Rahul M



**7X Certified Salesforce Developer**

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**Professional Summary:**

* Certified Salesforce Professional with over 7 years of experience in IT and around 5 years in **Configuring, Implementing, Developing, Customizing, Testing, Deploying** and **Integrating** Salesforce CRM Applications.
* Experienced in achieving successful project completions, using SDLC Methodologies like Waterfall, **Agile**, and Spiral through different phases: gathering the client requirements, **analyzing, designing, implementing, testing, deploying,** and **maintaining** the project with respect to client requirements.
* Professional in **Implementing, Developing** and **Customizing** Salesforce CRM applications with the help of Visualforce Pages/Components, APEX Classes, Controllers, Triggers, SOQL, SOSL, DML Statements, Apex Collections and Salesforce APIs through Developer Console, Eclipse with Force.com Plug-ins and VSCode.
* Experienced in Developing **Salesforce Lightning Applications** with the combination of Lighting Bundles, Salesforce **Lighting Design System**, Lightning Component Library, **Lightning Web Components**, Apex Controllers, Aura Framework and Lightning App Builder.
* Expertise in performing **Salesforce Administrative Tasks**: Organization Setup, User Management, Activity Management, Analytics, Process Automation by Creating/Customizing objects/fields/tabs, Users, **Profiles, Permission Sets,** Roles, Groups, Queues, Page Layouts, Lightning Experience Record Pages, Record Types, Chatter, **Workflow/Validation rules,** Approvals, and Process Builder.
* Expertise in Organizing / Conducting **Brainstorming**, Joint Application Development (JAD), and Steering Committee sessions with the project team along with the Stakeholders to gather required functional details, future vision and to get project approvals.
* Experience working with Force.com IDE, **Data Loader** and Salesforce.com Sandbox environments.
* **Integrated Data sources** (Applications) with salesforce CRM for building the holistic 360\* view for any data source for typical dashboard view. Not limited to salesforce CRM.
* Designed, implemented the **Bulk & Rest API integrations** for exporting& importing the data from salesforce CRM to Down Stream Applications (Two-way Integrations)
* Experience with **Apttus,** Big machines **CPQ** and built AppExchange applications with AngularJS and Bootstrap.
* Experience in configuring and customizing the Apttus CPQ and CLM tools.
* Professional in Documenting Use Cases, **Business Requirement Document (BRD),** System Requirement Specification (SRS), Test Requirement Documentation (TRD) and Requirements Traceability Matrix (RTM).
* Expertise in **designing/developing** Test Scenarios, Test Plans, Test Cases, Test Scripts and Test Data by working closely with **QA team** to meet the functional requirements of the project.
* Experienced in handling Salesforce **data import/export** through Salesforce **Data Loader and** **Import Wizard.**
* Professional in **Integrating/Deploying** Salesforce to other platforms like Oracle, AWS, and Microsoft applications by using **REST, SOAP** Technologies.
* Experienced in implementing Salesforce **Continuous Integration** and **Continuous Deployments** setup using **ANT Migration tools**, also got experience doing deployments using Change Sets, Eclipse IDE, AutoRabbit tools.
* Successfully controlled the different versions of the projects using version control tools Ex: **Bit Bucket and GitHub.**
* Ability to work and meet deadlines without immediate supervision, demonstrate a strong attitude to achieve team goals, always willing to run the extra mile and follow a goal-oriented approach to problem solving.

**Technical Skills:**

* **Force.Com**: APEX, Classes, Triggers, Visualforce, Controllers, Lightning Components, Lightning App Builder, Lightning Web Components, APEX Testing, Debugging, SOQL, SOSL, DML Statements, Workbench, Lightning Application and Heroku.
* **Salesforce CRM Functionality**: Sales/Service Clouds, Users, Profiles, Permission Sets, Record Type, Email Templates, List Views, Queues, Groups, Workflows, Validations, Approvals, Process Builders, Login policies, Monitoring, Omni-Channel, Live Agent, Chatter, Call Center.
* **AppExchange**: DocuSign, Conga Composer, Agile Accelerator, Map Anything and Field Trip.
* **Salesforce Integration**: Salesforce Lightning Connect, Salesforce APIs: REST, SOAP, Tooling, ETL, and ESB.
* **Sandboxes & Deployment**: Developer, Full, Change Sets, Eclipse IDE, Force.com ANT Migration tool, and Packages.
* **Languages & Databases**: APEX, Visualforce, SQL, AWS, Java, HTML, CSS, Java Script, MongoDB, SQL server 2016.
* **Frameworks & Tools**: Agile, SCRUM, Sprint Cycle, Junit, JQuery, JIRA, Version One, VSCode, Developer Console, Eclipse IDE, Workbench, APTTUS CPQ, CLM, VEEVA Integration, and Informatica.
* **Version Control & Management**: Git Lab, GitHub, Sandbox, Bit Bucket.
* **Industries**: Insurance, Banking, Health Care and Services
* **Network**: Ubuntu Linux, Wireshark, VMware, Windows server 2012 r2, VLAN, VPN
* **Collaboration/Presentation**: WebEx, GoToMeeting, Zoom, Prezi, Screen – O- Matic, Slack, Skype and MS Office

