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**Rakesh**

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**Sr. Salesforce Developer**

**Professional Run-through:**

**•** Around 6 years of IT experience with around 2 years in Salesforce Administrator and 4 years as Salesforce Developer.

• Experience and involved in all phases of Software Development Life Cycle (SDLC) which includes requirement analysis, designing, developing and testing.

• Hands on experience in bulk data migration from legacy systems, Excel into Oracle, SQL Server to Salesforce.

• Worked on designing the UI in Lightning (AURA) framework and enhancing the existing UI and existing logic according to the business requirements.

• Experience in designing the Lightning UI components from stratch. Worked as a POC for my application development.

• Worked as member of code review team for Portal Applications. Experience in both MVC architecture and also MVCC architecture

• Firm knowledge in Salesforce.com Development by developing the presentation layer in Visualforce and Automating business logic in the Apex Programming by creating/using the Classes, Triggers, Standard Controllers, Custom Controllers, Controller Extensions, and S-Controls

* Developed Visualforce pages and Custom Objects using Apex Programming on Force.com Platform.
* Experience in developing UI using Visualforce pages and providing business logics using Apex.

• Worked extensively in different project management methodologies including Extensive Agile Methodology and Waterfall.

• Strong knowledge in querying Salesforce.com database using SOQL, SOSL, relationships and lookups using Force.com platform and in Apex programming.

• Good experience with Administration, Configuration, Customization, Development and support experience on Salesforce.com Platform.

• Hands on experience working with Lightning framework and used them in migrating components from classic to lightning UI.

• Ability to manage multiple tasks while maintaining organization and timely completion of projects.

• Well versed in cloud technology and on-premise infrastructure integration for Salesforce.com using Force.com platform, Web services(REST/SOAP) and third-party packages.

• Extensively worked on creating and customizing the Reports, Analytic Snapshots and Dashboards.

• Experience in designing, maintain Salesforce.com platform, Roles, Profiles, Permission Sets, Sharing Rule. Also experience in Sharing Rules, OWD, Groups, Queues, HTML, Visual Force Pages, Email Services, Record Types, Page Layouts, Search Layouts, Reports and Dashboards.

• Wrote SQL queries to perform backend data validations.

• Hands on experience in writing, testing and implementation of the triggers, stored procedures, functions, packages at database level (Oracle and MS SQL) using PL/SQL.

• Hands on experience in DocuSign and using SKUID.

• Hands on experience in using CSS3 in developing dynamic web pages.

• Competent in analyzing and creating Narrative Use Cases, Use Case Diagrams, Activity diagrams, Class diagrams, Data/Navigational flow diagram using data modelling Tools like MS Visio.

• Experience in Unit Testing, bug fixing and documenting.

• Hands on experience working in different level of operations and support.

**Technical Skills:**

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| **Salesforce Technologies** | **Salesforce, Apex Language, Apex Salesforce CRM, Apex Triggers, Visual Page Components, Formula Fields, Standard Controls, Workflow Rules, Approval Rules, Class/Controllers, Lightning UI, REST API, SOQL, SOSL** |
| **Salesforce Tools** | **Force.com Editor, Eclipse IDE Plug in, Force.com Explorer, Data Loader, Force.com Platform, Aura Framework.** |
| **Programming Web and Graphics** | **C++, JavaScript, CSS, HTML, XML**  |
| **Databases** | **Salesforce, Oracle, SQL** |
| **Project Communication Tools** | **MS office** |
| **Operating Systems** | **Windows, Mac** |
| **Framework Environment** | **Eclipse, Classic, Aura (Lightning)** |
| **Web Service Technologies** | **SOAP, REST Webservices** |
| **Programming Methodologies** | **Object Oriented Programming Language** |
| **Source Code Control and Deployment Tools** | **Team Foundation Servers (TFS), GIT-Tower** |

**Experience:**

**Inogen, TX June 2019 to Present
Sr. Salesforce Developer**

**Responsibilities:**

**•** Participated in daily Scrum meetings, discussed with Business Analysts about requirement gaps, defects and blocking issues.

• Involved in creating multiple Lightning Components, adding CSS and design patterns that make the Lightning components feel better for end users.

• Worked on creating the positive and negative test cases for the developed application.

• Enabled Aura Framework by adding Aura Attributes and Aura Handlers for Events for interaction between the components.

• Minimized code in JavaScript controllers by adding the resuable functions in the Helper Component in the Aura Bundle.

• Worked prominently with Standard Objects like Accounts, Contacts and Opportunities.

• Experienced using Force.com IDE for creating, modifying, testing and deploying applications.

• Used Team Foundation Servers (TFS) as a Source Code Control Repository and Used Apache Ant for deploying application from one environment to another.

• Managed complex workflows, approval rules and validation rules and assignment rules.

• Involved in Designing & developing entire Custom Visual Force page with help of controllers and trigger required for the business flow.

• Created flows and other business processes using Lightning experience.

• Imported data from Excel sheet into Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.

• Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization.

• Well versed in cloud technology and on-premise infrastructure integration on salesforce.com using Force.com platform.

**Environment:** Apex Classes, Triggers, Aura Bundles, Java Script, Java Script Remote Objects, Agile Methodology, Communities, Chatter, Data Loader, Workflow & Approvals, Reports, Custom Objects, Email Services, Security Controls, Sandbox data loading.

