**Ritesh Bhakta**

**riteshbh432@gmail.com**

**+1 (843)-951-9394**

**Summary:**

* Overall 8+ years of Experience in IT including 6+ years on Salesforce Administration, implementation, Development, Testing and Production Support of **Salesforce.com CRM, Force.com** platform and related applications.
* Experience in Implementation and customization of **Salesforce Sales cloud, Service Cloud Applications.**
* Strong Experience in design, development and customization of applications using **Apex Classes, Controllers, Triggers, Visualforce pages and test cases.**
* Extensively worked on design, development and implementation of asynchronous processes using **Future, batch, schedulable and queueable approaches.**
* Experience in design, development, testing and implementation of applications in Salesforce lighting, using Aura framework. Developed multiple custom lightning applications and components using **html, JavaScript, SLDS and apex (server-side controller).**
* **Experience with working Sales, Service and Marketing Cloud.**
* Developed multiple lightning record pages, App pages, home pages and lightning Applications using Lightning App Builder and activated for different record types and profiles per business needs.
* Worked on migrating applications from classic to lightning and training users.
* Good understanding of Salesforce **APIs such as REST API, SOAP API, Bulk API and Streaming API.**
* Good experience in design and development of Rest APIs and Apex service class framework.
* Worked on multiple Integrations to consume APIs of other systems and make callouts
* Experience is setting up Service cloud features like OMaNI channel, Queue routing for Inbound and Outbound customer support groups.
* Experience working with **Case Management, Email-To-Case, Web-To-Case and Support Processes. Used Jira to synchronize between Salesforce automatically created Salesforce cases from Jira.**
* Created and executed Selenium test script suites using Selenium Web Driver.
* Extensively worked on process Automation using Validation rules, Assignment rules, Escalation rules, workflows, Process builders, Approval process and Auto-Launch Lightning flows
* Strong experience with **SOQL, SOSL queries and DML** operations for data manipulation on custom and standard objects such as Account, Contact, Opportunity, Case and Lead.
* Extensively worked on creating Custom Objects, custom fields (**picklist, formula etc.,), page layouts, compact layouts, Tabs, record types, list views, related lists, custom settings, custom labels, static resources, email templates, email alerts etc.**
* Worked on setting up of **OWD (org wide defaults)** for standard and custom objects and setting up of Profiles, permission sets, Roles, sharing rules, public groups, queues, company profile, Network access (IP Whitelisting).
* Good experience in creating or customizing applications to match changing business needs.
* Created and deployed Report folders, Reports (Tabular, summary and Matrix reports) and dashboards using salesforce.com platform for business leaders.
* Experience in creating the relationships/ junction objects like **Master-detail, lookups, Entity Relationship data model.**
* Worked closely with **Java development team in Agile Environment** to build and support current dashboards and portals.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects. edundant array of independent disks.
* Worked extensively on various **salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Lead.**
* Extensively worked on data import and export activities using Import Wizard and Data Loader for insert, update and delete.
* Very good understanding and experience on deployments using change sets.
* A team player with strong work ethic, a positive attitude and ability to make the best use of individual resources. Committed to excellence, and a prudent developer with strong problem-solving.

**Technical Skills:**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force Pages, Lightning Components, Workflow Rules & Approval Process, Process Builder, Validation Rules, Assignment Rules, Reports, Dashboards, Sharing Rules, Chatter, Dashboards, Analytic Snapshots, Custom Objects, Custom Fields, Case Management, Test Classes, Assignment Rules, Escalation Rules, Apex Web Services, Import Wizard, OMNI Channel |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Connect for Outlook, Force.com Platform (Sandbox, and Production) |
| **Database**  | Oracle, MS Access, SQL Server 2008, My SQL, SOQL, SOSL, AWS, Azure  |
| **Languages** | Apex, HTML, SQL, CSS, XML, Python  |
| **Operating Systems** | All windows, Linux, Unix |

