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Objective

Enhance skills in application development and learning new technologies. Understanding the business requirements and complexities of the application, gathering technical prerequisites, and collaborating with the team to plan and execute the development process efficiently for optimal performance.

Professional Summary

- Sr. Salesforce developer having around 6 years of experience in sales cloud and service cloud application development for various sectors like automobile, telecom and finance.
- Experience in working with business teams, stakeholders, and data technical teams to understand data model requirements and implementing the same data model in salesforce.com application.
- Experience in all stages of the application development cycle i.e. understanding requirement documents, resources analysis, planning and development to production deployment.
- Deep understanding in custom object schema, fields and relationship, custom settings and custom metadata uses for developments.
- Developed and managed multiple site.com for external end users like feedback surveys for customers, investors and partners, online approvals and documents collection, online payment gateway, online account details changes, acknowledgement etc.
- Expertise various RESTful APIs integration to establish data exchange and data manipulation between the salesforce and external web services.
- Developed encrypted RESTful APIs integration between salesforce and payment gateway like Paytm, PayPal, PayU to receive online payment from customers and update records via APIs.
- Developed many lightning web components (LWC), aura component and visualforce pages for different requirements.
- Expertise in backend development apex classes, apex test classes, apex triggers and helper classes.
- Expertise in implementing asynchronous apex like batch class, scheduler class and @future method for event based activities and bulk data operations.
- Worked on Salesforce OOB like workflow, flow, process builder, formulas, validations.
- Configured page layout, record type, permission set, sharing setting, OWD and field level security.
- Experience in web-to-case, email-to-case, web-to-lead and email-to-lead custom etc.
- Worked on milestone and entitlement process and case assignment rules configurations.
- Configured and scheduled various reports and dashboards for administrative and business purposes.
- Experience in Bulk data activities on data loader for daily and periodic update or export business data.

- Experience in existing code reviewing and code optimization before deployment.
- Experience in sandbox and production deployment by using change set and ant migration tool.

| | |
|----------------|---|
| Salesforce.com | LWC components, Aura Component, Apex Classes, Triggers, Batch and Scheduler Apex, Future Method, RESTful APIs, Test Classes, Visualforce Pages, Flow Automation, Custom Validation Rule, Email-to-Case, Web-to-Case, Case Assignment, Case Milestone, Case Entitlement Process, OWD, User and Profile, Permission Set |
| | Public Groups and Queues, Data Loader, Reports, Dashboards, Custom Settings, Custom Metadata, Page Layout and Record Type, Change Set |
| Tech Scripts | LWC, Aura Components, Apex, Visualforce Pages, JavaScript, HTML |
| Tech Tools | Postman, Workbench, Data Loader, WinMerge, ANT Migration Tool, Paytm API, Paypal API, PayU API, Axiom SMS API, Gupshup SMS API, JIRA |

Professional Experience

Project: 6

Client: L&T Finance Ltd., Mumbai

Company: NeoSOFT Technology

Project: L&T Digital Servicing (Finance Services)

Duration: November 2019 – till date

Roles and Responsibilities:

- Daily scrum call with the development team for ongoing issues raised on Jira and follow-up on project completion.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Developed LWC components, aura components, visualforce pages for pdf document view or download along with screen flow.
- Developed apex classes, triggers, test classes, batch apex, scheduler apex, and future method for the functional or automation requirements.
- Exposed and consumed RESTful APIs for the required data on a real-time basis.
- Created reports, dashboards to monitor support representative effectiveness on daily cases from all the channels, types of cases in a month and their resolutions etc.
- Developed sites and managed for external guests as customer or partner to capture the required input or documents from them via SMS and email having embedded the site link.
- Customized page layouts and record type for opportunity, accounts, service branch, and error log etc.
- Created user profiles and permission sets and assigned as per the requirements.
- Created queues, public group, assignment, milestone and entitlement, validations and workflow rules.

- Integrated salesforce with Paytm, Paypal and PayU payment gateway and callback url site for payment status/confirmation along with internal database update with the transaction details.
- Integrated salesforce with Gupshup and Axiom SMS gateway for sending SMS to customers, investors or partners for services updates.
- Unit testing and deployment using change set and ant migration tool.