**Certifications:**

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Platform Developer II**
* **Salesforce Certified JavaScript Developer**
* **Salesforce Certified Service Cloud Consultant**
* **Salesforce Certified Administrator**
* **Salesforce Certified Advanced Administrator**
* **Salesforce Certified Platform App Builder**

**Professional Experience:**

**Client: State Farm, Bloomington, IL**

**Title: Sr. Salesforce Developer, Apr 2019 – Present**

**Responsibilities:**

* Part of a team which is responsible to **implement, develop, customize, test, deploy** and **integrate** the salesforce Sales cloud, Service cloud, Financial cloud, applications by ensuring it meets business needs.
* Gathered the requirements by coordinating with the **functional leads,** developers and project managers and utilize the full functionality of the **Salesforce.com CRM solution**.
* Followed **Agile Methodology**, created user stories based on the **product backlogs** items and added to different sprint cycles depending on the severity by utilizing **Version One.**
* Developed a tool by creating the **lighting component pages** by utilizing, **Aura Framework, LWC** and Lightning Bundles such as Component, Controller, Helper, Style, Design, Renderer and SVG File to validate claims of providers.
* In order to retrieve data from **server-side controller** to the lightning component, utilized Apex Controllers which makes a call outs for external requests through different API’s.
* Developed various Apex Triggers, Apex Classes, Controllers and Extensions for various business needs in the application.
* Worked on Page Layouts, Record types, Lightning Experience Record Pages, Validation rules, Workflow rules and Process Builder to accomplish business automation.
* **Triggered interface events** by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura framework.
* Expertise in aura framework, Lightning Components and Salesforce Lightning Design System (SLDS).
* Created multiple **Lightning Components and Lightning Web Components**, added CSS and Design Parameters that makes the Lightning component look and feel better, created Aura based Components, Attributes, and Controllers which can be compatible to access through **Lightning App builder.**
* Integrated with **Enterprise System** using Rest API to retrieve client’s information, Developed Batch jobs to feed and Maintain the Enterprise System.
* Part of a team, responsible to **Migrate** existing applications, visual force pages, and users from Salesforce **Classic Org to Lightning Experience**, to utilize all the features of salesforce.
* Implemented **Quote-to-Cash** solution using **APTTUS CPQ**. And good understanding of the Apttus CPQ.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Worked closely with the QA team along with BA, to develop test plans, scenarios & cases, to implement process automation, and to gather the insights from the performed tests and enhance the development process.
* Controlled the different versions of the application by creating **sandboxes** like Developer, Developer Pro, Partial copy and Full. And utilized Change Sets, Force.com IDE, AutoRabbit, **ANT migration tool** and Packages to deploy the configuration, meta-data from sandboxes to Production Org.
* For Code Repository, Version Control utilized Bit Bucket, JIRA and Collaborated with the team through, Outlook, Slack and GoToMeeting.

**Environment:** Saleforce.com platform, Apex Classes/Controllers, Visualforce Pages, Data Loader, Sandboxes, APTTUS CPQ, lightening design system (LDS), Lightening Component/Controller, LWC, Ant Migration Tool, REST API, SOAP API, Workflow & Approvals, Reports, Git Lab, Version One, Eclipse IDE Plug-in and Force.com.

