**RAJESH POTLA **

Salesforce Developer/Administrator

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**Professional Summary**

* With 5 **years** Strong and extensive experience in Software Analysis, Design, Development and Customization of **Enterprise CRM** Applications using **Force.com**.
* Configuration and Customization of an evolving Salesforce.com **Sales Cloud**, **Service cloud** environments.
* Performed Daily administration, support and setup of Salesforce.com **Users** , **Security settings, Profiles, Roles, Custom Objects, Tabs, Fields, Record Types, Workflow Rules, Customized List views, Reports, Approvals, Page Layouts, Tasks, Email Templates,** and **validation rules**
* Solid experience Programming with **Apex Classes**, **Apex Triggers**, **Apex Batch jobs**, SFDC API'S, **Controllers**, Test Classes within **Governor Limits,** Workflows and **Visual force pages**.
* Toiled on Salesforce.com **Web Services** APIs - Force.com **SOAP** and **REST**-based Web Service APIs.
* Ability to write complex **SOQL**, **SOSL** queries across multiple objects within the SFDC database.
* Implemented **Batch Apex**, **Schedule Apex** Jobs.
* Proficient in **Data Migration** from Traditional Applications to Salesforce using **Data Loader** Utility. Extensively worked on Salesforce.com **sandbox and production** environments including creating Sandboxes and refreshing it time to time. Deployment between Production and Sandboxes using Eclipse and **Change set**
* Well versed with analyzing company Processes, translating business workflows into accurate CRM workflows & configuring CRM applications to meet business needs.
* Analyzing and Implementing the Security model (Object level, Field level and Record level) using **Profiles**, **Roles, Permission Sets** and**Sharing Model** (Organizational-wide defaults & Sharing rules) settings.
* Strong practical expertise on **Force.com**, **Validation Rules**, **Approval Process, Triggers,Workflows**and **Process Builder.**
* Salesforce.com development using **Apex** language and **Visual force** scripting and **Web Services.**
* Managed **Software Testing process**, which includes devising **Test plans**, involve in code reviews creating **Test cases**, establishing protocols and coordinate activities related to Salesforce **Production**/**QA**/**Development**,**SandBox** environments (**SAT,UAT**).
* Used different data tools – **Apex Data Loader, Import Wizard**.
* Experience in deployment using **Change Sets, Eclipse, VSCODE.**

**Technical Skills**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, APEX Language, Apex Classes, Triggers, SOQL, SOSL, Visual force (Pages, Components and custom, standard Controllers), APEX Data Loader, Lightning Component, APEX Web Services (SOAP, REST), Process Builder, Batch Apex, Schedule Apex. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, APEX Data Loader, Force.com Excel Connector, Force Platform (Sandbox, and Production), Schema Builder, Process Builder, Data Import and Export Wizard. Force.com workbench. |
| **Programming Languages** | APEX, Visual force, JAVA, JDBC, Servlets, OOPS. |
| **Scripting Languages** | HTML5, JavaScript, CSS/CSS3, XML, J Query and JSON, JSP |
| **Database Programming** | SOQL, SOSL. |

**Professional Experience**

* Worked as Software Engineer with **Bodhtreeservices** from July-2015 to Oct-2017
* Worked as Programmer Analyst with **Cognizant Technology Solutions**from Oct-2017 to Aug - 2018.
* Working as Business Technology Analystwith **Deloitte Consulting PVT LTD** fromAug-2018 to Till date.

**Education:**

* M.Tech in Computer Science and Engineering from SVITS in 2015.
* B.Tech in Information Technology from JPNCE in 2012.

**Work Experience:**

**Project Name: CEAT Tires**

**Role :** Salesforce Developer

**Description:**

The client needs a new system in Salesforce.com to evaluate their new claims registered by the customers in the customer community as well as in partner community.

**Responsibilities:**

* Designed the complete solution based on the requirements gathered during the Requirement gathering sessions.
* Implemented the complete end-to-end Review process, Reports and charts.
* Implemented SAP to Salesforce integration using SOAP API.
* Developed complex business logic using Visualforce, Apex Classes and Triggers.
* Designed the complete data model and configured workflow rules, approval processes.
* Developed test classes, reviewed and deployed all the deliverables to Production

**Client:** Western Union

**Project Name :** Western Union

**Role:**Salesforce Developer.

**Description:** The upload Document Integration as a Document Management System (DMS), which will be used to store and view documents. Western Union salesforce will communicate with Onbase using “Upload Document” & “View Document” web services exposed by Mulesoft ESB.

**Responsibilities:**

* Created custom fields required.
* Developed business logic using rest services.
* Developed batch apex to reprocess the failed records.
* Developed test classes, reviewed and deployed all the deliverables to Production

**Client: British American Tobacco**

**Project Name*:* British American Tobacco**

**Role:**Salesforce Developer

**Description:British American Tobacco** (**BAT**) is a British [multinational](https://en.wikipedia.org/wiki/Multinational_corporation" \o "Multinational corporation) cigarette and tobacco manufacturing company headquartered in [London](https://en.wikipedia.org/wiki/London" \o "London), United Kingdom. It is the second-biggest cigarette maker in the world as of 2012

**Responsibilities:**

* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components.
* Constructed custom reports and dashboards to track sales and other key metrics.
* Designed and build custom applications using Force.com and Visualforce.com.
* Designed and developed Visual force pages and controllers for distribution enhancement.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Configuration and customization to meet enhancement requests also perform Unit testing.
* Preparation and review of the Unit Test scripts, release notes and deployment scripts.