

## Rohit Gupta

Qualification: - B.TECH.

E-Mail ID: Arockx.112244@gmail.com

Contact: +919019343145

**Salesforce Developer**

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| Objective |

### Aim to be associated with a progressive organization that gives me scope to update my knowledge and enhance skills in accordance with latest trends and be a part of team that dynamically works towards the growth of self and the organization

### Professional Summary

* Over 13 years of experience out of which around 8.2 yrs of experience in Sales force.com.
* Interacting with UK and US customers and understanding the requirement of the project (Gathering requirement)and working on those projects
* Have worked on Different application IDEs like on the Force.com, Eclipse, and Notepad++.
* Made automated functionality in apps using APEX classes and Triggers
* Made customized apps using APEX and creative Designing in Visualforce pages, using CSS.
* Experience on Configuration and Security settings in the Salesforce.com Environment.
* .Plans, directs and maintains projects. Reviews work requests and estimates scope of projects. Assists in planning the use of project resources. Assists Project Managers in the implementation and control of project schedules. Follows up to ensure goals were met
* Provides mentoring and guidance to other team members
* Design, build, configuration and documentation of technical components for the CRM Salesforce Cloud implementation
* Conduct or participate in prototyping sessions with business and IT resources to ensure clarity of requirements
* Design conversion including data mapping from CRM On Demand and Siebel to Salesforce and drive execution
* Design integration from/to Salesforce with 3rd party tools (Eloqua, Pardot, BigMachine, etc.), Siebel and other Visa applications and lead execution
* Create architecture documents covering all functional and non-functional requirements. Prepare documentation such as design specifications
* Make recommendations on design such as use of objects, data architecture, integration, user interface design
* Lead development teams to deliver full lifecycle SFDC implementations from inception to roll-out. Includes working with off-site or off-shore teams
* Coordinate and negotiate solutions for complex, cross-functional enterprise systems with multiple parties and interests
* Mule Soft Certified Developer.Configuring the Mule process for fetching the data from topic and makes web service calls to the middle tier Mule ESB for processing.Used encryption algorithms to encrypt the fields in the environment properties.Used Quartz connector to schedule the batch jobs.
* Architected Integrations using Mule Soft ESB environments for both on premise and Cloud hub environments.
* Implemented build package tool using Maven and build the code in Jenkins
* Develop high level effort estimates and distribute development tasks to team members and mentor developers towards solution development and successful delivery of project engagement
* Effectively lead a team of onshore/offshore developers to accomplish Salesforce.com project deliverables
* Experience in Salesforce Live Agent and Omni Channel deployment and installation
* 5+ years of hands-on Salesforce.com experience in the areas of Service Cloud, Sales Cloud, Workflows, Mobile, Single Sign On, API’s, and integration to enterprise systems, including 5+ years in technical architecture
* Experienced in developing custom applications and solutions using SFDC Force.com Platform using Apex, Visualforce, Force.com IDE, SOSL and SOQL..
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Knowledge of data integration tools and experience integrating Salesforce with different business systems (ETL, CPQ, marketing automation, reporting, etc
* Ensuring that all code changes end up in configuration and deployment tools
* Providing Release Deployments on non-Production Management controlled environments
* Capturing Build and Deployment notes, developing Software Product Deployment and Operating Instructions
* Supporting creation of Software Product and Release Documentation
* Familiarity with DevOps tools such as Eclipse, Git, GitHub, BitBucket, Sonar, Jira, Jama, Confluence, Crucible, Jenkins and TeamCity
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Experienced using Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
* Maintenance of installed Managed Packages in Lightning using Apex. Experienced in using Data Migration tool called Data Loader.
* Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Experience in SF Lightning, Aura, development & SLDS
* Lead development and delivery of multiple projects.Guiding the junior members in development
* Implementing Salesforce Lightning Components.JavaScript, Remote Objects or JavaScript Remoting/events, JQuery, CSS.Salesforce Static Resources Setup and usage of lightning apps and embedding in VF pages.
* Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
* Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
* Expertise in SFDC Configurations/Customizations as Administrator and Developer.
* Expertise on working different environment of SFDC such as Sales Cloud, Marketing Cloud and Service Cloud.
* Designed various report folders, extracting reports to various formats, designing Visualforce Pages, Dashboards, Snapshots and Chatter.
* Develop software solutions using MS tools, Salesforce.com API framework, and 3rd party APIs Perform testing and defect fixes
* - Liaise with internal clients and users to understand their business needs in developing solutions through Salesforce.
* Experienced in building the custom application using Lightning Components/ Framework.
* Experienced with Lightning UI development, creating Lightning pages by using component, controller, style, helper, design, render, documentation, SVG.
* Worked on Apttus for providing Quote-to-Cash software delivering CPQ, Contract management, E- Commerce and revenue management on salesforce.
* Experienced in setting up Apttus Approval Processes.
* Experienced on different Sales domain like CPQ Configure- Price- Quote, Contract Management, Revenue Management and Billing.
* Based on the business requirements, designed a sample CPQ process within salesforce so that pricing team can get the pricing requests of custom quote requests in their queue to review.
* Experienced working on Salesforce integration and Steelbrick for automation quoting, contracting and billing process.
* Have experience in enterprise integration and data migration using Soap,REST Web services and other tools like Dell Boomi ,Jitterbit
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile. Retrieved some data and its functionality from Third-Party API’s and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better. Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component