**Client: Administrative Office of the United States Courts, VA**

**Title: Sr. Salesforce Developer/Admin, Jan 2018 – Apr 2019**

**Responsibilities:**

* Worked closely with project managers, architects, team leads and stakeholders to gather project requirements, to get approvals for completed work, and to know future vision of the project.
* Customized the existing web, desktop, and mobile applications with respect to the business analyst requirements, by using Visualforce Pages/Components, Apex Triggers, Classes and Controllers. to improvise the **application UI** and to develop **business logic functionality.**
* Involved in **Service cloud** and **Sales cloud** for Implementation/Customization.
* Part of a team to move Salesforce Org from **Classic to Lightning** Experience through Salesforce Migration Assistant, enhanced Salesforce UI & Functionality by Salesforce Lightning Design System and Apex Controllers as a POC.
* Implemented Customer, Partner **Communities** to provide the access into salesforce production for Customers/Partners to check due dates, invoice information, and other details.
* As a team Integrated salesforce production to other platforms like Oracle, Microsoft, Docusign and IBM bi-directionally using Salesforce REST, SOAP in real-time.
* Built reusable UI/UX components with Lightning component framework.
* Implemented **CPQ solution** using **ApttusVeeva CPQ** & Contract Management (CLM) for various customers in industries.
* Implemented **Live Agent feature** to provide customer assistance, utilized **Omni-Channel** to divert the customer enquiries to respective users, queues depending on the types of enquiry/request.
* Used SOQL & SOSL for **data manipulation** needs of the application using platform database objects and Developed UI containing angular/jQuery in Salesforce.
* Subject matter expert in **identifying, planning,** and **implementing** new Salesforce.com and Lightning Experience features and functions, new screens, workflow, force.com objects, reports and Apex code to meet business requirements.
* Worked on installing and integrating Apttus CPQ and Apttus approvals package with Salesforce Sales process.
* Implemented **CPQ (Configure Price Quote)** solution using Apttus CPQ & **Contract Management** and also used Apttus CPQ to configure price and quotes for the organization based on regional prices. Managed CPQ process from both SFDC opportunity and excel.
* Managed **~1000 salesforce users** by creating User Profiles & Permission sets, designed **Role Hierarchies** to control access to data, and implemented/monitored Login Policies, IP Ranges, Password Resets.
* Achieved scheduled jobs through **Asynchronous Apex** methods like schedulable, queueable and batch apex.
* Debugged the Apex Code using various **debugging processes** like Checkpoint Inspector, Log Inspector and User Debug Logs to erect or trouble shoot the errors and Developed test classes to ensure the minimum code coverage is 75%.
* Monitored various components of the system like Login History, Data and Storage Resources, Setup Changes, And Debug/Scheduled Logs to make sure the production is working as expected.

**Environment:** Saleforce.com platform, Apex, Data Loader, CPQ, Visualforce Pages, Live Agent, Omni-Channel, Communities, Role Hierarchy, Login History, Data Security, Workflow & Approvals, SOQL, User Management, Reports, Sandbox, Asynchronous Apex, Debug Logs, Eclipse IDE Plug-in, Git Hub, and Slack.

**Client: First National Bank, Omaha, NE**

**Sr. SalesForce.com Developer, Mar 17 – Dec 17**

**Responsibilities:**

* Interacted with business team to gather and document the requirements of the project and performed **Gap Analysis** identifying the data, business process and workflows of organization w.r.t Salesforce.com implementation.
* Used **Agile SDLC**, Scrum frameworks and **Sprint Cycles** to breakdown the project into different phases and to effectively complete/accomplish all the phases of the project.
* Involved in Setting up Sales Cloud Queues, **web-to-lead** setup, lead conversion mappings, **assignment rules**, auto response rules etc.)
* Built an application by **creating/customizing** objects, tabs, fields, defined relationships, validation rules, APEX, Classes, Triggers for business logic, and designed UI using page layouts, visualforce pages.
* Developed an application extensively for **Case Management** utilizing salesforce **out-of-the-box functionality** with the combination of **Force.com platform** components such as Apex Classes, Triggers, and Visualforce Pages.
* Created/Developed **Apex triggers** to check/verify/identify errors, record updates and alert users / administrators /developers to perform corrections/changes for effective results.
* To achieve **Lead/Case Management** designed web pages using visualforce pages and hosted on **Heroku Platform** to capture customers’ needs/enquiries and implemented logic to migrate leads/cases into queues/groups depending on the customers’ need/inquiry.
* Experience in Veeva integration on Salesforce/Force.com Platform
* Worked on various Salesforce/**Veeva integrations** with Oracle and other third-party systems to support Order Management module.
* Performed field mapping of Salesforce and Legacy CRM systems.
* Responsible to manage Customer/Partner Cases by Implementing **Case Assignment Rules**, Case Auto-Response Rules, Escalation Rules and Utilized Web – to – Case & Email – to – Case features for effective Case Management.
* Controlled the access of the users into Organization Portal through **Security Control** features like Sharing Settings, Login Access Policies, Network Access, and Single Sign-On Settings.
* Utilized **Salesforce Pardot** to achieve Lead generation, **Email marketing** through landing page builder, smart forms, personalized messaging, and email builder.