Project: 5

Client: L&T Finance Ltd., Mumbai

Company: NeoSOFT Technology

Project: L&T Mutual Fund (Finance Services)

Duration: March 2020 – September 2022

Roles and Responsibilities:

- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Developed LWC components, aura components, visualforce pages for pdf document view or download along with screen flow.
- Developed apex classes, triggers, and test classes, batch apex, scheduler apex, and future method, and visualforce pages for the functional or automation requirements.
- Exposed and consumed RESTful APIs for the required data on a real-time basis.
- Created reports, dashboards to monitor support representative effectiveness on daily cases from all the channels, types of cases in a month and their resolutions etc.
- Created sites and customer feedback survey mechanism for investor and partner.
- Customized page layouts and record type for opportunity, accounts, service branch, and error log etc.
- Created user profiles and permission sets and assigned as per the requirements.
- Created queues, public group, assignment, milestone and entitlement, validations and workflow rules.
- Integrated salesforce with Gupshup SMS gateway for sending SMS to customers, investors or partners for services updates.
- Uploading investor or partner data via data loader into salesforce to sync with cam mf360 on a daily basis.
- Unit testing and deployment using change set and ant migration tool.

Project: 4

Client: L&T Finance Ltd., Mumbai

Company: Web Werks Technology

Project – L&T Loan Onboarding System (LOS) (Finance Services)

Duration: June 2019 – February 2020

Roles and Responsibilities:

- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Developed LWC components, aura components, visualforce pages for pdf document view or download along with screen flow.
- Developed apex classes, triggers, test classes, batch apex, scheduler apex, and future method for the functional or automation requirements.
- Integrated salesforce with Gupshup SMS gateway for sending SMS to customers, investors or partners for services updates.
- Exposed and consumed RESTful APIs for the required data on a real-time basis.
- Created reports, dashboards to monitor support representative effectiveness on daily cases from all the channels, types of cases in a month and their resolutions etc.
- Customized page layouts and record type for opportunity, accounts, application, and error log etc.
- Created user profiles and permission sets and assigned as per the requirements.
- Unit testing and deployment using change set and ant migration tool.

Project: 3

Client: L&T Finance Ltd., Mumbai

Company: Web Werks Technology

Project – Record Management Cell (RMC) (Finance Services)

Duration: December 2018 – May 2019

Roles and Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analyzed the business process and then involved in creating the application and data model required for the requirement.
- Creates custom application, objects, tabs, fields with the custom objects are application, storage, loan documents, courier etc.

- Developed apex classes, triggers, test classes, batch apex, scheduler apex, and future method for the functional or automation requirements.
- Developed apex controller, aura components and visualforce pages for the requirements.
- Exposed and consumed RESTful APIs for the required data on a real-time basis.
- Customized page layouts and record type for opportunity, accounts, service branch, and error log etc.
- Created user profiles and permission sets and assigned as per the requirements.
- Created queues, public group, assignment, milestone and entitlement, validations and workflow rules.
- Unit testing and deployment using change set and ant migration tool.
- Created reports, dashboards to monitor support representative effectiveness on daily record collection and dispatched and request type etc.

Project: 2

Company: CenturyLink Technology, Inc. USA

Project – Quest CTL (Telecom Services)

Duration: May 2018 – December 2018

Roles and Responsibilities:

- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Developed apex classes, triggers, test classes, batch apex, scheduler apex, and future method for the functional or automation requirements.
- Developed various apex controllers, aura components and VF pages for the requirements.
- Customized page layouts and record type for opportunity, accounts, service branch, and error log etc.
- Created user profiles and permission sets and assigned as per the requirements.
- Developed apex classes, triggers, and batch apex for the functional or automation requirements.
- Created custom validations and workflow rules for email alert and field update.

Project: 1

Client: Ford Motor, USA

Company: Altimetrik Technology, USA

Project – Ford Motor Analytics (Automobile Services)

Duration: Sep 2017 – April 2018

Roles and Responsibilities:

- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Developed apex classes, triggers, test classes, batch apex, scheduler apex, and future method for the functional or automation requirements.
- Developed various apex controllers, aura components and VF pages for the requirements.
- Created reports, dashboards on various objects data and subscribed it to the users.
- Developed various apex controllers and VF for custom send email functionality with custom email templates.
- Created user profiles and permission sets and assigned as per the requirements.
- Created custom validations and workflow rules for email alert and field update.
- Customized page layouts and record type for opportunity, accounts, service branch, and error log etc.

Qualifications

| Qualification | School / University | Grade/CGPA | Session |
|---------------|--------------------------------|------------|-----------|
| B Tech | Bhagwant University, Ajmer | 71% | 2010 – 14 |
| HSC | Marwari College, Ranchi | 61% | 2007 - 09 |
| SSC | Punyark Vidya Mandir HS, Patna | 69% | 2006 - 07 |

Certifications

Salesforce.com Platform Developer 1 (SFDC PD1)

Salesforce.com Trailhead Ranger

Languages

Hindi and English

Achievements

- Appreciated for the remarkable performance and active participation in application development and delivery.
- Earned client's appreciation and many thanks for the development and user experience and prompt production issues troubleshooting.

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness. I assure you that I shall prove myself diligent and honest in the execution of duties that will be entrusted to me.

Jitendra Rana, Mumbai