**Rohit Ch**

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**(914) 570-4831**

**PROFESSIONAL SUMMARY:**

* Around **8+ years** of experience in information technology with **experience in all the phases of SDLC (Analysis, Design, Development, Administration, Testing, Implementation and Support) in various software Applications using Salesforce (CRM) and Mainframe.**
* Experienced with **retail, manufacturing, service, Finance, Banking, Airline and Insurance industries** business needs and blending them with the package based solutions to meet all the variety of IT needs of each customer.
* Experience **with Salesforce.com CRM technology as an admin and developer**. Worked in various project environments like Customer Portal, E-commerce website, Healthcare.
* Hands on experience on SalesForce.com developer toolkit (force.com IDE), Triggers, Visual Force Pages, data migration and working knowledge of Apex classes, Controllers, SOQL & SOSL.
* Experienced in analyzing business requirements, Entity Relationship diagram and implementing them to Salesforce **custom objects, Junction objects, master-detail relationships** and **lookup relationships**.
* Experienced in admin modifications like Creating **Roles, Profiles, Email Services, Page Layouts, Workflow Alerts** and **Actions**, and **Approval Workflow**.
* Strong Salesforce development experience with **Apex Classes, Triggers, Controller Classes, Visualforce** pages and Integrating with external sources by developing **SOAP**, **RESTful** **Apex** Web Services for inbound calls to salesforce.
* Worked on customization of Sales **Cloud** schema by customizing standard objects like Leads, Accounts, Contact and Opportunity, Products
* Experience in Salesforce **Lightning** framework and components.
* Developed **Lightning** apps and components to be more interactive to end users.
* Good experience in working on **Eclipse IDE** with **Force.com** Plug-in for writing business logic in **Apex programming language**.
* Extensive experience in lead, case management web-to-lead, Web-to case, Email-to-case.
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization.
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Import Wizard** and **Data Loader Utility**.
* Experience in web technologies including HTML, XML, CSS, JavaScript and SOAP.
* Well versed with project development life cycle, System Business Process Analysis, Requirements Study, Fit-Gap Analysis and Post-implementation support.
* Experienced in requirement gathering and estimating the hours of work based on the requirement from the client and maintaining the quality documents for all the work done till the end of the cycle.
* Expertise in **data modeling, design and development of mainframe applications using COBOL, CICS, IMS, DB2, JCL, VSAM.**
* Administrator experience in Marketing **Salesforce Cloud** using both **Classic** and **Lightning versions.**
* Expertise with **DB2 Stored Procedures Creation, Optimization and Maintenance.**
* Experience in working with client specific solutions like Salesforce.com Sandbox deployments, Force.com IDE, **Eclipse** IDE, **SOQL, SOSL** and various production environments.
* Proficient in **CMM Level 5 standards, METHOD I, and quality aspects**.
* Experience in Software Testing Projects, SQL Server.
* Installed Apps from **App Exchange**, **Configured** and maintained user **Security Permissions** in compliance with organizational needs.

**TECHNICAL SKILLS:**

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| **Salesforce Technologies** | Force.com Web Services API, Apex Classes, Apex Trigger, Visual Force, SFDC Eclipse Plug-ins, Force.com IDE for Eclipse, Apex deployment Tools, Force.com Explorer, Data Loader, Salesforce.com customizations like Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Process Builder, Translation Workbench. |
| **Operating Systems** | Windows 98/2000/XP/2003/vista/2007. |
| **Salesforce Tools** | Force.com Eclipse IDE Plug-in, Force.com Explorer, Force.com Data Loader, Excel Connector. |
| **Web Development** | XML, HTML, CSS, Visualforce, JavaScript. |
| **Languages** | C, C++, Java Script, SQL, Apex |
| **Version Control Tools** | VSS, CVS, GIT. |
| **Databases** | Oracle 10g/9i, SQL Server 2008/05/2000, MYSQL. |

**EDUCATION:**

Bachelors of Technology from JNT University, INDIA.