**Environment:** Sales Cloud, Service Cloud, Data loader and Data management, Salesforce Out-of-the Box Functionality, Case Management, Assignment Rules, Web-to-Lead, Heroku, Security Control, Workflow rules and Approval processes, sandbox, Pardot, Veeva Integration, Partner Portal, and Git Hub.

**Client: Quicken Loans, Detroit, MI**

**Role: Salesforce Admin/Developer, Jan 2016 – Feb 2017**

**Responsibilities:**

* Participated in the complete project life cycle which includes, gathering the client requirements, analyzing, designing, developing, and testing the project with respect to client requirements.
* Engaged with the sales team and business analysts to gather business and user requirements.
* Involved in handling **Salesforce Business Processes:** Lead Management, Case Management, Campaign Management, Forecasting, Pipeline Management, Order Management, and Opportunity Management.
* Responsible for **SFDC Administrative tasks:** creating custom objects/tabs/fields, Users, Profiles, Permission Sets, Page Layouts, Email Templates and Automation Process: Validation/Workflow/Assignment/Escalation rules, Approval Process.
* Designed Custom Formula Fields, Validation rules, Filed Dependencies, **Workflow rules, Approval Process and Process Builder** for **automated alerts, fields update and email generation** according to requirement.
* **Imported/Exported** data from various resources/Org like spreadsheets, emails, and databases with tools: **Data Loader**, **Data Import Wizard, DML Statements, Dataclass method** and **Batch Apex.**
* Developed Various **Reports & Dashboards** by using **tabular/summary/matrix** for Reports and **Horizontal/Vertical** /Line /Pie /Donut / Funnel/Scatter Charts, Metric, Table **and Visualforce Page f**or **Dashboards.**
* Provided **solution design** to implement the requested functionality in salesforce.
* Configured salesforce objects like Accounts, Contacts, Leads, Opportunities, **Reports and Dashboards.**
* Well versed with Salesforce.com CRM integration, developing and deploying the custom integration solutions, Hands on experience in **creating, troubleshooting, modifying** APEX code and Visualforce pages.
* Created **Many-to-Many relationships** and created Junction objects to implement **Roll-up Summary** fields to aggregate data from child records on the parent.
* Responsible for **capturing, analyzing,** and **designing** of different integration points involved in the system with external systems.
* Integrated Salesforce CRM and the legacy system using **Cast Iron Integration** tools like **Informatica, ETL Cloud Systems.**
* Maintained **data cleanliness and accuracy** by adding custom validation rules, custom formulas, reports and dashboards.
* Responsible for all the activities related to configuring Data Loader, uploading data in CSV files into salesforce.com, checking for the correctness of the data.

**Environment:** Saleforce.com Out-of-the Box Functionality, Profiles, Workflows, Approvals, Data Migration, Relationships, Salesforce Standard Objects, Roll-up Summary, Visualforce, Email Templates, Data Loader, Informatica, Reports, Dashboards, Developer Console, Users, Profiles and Apex.

**Client: MetricStream Inc, India**

**Title: BA/QA, June 2013 – July 2015**

**Responsibilities:**

* Involved in Organizing / Conducting Brainstorming, **Joint Application Development (JAD),** and **Steering Committee** sessions with the project team along with the Stakeholders to gather required functional details, future vision and to get project approvals.
* Performed **Gap Analysis** using **AS – IS process** flow document and TO-BE process flow document with respect to gathered details to understand what needs to be achieved and developed User Stories.
* Reviewed, Analyzed and Developed **Business Requirement Document (BRD),** Functional Requirement Document (FRD) and developed a System Required Specification (SRS).
* Responsible to prioritize the **Product Backlog** Items by dividing EPICS into User Stories and conducted Product **Backlog Grooming** meeting with the Product Owner to reprioritize the Product Backlog Items.
* Designed/Developed **Test Scenarios, Test Plans, Test Cases,** Test Scripts and Test Data by working closely with QA team to meet the functional requirements of the project.
* Involved in Performing Functional testing, Regression testing, System testing, Integration testing, Security testing, Configuration testing, GUI testing and User Acceptance testing.
* Developed and executed **SQL queries** in the database to conduct data integrity testing by checking the data tables on the server.
* Reviewed Test Results along with business end users, assisted in re-prioritizing of requirements and defects, communicated the Systems Health after defects resolution in order to make the **Go/No Go Decision**.

**Environment:** Salesforce, JIRA, Agile, Sprint Cycles, Product Backlogs, EPICS, User Stories, Gap Analysis, AS-IS Process, BRD, Test Plan, Backlog Grooming, SQL, and Functional Testing.