

Raj Ratna

E-mail id: raj2ratna@gmail.com

Contact No: +91-7279900754, +91- 8229011151

Profile Summary:

- Around 5.4 years of IT experience out of which 1.8 year's experience in Salesforce Development, Administration and 3.6 year's experience in Technical Support Engineer .
- Core expertise in **Configuration & Customization, Workflow Approvals, Data Validation, Security Access.**
- Expertise in SFDC Development using **Lightning Application, Visual Force Pages, Classes, Controllers, Triggers, Tabs, Custom Objects, Reports, Page Layouts, Work Flows.**
- Build Lightning controllers with the **AURA framework.**
- Hands on experience in **REST API, SOAP API** and **Salesforce Connector.**
- Proficiency in administrative tasks like **Creating users, Roles, Profiles, Objects, Formula Fields and Validations rules, Email services, Approval process, Process builder, Permission sets, Workflows, Reports, Dashboards.**
- Good work experience in designing of custom objects, **custom fields, custom settings, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, Dashboards.**
- Implemented **Security and Sharing Rules** at object, field, and record level for different users at different levels of organization.
- Experience in creating various **Reports (summary reports, matric reports, pie charts, dashboards and graphics)** and **Report Folders.**
- Experience in using **Data Loader** for **insert, update and bulk import or export** of data from Salesforce.com Objects.

Technical Skills:

SFDC Technologies	Standard objects, Workflow & Approvals, Flows, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE
Languages	APEX
Web	HTML
Tools & Technologies	Force.com Data Loader, Force.com Platform (Sandbox and Production).
Operating systems	Windows 7/8/10, Windows XP.

Academic Profile:

B.Tech Electrical & Electronics Engineering from Dr. M.G.R Educational & Research Institute, Chennai (Tamil Nadu), 2011-2015.

PROFESSIONAL EXPERIENCE:

CERTVIEW IT & MANAGEMENT SOLUTION

May 2017 to Till Date

Role: Salesforce Lightning Developer

Project: Discover Financial Services

Client: Illinois, United States

Work duration: Dec 2020 – Till Date

About Project: Discover Financial Services, Inc. is an American financial services company that owns and operates Discover Bank, which offers checking and savings accounts, personal loans, home equity loans, student loans and credit cards. It is completely an automated business process and we have both sales team and service team. The sales team uses sales cloud CRM to keep track the opportunities and leads. And the service team uses service cloud CRM to keep track cases.

Responsibilities:

- Designed and developed workflows, Flows and Process Builders to automate the business processes.
- Extensively worked on Salesforce objects as well as creating new objects.
- Extensively used apex Data loader to synchronize the data between external systems and SFDC.
- Written SOQL, SOSL, Aggregate, Relationship queries in apex classes, triggers to retrieve optimized data from Objects.
- Developed custom Objects, Fields, validation rules, Page Layouts, Search Layouts and Tabs.
- Worked on Lightning component Process Builder to automate task for Salesforce1 users and agents.
- Worked on Custom Setting and Custom labels.
- Performed administrative tasks - creating Users, Profiles, Roles, Permission Sets, Page Layouts, Record Types and configured sharing rules based on Organization role hierarchy.
- Used Data Loader for insert, update and export of data from Salesforce Objects.
- Created and maintained the documentation for application Design, data mapping document for Migration and integration technical design document.
- Designed and implemented archiving of data using Batch Apex and Scheduling.
- Worked with a data loader tool to load data into salesforce.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, Cases and solutions.
- Created and used Email templates in HTML and Visualforce.
- Involved in end-to-end testing and gathering feedback from business users
- Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.

Role: Technical Support Engineer

Project- Medhaj Techno Concept Pvt. Ltd

Client: Lucknow (UP), India

Work duration: May 2017- December 2020

About Project: Medhaj Techno Concept Pvt. Ltd. is a leading technical and managerial consulting firm specializing in project management. The company was founded in 2007 with the purpose of strengthening power sector infrastructure in India, From the time of its inception, Medhaj has proved its efficiency in completion of work within scheduled time frame and value for money to its clients.

Roles and Responsibilities:

- Research and identify solutions to software and hardware issues.
- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Ask customers targeted questions to quickly understand the root of the problem.
- Track computer system issues through to resolution, within agreed time limits.
- Talk clients through a series of actions, either via phone, email or chat, until they've solved a technical issue.
- Properly escalate unresolved issues to appropriate internal teams (e.g. software developers).
- Provide prompt and accurate feedback to customers.
- Refer to internal database or external resources to provide accurate tech solutions.
- Ensure all issues are properly logged.
- Prioritize and manage several open issues at one time.
- Follow up with clients to ensure their IT systems are fully functional after troubleshooting.
- Prepare accurate and timely reports.
- Document technical knowledge in the form of notes and manuals.

Date:

Place:

Signature

Raj Ratna