**Rohit Sadh**

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**Summary**

* Over 7years of experience in all phases of Software Development Life Cycle (SDLC), 5 years of experience in Salesforce which involves **configuration, customization, lightning, lightning components, lightning migration**, **leading team, requirement gathering, requirement analysis, design, development, implementation & enhancement**.
* Experience in Object Oriented **Analysis / Design / Development / Testing** and Implementation, Client/Server Architecture.
* Expert Level understanding of Salesforce.com CRM and its Development Life Cycle.
* Experience in SFDC **Configurations**/**Customizations** - as Administrator and Developer.
* Experience in developing **User Interface, Page Layouts, Tabs, Custom fields, Custom objects, Validation Rules, Triggers**, etc.
* Experience in integrating with external systems using **SOAP API, Rest API.**
* Experience in working with call in and callouts APIs to make integration with external systems like SAP and oracle systems.
* I have provided Salesforce solutions to clients nationwide, ranging from Salesforce Commerce Cloud, Sales Cloud, Service Cloud, Marketing Cloud Desk.com, Salesforce1 Mobile, Salesforce Lightning Components and Lightning Apps.
* Experience on Salesforce CRM platform Worked on different environment of SFDC such as **Sales Cloud, Marketing Cloud** and **Service Cloud.**
* Having experience on Marketing Cloud implementation.
* Having experience on **customer community** like creating users and profiles for customer community.
* Creating custom pages and giving access to **customer community.**
* Having experience on design the application data model and business process as a part of technical architect.
* Good Understanding on **Partner portal (Partner Relationship Management)**
* Hands on experience on creating custom **Objects** and **Tabs**, designing **Custom Fields**, assigning **Validation Rules** and **Field-Level Dependencies**, **Approval Processes**.
* Working with **end-to-end Service cloud implementation like case management, CTI integration.**
* Expertise at administrative tasks such as **User** management, creating **Profiles**, **Roles** and **Permission Sets**, **Workflow**, **Tasks and Events**, **Email notification** and **templates**, **Reports** and **Dashboard**.
* Used data migration tools such as **Apex Data Loader**, **Salesforce Import and Export Wizard,**
* Experience on implementing **Apex classes**, **Visual Force Pages**, **Apex Components** and **Controllers**, **Triggers**, and working with **Force.com IDE**.
* Experience with **Oauth**, SSO Setup and **SAML** **2.0** to integrate internal and third-party applications.
* Experienced with larger customer environment like 4000 users.
* Working with **Field Service management using service** max.
* Have exposure in **Customer Portal** and **Self -Service Portal**.
* Experienced with Lightning UI development.
* Have good experience in **Trigger**, **Test Methods**, and writing **SOQL** and **SOSL** queries.
* Knowledge of the functionality of **Web Services** for **SOAP API**.
* Experience in authenticated web service callouts using Two-Way **SSL**.
* Experience on translating business process into **Custom Objects** and creating **Look-up relationships** and **Master-detail relationships**.
* Worked on **Migration** tools **Force.com IDE, Eclipse** and have knowledge of **Changeset** migration code and configuration from the **Dev sandbox** to Production.
* Experienced in marketing benefits of integrating **Pardot** and Salesforce,
* Using Pardot implemented lead qualification, lead management, and more targeted messaging.
* Experienced with Lightning **UI development.**
* Experienced with **Salesforce Security** like sharing model, data structures, data modeling, & database schema is required.
* Experienced with integration with backend systems like **SAP** and **Oracle**
* Proficiency in programming languages and database such a **Java, Java script, HTML, J2EE.**
* Experience with web-service integration using **SOAP API and Rest API.**

# Acadamic Qualification

Westcliff University **–** Irvine, CA. **MBA** in Business Analytics 2018

Maharishi Markandeshwar University **– India.** Bachelor’s in technology 2014

**Technical stack**

**SFDC Technology:** Salesforce CRM, Demandware, Apex classes, controllers and extensions, Visual Force Page, SOQL, SOSL, Apex, Triggers, SOAP API, REST API, Lightning Components, Sales Cloud, Service Cloud, Marketo tool, Administration