**Professional Experience:**

**Client: Broadway Bank, San Antonio, TX Oct 2019 to Till Date**

**Role: Sr. Salesforce Consultant**

**Responsibilities:**

* Closely worked with **SalesForce.com** team while implementing the solutions for the requirements.
* Developed multiple lightning record pages, **App pages, home pages and lightning Applications using Lightning App Builder and activated for different record types and profiles per business needs.**
* Worked on migrating applications from classic to lightning and training users.
* Worked on multiple Integration projects involving design and development of Rest **API**s and Apex service class framework.
* Created modern Enterprise **Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features**
* Worked in Salesforce Service Cloud configuration and customizationand have hands-n experience .
* Handled various support issues and defects on day-to-day basis and updated **JIRA**
* Developed several Triggers, **Apex classes** and Visual force pages as part of the application development.
* Worked on various **force.com** standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Implemented **Service Cloud modules** Case Management, Web to Case, Knowledge, Article Management and Solutions.
* Implemented Marketing Cloud with **Sales Cloud. Customized Automation Studio**, Email Studio, Data Extension and Customer journey as per the business requirement.
* Supporting Marketing team with daily dashboards and reports analytics using **Marketing Cloud.**
* Handled all Projects responsibilities with **Service Cloud, Community Cloud, Marketing Cloud.**
* Worked with web services, executing calls and interpreting responses (**SOAP OR REST).**
* Responsible for writing **SOQL and SOSL** queries.
* **Salesforce c**ustomization and configuration on Lightening.
* Experience on development in **Lightning Design System (LDS)** and Lightning Components Development.
* Designed, Implemented the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created Custom Objects and defined lookup, Many to Many relationship and master-detail relationships on the objects and created junction objects to establish many-to-many relationship among objects.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.

**Environment:** Saleforce.com platform, Lightning Experience, Apex Language, VisualForce (Pages, Component & Controllers), Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Eclipse IDE Plug-in, Windows, Apex, XML, JavaScript, Workflows

**Client: Visionworks, San Antonio, TX Jan 2018 to Sep 2019**

**Role: Sr. Salesforce Developer**

**Responsibilities:**

* Worked on **SRS** Document, analyze requirements and define solution based on **Salesforce.com** functionality.
* Created various Profiles, Roles, Page Layouts and configured the Permissions based on the Organization hierarchy requirements.
* Designed and deployed Custom tabs, validation rules, Approval Processes and Auto-Response for automating business logic.
* Customized several Formula fields, **Workflow Rules**, **Validation Rules, Triggers, Apex classes.**
* Followed Agile Methodology and as a process attended Daily Scrum Meetings, Retrospective Meetings, Sprint Planning Sessions and Backlog Grooming Sections. Scheduling **Apex** jobs for processing large records.
* Created email templates and inbound emails using Visual Force for clients and customers.
* Enabled Chatter for the Organization and to effectively communicate with the users in the Organization. Used Selenium IDE API to automate tests on cross browser and cross platform environment. Sound knowledge on Object Oriented Programming concept and Java Language.
* Created custom **service cloud** application on top existing solution to improve the productivity of **CRMs.**
* Developed **Visualforce** Pages with standard and custom controllers.
* Developed **Apex Triggers** to update fields and child objects.
* Developed **Apex Classes** Triggers to implement the business logic as per the requirements.
* Implemented Wrapper classes for better visual force pages management and smooth functioning.
* Developed business documents for **force.com** Custom objects.
* Used **force.com** Migration tool to make deployments to different sandbox environments.
* Used **Force.com** Eclipse IDE for developing Apex Pages, Controller Classes and Triggers for deploying the projects components into different Sandbox Environments
* Configured Custom Objects, Formula Fields, Validation Rules, Assignment Rules, Workflow
* Configured List Views, Custom Reports & Dashboard.
* Set up Data Security for the users
* Used Data Loader to Import Data from Legacy system.

