**Shankar Rao**

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**Professional Summary:**

* 8 years of experience in Information Technology.
* Experience of developing applications with Model View Controller Architecture(MVC)
* Good Experience in analyzing external systems, doing pre-processing in data bases or MS-excel and migrating data to salesforce org by using Data Loader configuring in Command line mode.
* Good experience on R&D of AppExchange products.
* Good Experience on Data Loader GUI and CLI.
* Experience in Development of Apex and Visual Force pages.
* Good Experience on lightning component framework & App Builder.
* Developed User Interfaces using aura and LWC framework.
* Having good Experience in Web Services (SOAP & REST).
* Good integration Experience with 3rd party Systems (CIBIL System).
* Experience on SQL server while doing data migration.
* Having good experience in using GitHub for code versioning.
* Having good experience in using FishEye for code reviews using smart commits.
* Experience in Customization of Salesforce CRM Application.
* Having good experience on iPaaS layer technologies like SnapLogic.
* Having experience on creating policies using Layer 7 technolgies.
* Good experience on software development using Agile methodology.
* Experience with Salesforce.com developer toolkit including Apex Classes, Controllers and Triggers, Visualforce, Force.com IDE, Web Services
* Good experience in Java and J2EE programming
* Developed applications using Struts2.2, Hibernate 3.1 and Spring 2.5
* Good Knowledge in OOPS concepts

**Experience Profile:**

* Working as Senior Salesforce Developer for **JK Techno soft** from Nov 2017 to till date.
* Working as Senior Salesforce Developer for **Adobe Systems (Allegis Group)** from March 2015 to Nov 2017.
* Worked as Salesforce Developer for **HP Bangalore (Allegis Group)** from Jan 2014 to March 2015.
* Worked as Salesforce Developer for **Nuance Communications** Pune from Mar 2012 to Jan 2014.

**Academic Profile:**

* B. Tech in IT from J.N.T.U, Kakinada.

**Technical Profile:**

Data Base : Oracle 10g.

Programing Languages : Apex, Java, C, C++

Technologies :J2EE, Struts 2.2, Spring 3.2, Hibernate 3.0

Integration Tools :SnapLogic, Data Loader,X-Author Contracts

Web Technologies :HTML, CSS, JavaScript, Jquery, Xml

IDE :Eclipse(Helios), Force.com IDE

Servers :Tomcat 6.0,WebLogic

SOA(Web services) :SOAP and Restful

**Project 1:**

Title : **Liberis Sales**

**Description:**

Liberis Sales is Liberis’s Enterprise sales component of the Salesforce.com CRM suite Solution.

**Roles and Responsibilities:**

* Converted two visual force pages into lightning web components on case page to improve the performance of case.
* Refactored all the case functionality using before-save flow triggers, apex triggers and other components by applying best salesforce practices.
* Implemented online journey of customer using automated flows.
* Converted classic org to lightning org.
* Integrated salesforce org with financial credit report systems using REST API.
* Refactored all the triggers in the system using best salesforce practices.
* Worked on apex classes and triggers to implement ongoing user stories.
* Designed and developed APQ framework to initiate asynchronous process during DML operations in the triggers.

**Project 2:**

Title : **Adobe Sales**

**Description:**

Adobe Sales is Adobe’s Enterprise sales component of the Salesforce.com CRM suite Solution.

**Roles and Responsibilities:**

* Implemented User stories related to Enterprise sales.
* Implemented Concession project for Revenue Assurance users by using lightning framework to design user interfaces.
* Integrates salesforce with Smartsheet product by using SnapLogic integration platform.
* Capturing requirements from product owners / business during scrum calls and then design and develop the solutions accordingly
* Integrated SAP with salesforce to get the contract numbers.
* Designed and developed APQ framework to initiate asynchronous process during DML operations in the triggers.
* Refactored Lead ,Opportunity and Agreement triggers.
* Implemented map-key-value custom setting utility, object mapper utility.
* Created Visual force pages as part of User stories.
* Used APIGEE/Advanced Rest clients to test REST web services.
* Worked on Ideas for productization project to develop Test class generator.

**Project 3:**

Title : **Adobe Business Direct Sales**

**Description:**

ABD is Adobe’s mid-market implementation of the sales component of the Salesforce.com CRM suite Solution. Adobe Business direct aims to make direct interaction with Adobe the preferred experience for SMB customers. ABD has three central pillars. These pillars include web sales, lead management, phone calls.

