**Client:** FedEx

**Domain:** Logistics

**Title:** Global Customer Experience Transformation.

**Role:** Salesforce developer

**Team Size:** 12

**Technology:** Salesforce.com, Visualforce, Lightning Experience, Lightning App Builder, Apex, Triggers, Schedule Job using Batch/Scheduler, XML, JSON, Rally, SOAP UI, Post Man, Workbench, Unit Testing, Tableau, Spotfire SOQL, SOSL

**Summary:** Comprised of 3 different channels (Email, Chat, and Social Media), ODC is powered by the Salesforce Service Cloud and it provides the means for the Service Agents to handle and store the customer’s digital communications. Combinations of ODC components are deployed in 60 countries and 18 languages. There are approximately 1,500 total customer representatives interacting with customers via the digital channels

**Responsibility:** As a salesforce developer and functional lead perform below role –

* Provided cost and time effective solution to manage salesforce user usage at the enterprise level and presented that solution to VP of FedEx customer service. Received Syntel's SPOT award for this work.
* Worked on apex trigger, apex controller, batch apex, validation rules, custom workflows, Visualforce pages, Apex customizations, custom objects, fields, and formulas.
* globe to evaluate SF rep performance and on how to improve Salesforce operational platform.
* Worked on Tableau & Spotfire to provide enterprise-level reports to the manager, Sr. Manager & director on global rep performance or key metrics.
* Provided technical assistance and end-user troubleshooting for bug fixes, enhancements, and "how-to” assistance.

**SYNTEL INC, (Sep 2010 – Apr 2016)**

**Client:** American Express

**Domain:** Credit card

**Title:** Establishment services & payables.

**Role:** Mainframe project lead.

**Team Size:** 10

**Technology:** COBOL, JCL, DB2, IMS, VSAM, SQL, and Control-M.

**Summary:** This project was supporting North America Merchant payment and service to a merchant of American Express. ESP was involved in primarily enrolling merchants, defining pricing plans, payment to merchant per pricing plan, balancing of amount across different systems, reporting & sending ACH files to banks. This project involved the most complex process of the billion-dollar payment to the merchant of American Express.

**Responsibility:** As an SME & mainframe project lead, primarily responsible to provide solutions to clients and also guiding business to meet their business requirements on the waterfall model. Guiding the offshore team to follow business plans.

**L&T Infotech (May 07 – Sep 2010)**

**Client:** Travelers

**Domain:** Insurance

**Title:** Claim Business MI reporting.

**Role:** Mainframe developer

**Team Size:** 8

**Technology:** COBOL, VSAM, JCL, SQL EASYTRIEVE, CA7, DB2.

**Responsibility:** As a mainframe developer primarily responsible to work on the assigned work and perform unit testing.

**PERSONAL DETAILS**

**Date of Birth:** 02nd Dec 1984. **Passport**: - H6022107.

**H1B Petition**: - Cap exempt petition is valid.