**SFDC Tools:** Apex Data Loader, Connect Outlook, Force.com IDE (Eclipse),

**Languages**: Apex, Java, PHP with My SQL database.

**Web:** HTML, CSS, JavaScript.

**Operating System:** Windows XP, Windows Vista, and Window 7

MVC.NET/Salesforce Commerce Cloud ORM/EF/Dapper

**Certification**

1. Salesface.com Certified Administrator (ADM 201)
2. Saleforce.com Certified Platform Developer I

**Experience**

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| **Ameriprise Financial, Minneapolis November 2019 – Till Date**  **Role: Salesforce Developer** |

**Summary**

* Performed roles of Administrator in the organization for customization and configuration.
* Involved in Salesforce Application Setup activities and customized the apps to match the functional needs of the organization.
* Implemented public access settings for sites, restricted login hours, and restricted login IP ranges on Profiles, Groups, Queues and Sharing Rules.
* Implemented Profiles, Roles, Users, Page Layouts, Email Services, Approval Processes, Workflows, Reports, Dashboards, Tasks, Events and Audit Trials.
* Strong experience in working with Security framework, Dashboards and reporting modules.
* Created complex Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Synchronized with the business process review meetings and multiple teams for ascertaining standardized workflow processes.
* Re-platformed B2B commerce solution from Confidential Commerce and Salesforce B2B to Magento.
* Implemented packages in distributing and migrating components or applications within the organization.
* Worked on B2C Storefront and **Commerce Cloud** using **Demandware.**
* Developer of 3 responsive e-commerce sites launching on Demandware platform and working with ISML templates, pipelines demandware scripts content assets and client-side content
* Created Omni channel experience with Demand-ware.
* Worked on Mobile First Site Genesis on Salesforce Commerce Cloud
* Integrated Commerce cloud with Facebook using **Facebook Dynamic Ads** feature on Salesforce Commerce Cloud
* Worked on Multi language features of Salesforce Commerce cloud
* Worked on Customer Service Center on Commerce Cloud
* Working on Order Management and **Catalog** **Management** **Subsystem**
* Responsible for overall solution design including all **SFDC** components, integration and reporting.
* Providing architecture options and recommendations – including configuration vs. customization of **Salesforce** **CRM, Service Cloud, Salesforce Community**.
* Working on Commerce Cloud solution to support **Apple** **Pay** for the web, which means our customers can offer secure, single-touch checkout.
* Providing best practices and approaches to technical teams and business.
* Resolving enterprise issues related to IT architecture.
* Working with infrastructure teams to develop solutions.
* Leading development teams to deliver full lifecycle **SFDC** implementations from inception to roll-out, including code reviews.
* Performing gap analysis between SFDC capabilities and client requirements
* Writing comprehensive design specifications (functional specifications and solution/technical design document)
* Assisting in developing data movement strategies and implementing **data cleansing/data quality** tools
* Working with IT and Product teams to identify and define the business needs and the solution to fulfill the requirements.

Environment:Saleforce.com CRM, Standard and Custom Objects, Tabs, Workflows, Process Builder, Approval process, Data loader, Reports, Dashboard, Sharing rules, Force.com IDE, SOQL/SOSL Queries, Eclipse IDE with Force.com plugins.

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| **Optum – Eden Prairie, Minneapolis Feb 2018 to October 2019**  **Salesforce Developer** |