**PROFESSIONAL EXPERIENCE:**

**Cognizant/Bayer Crop Science, St. Louis, MO May 2020 - Present**

**Sr. Salesforce Lightning Developer**

**Responsibilities:**

* As per business requirements, developed custom **Lightning Components** and used them in Lightning App Builder.
* Demonstrated ability in creating process builder and lightning flows to meet various business needs.
* Developed **Apex Triggers** to perform custom actions before and after the changes to Contacts, accounts, Leads.
* Created the lightning components and added them in to different communities
* Wrote test classes to do unit testing in **Sandbox** environment with more than 85% code coverage.
* Managed **Salesforce data model** with Custom Objects, and Object Relationships: Many to many, lookup etc. Performed **Data Migration** with the help of metadata API, ANT Scripts, Git Hub repositories and Force.com Migration tool.
* Initiated the Modular Base Development and set up for **CI/CD** pipeline. Till date, successfully pushed 6 packages to PROD.
* In lightning migration process, used latest Apex features like Switch statements, to refactor the Aura enabled Apex code.
* Extensively created Apex classes, Apex Triggers, Test classes using core Object oriented concepts.
* Wrote SOSL and SOQL queries with consideration to Governor Limits to export bulk data and data modifications.
* Managed data transfer/mapping between Salesforce.com and other applications databases.
* Worked with the Integration Team during data loads to improve the performance of data loads.
* Supported offshore staff of 6 members for incident fixes and enhancements
* Participated in reviews of new Salesforce features and capabilities introduced every quarter to see how we can take full advantage of the Salesforce.com Platform.
* Supported QA and UAT for enhancements and productions fixes
* Effectively communicated with other development team members and demonstrated the ability to deliver quality results in a timely fashion.

**Environment:** Saleforce.com platform, Lightning Web Components,Apex Language, Lightning Components, Data Loader, Java Script, Workflow & Approvals, Reports, Lightning design system(LDS),Vs code, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**OTIS, New York City, NY Jun 2018 – April 2020**

**Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Worked on various **Salesforce.com** standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* Agile Development Methodology was followed for the implementation
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Developed various Custom Objects, Tabs, validation rules, formula fields.
* Developed custom Business logic using **Apex Classes, Visual force** pages and **Lightning** components. Used Visual force components like Page Block, Command Buttons, Action support, Action Function.
* Implemented custom Cascading Style Sheets **(CSS)** for Visual force pages.
* Worked with **SOQL, SOSL** queries with Governor Limitations to store and download the data from Salesforce.com platform database.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the **Salesforce.com UI** in accordance with the company requirements.
* Strong Experience in Salesforce Lightning components design & designing compact layouts using Apex triggers, Page layouts, Visual force pages, workflows for Mobile platform.
* Created relationships among objects using Lookup and Master-detail relationships.
* Created various Profiles, Roles, Page Layouts, and Record Types and configured the Permissions based on the Organization hierarchy requirements.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like **VisualForce, Force.com IDE**
* Extensive experience on S controls, **Visualforce** pages and Page layouts according to the Business requirements
* Developed Lightning apps using Lightning Components and made them compatible with salesforce1 mobile app.
* Installed the Call Center Applications and Allowed the end users to maintain a track history of customers complaints
* Managed and deployed **Salesforce.com CRM** solution to multiple departments within the organization.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Extensively used the **Base Lightning components like lightning data tables, lightning data service, Lightning pill** in every salesforce release.
* Extensively used **JavaScript** in **lightning component** controllers to manipulate the data and make it visible in Customer UI.
* Experience in creating **Lightning** Components and used **lightning** Design System to convert existing Visualforce pages to **lightning** components.
* Enabled Aura Framework and added Aura Attributes/Handlers for Events / Logic & Interactions
* Developed **lightning** components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
* Involved in using **lightning**, Process Builder and Workflows. Worked on customization of visual force to have Lightening Experience for desktop and mobile applications.