**Environment**: **Salesforce.com** platform, Apex Language, Visual Force (Pages, Component & Controllers), Sales Cloud, Service Cloud, Salesforce.com Data Loader, Force.com API, Informatica On Demand, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in, Oracle 10g

**Client: UMB Financial Corporation, Kansas City, MO May 2016 to Dec 2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in the analysis, design, development, and customization in the implementation of Salesforce.com modules.
* Played key role in enhancement of business modules using Standard and Custom Objects, Custom Settings, formula logic, Custom buttons, Visual force Pages, APEX classes, Triggers, Test Methods involving SOQL Queries.
* Worked on enhancements to SFDC application as required by business users from time to time which included implementations in Service Console of Sales force.
* Worked on Salesforce implementations from inception to delivery.
* Involved in running scheduled jobs which includes running daily reports, dashboards and batch classes.
* Well versed with the process of detailed analysis of business and technical requirements and craving to the solution by customizing various objects of **Salesforce** and using Visual force Pages, Apex Triggers.
* Handy experience in database operations, system processes, and analyzing errors that occur when executing a transaction or while running unit tests, which are processed in Debug Logs.
* Written Apex Triggers and classes with code optimization taking into consideration the Governor limits as a solution in attaining the customizations requested by the business users.
* Actively participated in preparing documentation for **salesforce.com** customizations, enhancements done by me, for future reference.
* Actively managed in resolving issues during testing phase and deployments both in Sandbox as well as Production.
* Played an active role in supporting the release team during the deployments in staging environment and production, performed the post deployment activities in production.
* Huge data loads included millions of records- thereby involving my intense role during data migration for all the major projects in production and sandbox instances.
* Actively coordinated and participated in the meetings with the off-shore teams and in alpha review and has been one of the key point of contacts in the team.

**Environment:** Force.com platform, Apex Language, Visual Force (Pages, Components & Controllers), Workflow & Approvals, Reports, Email Services, Security Controls, Force.com Explorer, Apex Triggers, Salesforce.com Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, SOQL.

**Client: Cato Corporation, Charlotte, NC Nov 2014 to Apr 2016**

**Role: Salesforce Administrator**

**Responsibilities:**

* Involved in the analysis, design, development, and customization in the implementation of Salesforce.com modules.
* Played key role in enhancement of business modules using Standard and Custom Objects, Custom Settings, formula logic, Custom buttons, Visual force Pages, APEX classes, Triggers, Test Methods involving SOQL Queries.
* Worked on enhancements to **SFDC** application as required by business users from time to time which included implementations in Service Console of Sales force.
* Worked on **Salesforce** implementations from inception to delivery.
* Involved in running scheduled jobs which includes running daily reports, dashboards and batch classes.
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**Environment:** Force.com platform, Apex Language, Visual Force (Pages, Components & Controllers), Workflow & Approvals, Reports, Email Services, Security Controls, Force.com Explorer, Apex Triggers, Salesforce.com Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, SOQL.

**Client: Trust Financial, Charlotte, NC Aug 2012 to Oct 2014**

**Role: Software Developer**

**Responsibilities:**

* Created user-friendly GUI interface and Web pages using HTML, JSP.
* Developed different Servlet components and Interacted with the Database using MYSQL.
* Involved in Database designing using ER Modelling and creating tables and extensively used JavaScript for client-side validations
* Developed Java Mail program to send a system generated mail to all first-time registered users.
* Redesign and implementation of Form System for easy configurability and used custom Form implementations for various protocols.
* Design and implementation of Payment automation module.
* Data migration from legacy DB2, Sybase based systems to Java/J2EE based modules.
* Custom Database/Table design for various protocol implementations.
* Added the feature of feedback report generation
* Enhanced code to save all the responses provided by the students, so that the professor can view them later.
* Played a major role in fixing bugs and cleaning up the code relating to Virtual Clinic

**Environment:**Java 1.3, Servlets 2.3, JSP 1.2, JDBC, UML, HTML, JavaScript, Apache Server, Java Mail, and UNIX.