**Summary**

* Leads a team of 5 developers to maintain an E-commerce site using C#, Sitecore, MSSQL Server Database, Web API, JavaScript, CSS, Asp.NET MVC amongst other technologies.
* Integrates and maintains Booking Bug appointment setting application with web E-commerce site using Angular JS.
* Project involves developing lightning components for community users to accept or cancel the orders based on the products available.
* Involved **in various stages of Software Development Life Cycle (SDLC)** in agile methodology. Strong implementation and rollout experience with **Salesforce.com CRM (Sales cloud, Service cloud, Marketing cloud)**, Communities, Sites, and Force.com platform.
* Building of custom lightning components to display the list view of orders and an order detail page to handle the business logic.
* Leads a team of Front-End Developers to maintain, enhance and implement Salesforce Commerce Cloud SFCC (**Demandware**) E-Commerce web application.
* Using **Community** **Builder** createcommunity pages for Dealers and used the **SLDS** for styles and **apex classes** for DML operations.
* Worked on custom implementations of community builder **lightning components, java script buttons,** lightning compatible VF pages, lightning components.
* Designed and developed **SFA** based application **on Force.com** platform in Salesforce environment with Apex programming language at backend, Visual Force pages and Salesforce Lightning Experience as user interface.
* Configured **Salesforce Automation (SFA)** for Campaign management, Opportunity Management, Account and Contact Management, Data Quality Management.
* Implemented sales cloud, service cloud and marketing cloud using Pardot.
* Automated marketing cloud using Pardot like lead qualification, lead management and sending messages.
* Developed various Visualforce Pages, **Apex Triggers** to include extra functionality and wrote Apex Classes and Controller to provide functionality to the visual pages.
* Created **Lightning Component tabs and visual force tabs.**
* Created and Debugged **Lightning Components,** building with **Lightning App Builder and Visual force** with the new **Lightning Design System.**
* Created Custom Objects and fields for transnational and contractual information.
* Worked on customer portals and communities' administration. Created Custom Dashboards for community managers and recruiters home page and gave accessibility to dashboards for authorized people.
* Pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. **Created workflow rules and defined related tasks, time triggered tasks**, email alerts, filed updates to implement business logic.
* Developed **complex workflows and approval processes for automating business logic.**
* **Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics**) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Developed Apex Classes, **Controller Classes and Apex Triggers for** various functional needs in the application.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Worked with admin team to create profiles and implemented Object and field level security to hide critical information on the profile users.
* Used **Force.com d**eveloper toolkit including **Apex Classes, Apex Triggers and Visualforce** pages to develop custom business logic.
* Created Executive and other Dashboards using wave Analytics.
* Implemented **Wave analytics** and designed Wave dashboards, lenses and datasets.
* Made new feature enhancements on Service **cloud console** view and developed some Visual force components.
* Involved in migrating the data from **Oracle** database to **Salesforce** application using **Apex Data Loader.**
* Involvedin **Data Migration** from Traditional Apps to **Salesforce** Using Data Loader Utility.
* Performed Data Migration from home grown legacy system to Salesforce CRM.
* Experienced in Unit Testing, for the customizations and developments done during the project.
* Implemented data migration using Informatica on demand and data loading using Data loader, import wizard.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Putting the service requests to the Competency Center team in the production**.**

**Environment:** Saleforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Communities, lightning compatible VF pages, Lightning(Components), Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

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| **Transcent Digital, Delhi, India Oct 2016 to Jan 2018**  **Salesforce Developer** |