**Tapestry, NJ April 2017 to May 2019**

**Sr. Salesforce Developer / Admin**

**Responsibilities:**

• Work closely with sales team and business analysts to perform detailed analysis of business and user requirements, design the solution by customizing various standard objects of SalesForce.com (SFDC).

• Build Apps Visually with Lightning App Builder.

• Develop re-usable UI Components using Lightning Framework.

• Create new apps using Aura Framework components such as aura:iteration, ui:button.

• Create new components and events using browser supported technologies like HTML5,CSS3,JavaScript.

• Create email templates and inbound emails using VisualForce for clients and customers.

• Applying the lightning console to the service cloud customer service management solutions and Live Agent for helping representatives and agents for managing cases faster,track customer history,view dashboards etc.

• Querying Salesforce tables using SOQL & SOSL using Apex codes which is compiled on Force.com platform.

• Design and deploy the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages for automating business logic.

• Apply sales cloud modules such as Web-to-lead, Auto-response rules etc. on standard objects like Account, contact, lead, campaigns.

• Data mapping and migration of data from legacy systems to SalesForce.com Objects and fields

• Integrated the web services by generating the necessary stubs from the WSDL files of PHP for extracting the data

• Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.

• Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.

• Implemented Service cloud to build Live Agent service to assist customers with chat.

• Implemented Live Agent services in service cloud to assist supervisor panel,assign skills to agents, report on live agent sessions.

• Maintained security and enforced sharing rules and access settings.

• Provided post-implementation support to assist end users in creating reports, dashboards and certain Administrative tasks like creating and maintaining user profiles and privileges.

• Created technical specification documents for new developers and new users.

Environment: Saleforce.com CRM, Force.com platform, Apex Triggers, Chatter, Controllers, Custom Objects, Custom Tabs, Email Services, Sales Cloud & Service Cloud, HTML, Java Script, Apex Language, SQL, VISUALFORCE, APEX Triggers, SOQL & SOAP, Force.com IDE, SOAP API, REST API, Windows.

**Theoris, IN March 2016 to March 2017**

**Salesforce Developer / Admin**

**Responsibilities:**

• Hands-on experience in using New Lightning UI to bring Salesforce into the responsive UI era of web-based applications.

• Used the Lightning resources for Salesforce app customization.

• Developed Visualforce pages using Apex code

• Developed visualforce pages for proprietary Salesforce application to track the flow of business

• Experienced in managing processes for documenting, communicating and testing code releases from Sandboxes to Production environments.

• Applied Apex Codes for complex business logics to save data on rows.

• Used Apex Codes to create additional web services of API functionalities to expose logics within salesforce and in external applications.

• Applied community cloud services to Improve Engagement with Customers, Partners, and Employees

• Created Customer Service and Account Portals in community cloud

• Delivering service everywhere through Field service lightening, omni Routing, Social Customer Service.

• Worked on service cloud modules such as web-to-case, Escalation rules, and Assignment rules.

• Implemented pick lists, dependent pick lists, lookups, master detail relationships, and Record Types to enforce data quality Setup Marketing Campaigns, Assignment rules, Web-to-Lead and Auto-Response rules.

• Conducted Requirement analysis and Design Walkthroughs along with the designers, consultants and management staff.

• Worked closely with UAT team and SIT team in clarifying and resolving any issues while implementing projects.

• Set up Salesforce to maximize marketing to keep pace with rapidly changing program operations and procedures

• Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages for automating business logic

• Worked with sales cloud modules such as Web-to-lead, Auto-response rules etc. on standard objects like Account, contact, lead, campaigns

• Involved in Data mapping and migration of data from legacy systems to SalesForce.com Objects and fields

Environment: SalesForce.com Platform, Salesforce.com Custom Objects, Apex Language, Visualforce (Pages, Component & Controllers), Data loader, HTML, Workflows & Approval process, Tibco, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com sandbox.

**Mitratech, IN Sep 2014 to Sept 2015**

**Salesforce Admin**

**Responsibilities:**

* Involved in requirements gathering with multiple project managers, in an effort to better customize, and utilize the full functionality of the Salesforce.com CRM solution.
* Moved the tables like Opportunities, Accounts and Contacts to the Salesforce CRM Standard objects.
* Worked on maintaining the functional areas of accounts, contacts, leads, campaigns, opportunities, quotes, activities dashboards.
* Designed, developed and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Written SOQL queries against force.com API.
* Used Force.com Eclipse IDE plug to develop the classes and triggers.
* Developed different Visual Force Pages to suit to the needs of the application using different Visual force components.
* Using Apex Data Loader mapped data sources and loaded data into Call Center application.
* Implemented packages in distributing and migrating components or applications within the organization.
* Integrated the Web Services for extracting the data from external systems to display in the pages of salesforce.com.
* Designed, developed and deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Coded APEX triggers and s-controls, created rule based automated workflows.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Manage users, Public Groups, Profiles, and Roles within the Salesforce CRM, this involved designating access to the applicable user within the user hierarchy.
* Responsible for the creation of custom Apps, and Reports using the Salesforce CRM cloud computing model.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** Saleforce.com platform, Apex Language, Visualforce (Pages, Components, Controllers & Extensions), Saledforce.com Data Loader, Apex Triggers, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, HTML, Java Script, Web Services, WSDL, SFDC Sandbox, Eclipse IDE Plug-in, Oracle 10g, Windows XP