

Rahul Indora  
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## SUMMARY

Creative and innovative IT professional working as a Salesforce Administrator and Developer is having 4.6 years of experience with proficiency in implementation, configuration, design and analysis of the CRM platform. Good Knowledge on Salesforce Sales Cloud and Service Cloud and Community Cloud. Now Learning Marketing Cloud.

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## WORK EXPERIENCE

Working as a Senior Salesforce Developer with PSAG Technologies Pvt. Ltd. Noida has last 2 years. (March 2021 to till now)

Worked as Salesforce Developer with Appscrip Technologies Pvt. Ltd Bangalore (Aug 2018 to March 2021)

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## TECHNICAL SKILLS

- Have experience of creating custom objects, custom fields, Field Dependencies, Validation Rules, Work Flows, Process Builder, Flow and implementing Approval Process on Standard and Custom Objects, Reports and Dashboards.
- Have work experience of implementing Master Detail and Lookup Relationships on Custom as well as Standard objects.
- Created and managed workflows, assisted in the project management, completed detailed reports, and presented results to the project managers and executives.

- Involved in developing SOQL, DML, Triggers, Visual force, Lightning web Component(LWC) and Aura Components
- Have work experience of Security Models -Field Level Security, OWD, Sharing Rules.
- Used Change set and GitHub for Deployment process in the organization
- Strong ability to work individually and constantly in a challenging environment.

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## **EDUCATION DETAILS**

- BTECH (Computer Science) from Govt. Engineering College Bikaner 2014 to 2018 with an aggregate 65.50%

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## **KEY SKILLS**

Lightning Web Component (LWC), Aura Component, Visualforce Page, Synchronous Apex and Asynchronous Apex, Force.com Salesforce CRM, Apex triggers, Integration (REST API and HTTP Callouts), Data Loader, SOQL, SOSL, Flow, Workflows, Process Builders and Approvals, Email Templates, Roles & Profiles, Custom Label , Custom Setting and Custom Metadata, Sales Cloud and Community Cloud.

- **PLATFORM ASSESSMENT WORK:** The Platform Assessment is an in-depth analysis to determine the overall health of an existing Salesforce instance and its implementation. This analysis includes existing processes, configurations, custom development, integrations, data and the supporting infrastructure.
- The goal is to provide a detailed summary of the implementation relating back to best practices, areas that could be improved as well as a high-level roadmap to correct any foundational concerns and progress towards an optimal future state.

## **PROFESSIONAL SALESFORCE EXPERIENCE**

1. Project Name: - Hatchery Event Organizing

Role: SR. Salesforce Developer

Project Description: Hatchery Event Organizing is an AUS based business having business Online Event Organizer to events run across digital platforms, bringing leaders together to share ideas and inspiration and delegates enjoy the benefits of exceptional learning and networking, from the comfort of their own desk. Hatchery has B2B and B2C business for Subscription Model.

Skill Set:

Lightning Web Component (LWC), Aura Component, Visualforce Page, Apex Classes, Apex Triggers, Lightning framework, Process Builders, Workflows, Flows, Email template and Service, Asynchronous Apex, Custom Report, Customer Community and Integration (Rest API) etc.

- Developed My Account Page Information Lightning Web Component
- Created Refund Request Page in Lightning Aura Component
- Created Sales Flow Start Lead to Order
- Worked on Legacy functionality (Bug Fixing)

Duration: - March 2021 to Feb 2022

2. Project Name: - The Times of India (TOI)

Role: SR. Salesforce Developer

Project Description: The Times of India is an India based business having Newspaper and magazine. It provides Business to Customers(B2C) service. This Project Based on Sales Cloud, Service Cloud, Community Cloud and Marketing Cloud different Depot and Branch, SE, ADSA and DSA levels.

Skill Set:

Lightning Web Component (LWC), Aura Component, Apex Classes, Apex Triggers, Workflows, Flows, Asynchronous Apex, Custom Report, Customer Community and Integration (Rest API), Custom label and Metadata etc.

- Developed One App in Lightning Web Component
- Developed Sales Reports Based on Target Vs Actual Record according
- Depot, Branch, SE, ADSA and DSA Level.
- Completed Postpaid Services According Existing Order and Renewal
- Worked on Calling Integration (CTI Integration)
- Developed Refund Initiation Process
- Worked on WhatsApp and SMS Integration in SF
- Worked on service cloud things like case closure

Duration: - March 2022 to till Now