**Summary**

* Designed, developed and deployed **Apex Classes, Controller Classes and Apex Triggers** for various functional needs in the application.
* Implemented sales cloud, service cloud and marketing cloud using Pardot.
* Integrated **salesforce and CPQ application to automate fulfillment** process.
* Automated marketing cloud using Pardot like lead qualification, lead management and sending messages.
* Developed various Visualforce Pages, **Apex Triggers to include extra functionality and wrote Apex Classes** and Controller to provide functionality to the visual pages.
* Created Custom Objects and fields for transnational and contractual information.
* Designed and deployed **Custom Tabs, Validation Rules, Approval Processes and Auto-Response Rules** for automating business logic.
* **Implemented service cloud functionality like case management, field service management and CTI integration.**
* Working with CPQ deployment using change sets and **GitHub.**
* Design, build and implement catalog filters with Websphere Commerce 7 contracts and terms and conditions.
* Pick lists, dependent pick lists, lookups, master detail relationships, validation and formula fields to custom objects.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages. Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Working with **CPQ tools** to manage products, offers and its’ rate plans**.**
* Configured price quote according to state and income band using Apptus CPQ tool.
* Configured Contract management and Revenue management through Apptus CPQ implementation.
* Created Templates, **Approval Page Layouts and defined Approval** Actions on them to automate the processes.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles based on the need in the organization.
* Developed Apex Classes, **Controller Classes and Apex Triggers for** various functional needs in the application.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Used field level security **along with Page Layouts to manage** access to certain fields.
* Used Force.com developer toolkit including Apex Classes, Apex Triggers and Visualforce pages to develop custom business logic.
* Created custom **dashboards for manager’s home page and** gave accessibility to dashboards for authorized people. Used Data loader to load the records on to the force.com platform.
* Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud, Marketing Cloud, Call Center, Chatter & App-exchange applications.
* Made new feature **enhancements on Service cloud console** view and developed some Visual force components.
* Involved in migrating the data from Oracle database to Salesforce application using Apex Data Loader.
* Used Informatica cloud **service to integrate the data between** systems.
* Involved in **Data Migration from Traditional Apps to Salesforce Using Data Loader Utility.**
* Performed **Data Migration** from home grown legacy system to Salesforce CRM**.**
* Extracted the data from Salesforce application into the external databases for generating large data reports using the Informatica on Demand**.**
* Implemented data migration using Informatica on demand and data loading using Data loader, import wizard.
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatica on demand.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Involved with Salesforce.com Premier Support and handled the support cases with the help Salesforce.com support.

**Environment:** Salesforce.com, Force.com, Data Loader, Apex Classes, Controllers, Triggers, Visualforce, Sales Cloud, Marketing Cloud, Service Cloud, Data Migration, Rest API, Soap API, Informatica, SOQL, SOSL, Workflow & Approvals, Java Ant, Custom Reports, Dashboards, Oracle, Windows.

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| **Cybage, Pune – India May 2014– Sept 2016**  **Salesforce Developer** |

**Summary**

* Interacted with users to understand complex business requirements and documented the requirements.
* Experienced in designing, developing and data modeling of the application and ensured that they are within the Salesforce governor limits.
* Created productive documents which will be used by rest of the team to have better understanding of the related system; Saleforce.com **CRM**.
* Generated the quotation word document from Saleforce.com and using the feature of **CPQ** product.
* Involved in end-to-end testing and configuration enhancement for the **CPQ** and **CLM** functionalities.
* Created custom objects, custom Fields, Validation Rules, and formula fields.
* Created Visualforce pages, **Apex Triggers, Apex Classes**, Test Methods and Workflows.
* Developed **SOQL** query to pull data from Saleforce.com instance to **Right90** application. The process is set to run by default every 20 min and pull information that is changed since last successful sync run.
* Worked on **Visual flow for automating the user actions and displayed appropriate** information on the screens.
* Worked **on** Process Builder for calling the apex methods for updating the contact information with zip code.
* Deploy using **Force.com IDE tool**, Change sets and **Eclipse** for sandbox to production environments.
* Having experience on support projects providing solutions to Level-1, Level-2 and Level-3 tickets
* Developed scripts to load forecast data from salesforce.com.
* Created technical design document and functional design documents as per business requirement.
* Worked on Sales cloud such as Web-to-lead to support online lead capture, with auto-response rules.
* Developed integrations to integrate data from Salesforce.com using **SFDC** **APIs**.
* Created Page Layouts to organize fields, custom links, related lists, and other components on record pages.
* Fields and **defined Field Dependencies for custom pick list fields.**
* Implemented **Case Assignment Rules** to direct the case to appropriate group such as Stories and PCS Central Support.
* Wrote Case Escalation Rules to escalate cases depending on the time frame and difficulty of the case issues

**Environment**: Apex, Visual force, Apex Classes, Apex triggers, Visual force, Pages, Batch Apex, Schedule Apex, Workflows and Approvals, Data Warehousing, Case Management, Automation, Sandbox testing, SalesForce.com Platform, S-Controls, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox. MS SQLServer2000, MS Access, Query Analyzer, DTS, BCP, SQL Profiler, Import & Export Data, Windows 2000 Server.