**Environment:** Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Lightning design system(LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**CRL, Boston, MA Feb 2017 – May 2018**

**Sr. SalesForce.com Developer**

**Responsibilities:**

* Worked on various Salesforce.com Standard objects like Accounts, Opportunities, Leads, Campaign, Events, Tasks, Contacts, Cases, Reports and Dashboards.
* **Agile Development Methodology** was followed for the implementation
* Managed Salesforce integration with existing systems and third-party providers.
* Interacted with various Business users for requirements gathering.
* Developed various **Custom Objects, Tabs, validation rules, formula fields.**
* Developed custom Business logic using **Apex Classes, Visual force pages and Lightning** **components**. Used Visual force components like **Page Block, Command Buttons, Action support, Action Function**.
* Implemented customCascading Style Sheets **(CSS)** for **Visual force pages.**
* Worked with **SOQL, SOSL**queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Expertise in Development of applications in SOAP and **Restful** Web Services using
* Apache CXF, JAX-WS and Spring MVC Rest.
* Experience consuming **RESTful** web services.
* Developed Visual Force pages to change the entire look and feel, tabs and views of the Salesforce.com UI in accordance with the company requirements.
* Constant involvement in exploring AppExchange apps and using the apps wherever necessary. Used apps like Apttus, target, Cloud Converter, Chatter un-follow rules, Field Trip, Conga Composer, AKARD, Docusign etc
* Created relationships among objects using **Lookup** and **Master-detail** relationships.
* Created various **Profiles**,**Roles**,**Page Layouts, and Record Types** and configured the **Permissions** based on the Organization hierarchy requirements.
* Perform detailed analysis of business and technical requirements and developed the Apex classes using other Platform based technologies like VisualForce, Force.com IDE
* Extensive experience on **S controls**, **Visualforce pages** and **Page layouts** according to the Business requirements
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customers complaints
* Managed and deployed Salesforce.com CRM solution to multiple departments within the organization.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Designed and deployed **Custom tab**s,**validation rules, Approval Processes** an**d Auto-Response** for automating business logic.
* Hands on experience on Salesforce **Lightning** for Customizing Reports and Dashboards for business use.
* Created mash up between Sales force CRM and Gmail through Force.com AppExchange's Email integration engine.
* Developed custom Business logic using Apex Classes, Visual force pages and **Lightning** components.
* Responsible for source control and configuration management for managing source code and technical documentation.
* Assign Invoice numbers in different formats based on the country using Custom settings and Apex code and push it to Conga Composer for Invoice generation.
* Created **workflow rules** and defined related **tasks, email alerts,** and **field updates.**
* Developed several **Custom Reports**&**Dashboards** that are used by Business user and Managers.
* Integration with ETL tools like Informatics, Infosphere.
* Implemented **Data Loader** through the **Command Line** Interface to extract the data from database.
* Configured **Chatter** for the Users in the Organization for collaboration.
* Created **Email templates** in **Text, HTML and visual Force** necessary for the application.
* Developed **visual Force** pages with **JavaScript** and **Apex classes**.
* Written **Apex Test classes to Unit test** Apex classes before moving to Production.
* Created and maintained the documentation for Design, Migration and Integration.
* **Deployed** applications from **Sandbox to Production**.

**Environment:** Saleforce.com platform, Apex Language, Data Loader, HTML, Java Script, S-Controls, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Windows 7.

**Kemper Insurance, Jacksonville, FL Dec 2015 – Jan 2017**

**SalesForce.com Developer/Admin**

**Responsibilities:**

* Interacted with Business users for requirements gathering, analysis and development.
* Worked on various Salesforce.com Standard Objects including **Accounts, Contacts, Reports, Dashboards, Events** and **Tasks**.
* **Agile Development Methodology** was followed for the implementation
* Developed various **Apex classes**, **Controller classes**and **Apex Triggers**for various functional needs in the application.
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.**
* Created various **Profiles, Roles and Page Layouts and** configured the permissions based on the organization hierarchy requirements.
* Designed and deployed **Custom tab**s, **validation rules, Approval Processes**an**d Auto-Response**for automating business logic.
* Developed Cascading Style Sheets**(CSS)**for creating effects in **Visual force pages.**
* Performed Webservice Callout using the **RESTful** services with the third party application Broadbean API.
* Created **Workflow rules**and defined related **tasks, email alerts,**and **field updates.**
* Implemented Pick lists, Dependent Pick lists, lookups, Master detail relationships, validation and formula fields to the custom objects**.**
* Extensive experience on **S controls**, **Visualforce pages** and **Page layouts** according to the Business requirements
* Installed the **Call Center Applications** and Allowed the end users to maintain a track history of customers complaints
* Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other platform based technologies like Visualforce, force.com API, and web services.
* Created email templates and inbound emails using **Visual Force** for clients and customers.
* Worked extensively in customization of Service Cloud Console by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Enabled **Chatter** for the Organization and to effectively communicate with the users in the Organization.
* Implementation of **Data Loader** for loading the data.
* Performed data cleanup and/or **Data migration** to/from **salesforce.com**
* Merging of Salesforce instances
* Developed business documents for Salesforce.com **Custom objects**.
* Developed several **Custom Reports**& **Dashboards**to better assist managers and also report folder to provide report accessibility to appropriate personnel.
* Expert in Salesforce Sales and Service cloud implementation.
* Provided the **training**to Business users about the system.