**Roles and Responsibilities:**

* Designed and developed lightning pages by using lightning framework.
* Created Visual force pages as part of User stories.
* Exposed REST web service to accept records from SnapLogic pipeline and creates or updates records.
* Created triggers and trigger handlers for various business requirements.
* Created Layer 7 policies for integration points between various systems.
* Integrated SFDC and SAP to create orders from salesforce.
* Configured and customized the application basing on the business needs.
* Implemented Sales Handoff processes for various business scenarios.
* Created process builder flows to assign owners of post sales records after creation for routing based on region.
* Worked on summer 2015 upgrade release impact analysis.
* As part of summer 2015 analysis, converted all HTML are home page components to Visualforce area components

**Project 4:**

Title : CareForce

Client : HP

**Description:**

CareForce is HP’s implementation of the Service component of the Salesforce.com CRM suite Solution. Careforce is complete solution for supporting support agents who are working to close the open cases of HP’s customers. It’s the centralized place for supporting customer issues for different products relating to entitlements, warranties and service orders. CTI (Computer Telephony Integration) is the main component of the CareForce application.

**Roles and Responsibilities:**

* Involved in Customization of Salesforce Application.
* Developed Service Management application for support teams to maintain the Shift logs.
* Done Data loading from legacy system.
* Worked on CTI (Computer telephony integration) for Connecting Salesforce with Avaya systems.
* Developed Batch apex classes to purge the search log records which are increasing rapidly.
* Integrated Salesforce with LMI chat application using REST API to create case from web.
* Written Apex classes As Custom Controllers and Triggers for Implementing Business Logic
* Developed SFDC custom objects and work-flow business rules.
* Created many test classes for implemented functionalities.
* Involved in writing Visual Force and JavaScript code.
* Created design documents and unit test case documents.
* Developed Monitoring tool for checking the health of all integration in the Care force application by using SOAP web services.

**Project # 5**

Title : Nuance Sales

Role : SalesForce Developer

Team Size : 3

**Description:**

 Nuance Sales is an sales implementation application deployed on force.com platform to support sales and marketing people to sell nuance products by leveraging sales cloud features of force.com platform. In the same org we have implemented Customer Reference program by providing references for different products on Opportunity level.

**Roles and Responsibilities:**

* Implemented Customer Reference program in Salesforce.
* Providing Enhancements and support for Apttus contract management system, FirstRain(AppExchange products) which are installed in our Org.
* Overrided ‘Unresolved Item’ functionality using VF page by installing Salesforce for outlook product.
* Developed Visualforce and Apex classes for custom functionalities.
* Implemented SOAP Web services(Consumed) for providing Installbase details from Oracle system to show on the Visualforce page.
* Implemented Imaging Partner custom functionality for grouping partners(from Oracle) basing on Line Of Business by consuming WSDL (SOAP Webservice) from Oracle System.
* Done Data Loading for 3 of acquired companies using Data Loader by configuring in Command Line Interface .
* Migrated data from legacy system called Customer Reference (SQL Server) to Salesforce system.
* Taken backups in Vault for Version Controlling.
* Developed Visual force E-mail Templates to Integrate with Workflows.
* Written workflows and validations using salesforce.com API.
* Developed Java code(JSP) to show all prospect Accounts to oracle from sfdc.
* Configured Windows scheduler to initiate Data Loader script to read records from oracle and inserts into sfdc org.
* Written test classes for Triggers, Apex classes and Web service classes which involves web service callouts.

**Project #6**

Title : PSBL

Client : Bajaj Finserv Ltd(pune)

Role : SalesForce Developer

Team Size : 4

**Description:**

 This Project aims at providing simplified sales to business users of Bajaj and automating the sales process by leveraging tools and technologies in salesforce. PSBL refers to Personel Small scale Business Loans ,it’s a Lending Application deployed in Cloud.This Application includes many products like Home Loan, Doctors Loan, LAS,LAP Etc..So business users can give any of these type of loans to customers after Checking the CIBIL data.

**Roles and Responsibilities:**.

* Developed VisualForce pages and Apex classes (Controllers)
* Involved in Deployment of the code to Production Org.
* Integrated Outlook with Salesforce for storing Call-meetings with customers.
* Created different Page layouts for some specific Profiles.
* Developed E-mail Templates to Integrate with Workflows.
* Written workflows and validations using salesforce.com API.
* Integrated this Application to 3rd party System (CIBIL Organisation) using Java
* Developed Java code to integrate PSBL sfdc org with CIBIL System(3rd party orgn)
* Configured Windows scheduler to initiate Java code to read records from sfdc org.
* Written Test classes for some functionality.

**Project # 7**

Title : Local Language Health Services Portal

**Description:**

Local language health service portal is a web application which acts as a portal between service providers and service consumers. This system provides local language support for consumers including Chinese, English, Hindi and German. Belgacom is the leading operator in Belgium and has abroad experience with different customer groups includes private individuals, professionals, companies and institutions.

**Roles and Responsibilities:**

* Involved in developing Data access code (DAO’s) using Hibernate 3.1
* Involved in developing 3 modules including Struts 2.2 and Hibernate 3.1
* Developed Actions and JSP’s using Struts2.2.
* Adding Server side Validations using struts2.2 framework
* Involved in unit testing using Junit
* Developed client-side webservice to consume webservice using SOAP over Http

**(K. Shankar)**