**Environment:** Sales Cloud, Service Cloud, Data loader and Data management, Workflow rules and 9Approval processes, sandbox, workflows, Custom objects, Reports and Dashboards, Partner Portal, Custom Profiles, Page Layouts, Security Settings, Data Sharing Rules.

**Allianz AG, Pune, India Jan 2014 – Nov 2015**

**Salesforce Admin/Developer**

**Responsibilities:**

* Support daily operations of user systems including maintaining users, profiles, Roles, security.
* Involved in all phases of Software Development Life Cycle (SDLC) starting from Requirements Gathering and Design.
* Creation or customization of custom or standard objects which include Leads, Accounts, Contacts, Opportunities, Products and Cases.
* Involved in activities related to Saleforce.com setup, Configuration, Customization, Administration, Development, Data Migration and deployment of application to force.com platform.
* Worked on Visualforce Language to develop Visualforce pages, overriding buttons, links and tabs, custom components, templates, integrating email etc.
* Created several workflows by defining rules, approval processes and related actions, which include creating related and time triggered tasks, email alerts, filed updates to automate the business process.
* Implemented Validation Rules, Assignment Rules, Sharing Rules, and Escalation Rules according to the application requirements.
* Worked on the Eclipse IDE with Force.com plug-in environment for writing Business logic in Apex Programming Language, testing and deploying.
* Administrator for different salesforce.com CRM application for sales cloud and service cloud.
* Developed and deployed workflows for opportunities and products management.
* Developed Unit test class for Apex class and worked for improving code coverage.
* Used SOQL&SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created custom Dashboards for manager’s homepage and gave access to dashboard for authorized people for individual divisions.
* Implemented requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
* Supported end users with solutions and issues they face with any functionality.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Component & Controllers), JavaScript, Apex Data Loader, Sandbox, Eclipse IDE Plug-in Windows 7.

**TCS, INDIA Jun 2012 – Dec 2013**

**Java Developer**

**Responsibilities:**

* Played an active role in the team by interacting with welfare business analyst/program specialists and converted business requirements into system requirements.
* Developed analysis level documentation such as Use Case, Business Domain Model, Activity & Sequence and Class Diagrams.
* Conducted Design reviews and Technical reviews with other project statehood Implemented Services using Core Java.
* Developed and deployed UI layer logics of sites using JSP.
* Struts (MVC) is used for implementation of business model logic.
* Worked with Struts MVC objects like Action Servlets, Controllers, and Validators, Web Application Context, Handler Mapping, Message Resource Bundles and JNDI for look-up for J2EE components.
* Developed dynamic JSP pages with Struts.
* Used built-in/custom Interceptors and Validators of Struts.
* Developed the XML data object to generate the PDF documents and other reports.
* Used Hibernate, DAO, and JDBC for data retrieval and medications from database.
* Developed JUnit Test cases for Unit Test cases and as well as System and User test scenarios
* Involved in Unit Testing, User Acceptance Testing and Bug Fixing.
* Implemented mid-tier business services to integrate UI requests to DAO layer commands.

**Environment:** HTML 4.x, CSS2.x, JavaScript, JQUERY, AJAX, JSON, XML, Eclipse, Sub Version.