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* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Integration Methodologies, different API, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options.
* Good Experience on Salesforce Lightning. Experience in third party integration with ERP (Marketing Cloud, Service Cloud)..
* Creating the Application Dashboard. Creating Products, Document Category, Party Type, associate with the junction
* Experienced on integrating salesforce and CPQ application to automate fulfillment process.
* Experienced with Salesforce.com Web Services APIs-
* Worked with end to end Service Cloud implementation like Case Management, CTI integration.
* Good exposure on Apttus Product setup, Approval setup and Contract Management.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, APTTUS CPQ and Dashboards
* Experienced working on Salesforce integration and Steelbrick for automation quoting, contracting and billing process.

### Work Experience

* Working as Sales force Architect in K R Elixir Pvt ltd from Jan 2012 till date
* Worked forHCL Technologies pvt ltd as Java developer from01-Jan-2007 to 28-Dec-2011

### Certifications:

* Microsoft Certification in BizTalk Server 2010: MS 70-595
* Certified Programmer in Java Core
* Certified Programmer in C#.Net 2008
* **Salesforce.com certified force.com developer (SFDC Dev 401).**
* **Salesforce.com certified Administrator (SFDC Admin 201).**

**Other CRM Functionality:**

* Working knowledge of CRM :-
* 1:-Salesforce CRM
* 2:-Zoho CRM

**AREAS OF EXPERTISE**

* Windows Family
* Apex, Visual Force, Core Java, HTML, XML, C#.Net,
* Eclipse
* Oracle 10g, SOQL, SOSL

**Experience Summary**

**KR Elixir Pvt Ltd Sales Force Architect 01-Jan 2012-till date**

**Responsibilities**

* Working on Sales Force.Development and lightening projects. Supporting the Sales Force development team
* Experience in Administration, Configuration, Implementation and Support of Sales force CRM.
* Managing Multiple projects, tasks concurrently and driving them to successful completion
* Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Experience working with Data Loader, Import Wizard.
* Being a Sales force Certified Administrator - **leads Level2 & Level3** Sales & Service Cloud Support and deploys solutions that support customer
* Created Work flow Rules, Record Types, Page Layouts, Approval Process, Tasks, Email Alerts, Field Updates and Outbound Messages to manage the Work-flow & Approvals.
* Has experience working with sales and marketing organizations and has expertise in Salesforce applications, including the knowledge needed to implement multiple applications in common customer scenarios.
* Developed the skills outlined below:
* ♣ Structured skill set for the consulting practice ♣ Experience with the full project life cycle of Sales & service cloud
* Expertise in SFDC Development using Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Indexes, Locks Web Services, Components, Tabs, Apex Web services, Custom Objects, Reports, Analytic Snapshots and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows.
* Provide architectural blueprints to Engineering Team
* Created and updated users, reports, and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Conga Merge and Outlook.
* Performed user & administration training sessions for clients to utilize Salesforce and respective programs.
* Experience working with Sales cloud and Service cloud.
* Strong knowledge on VMOC rules, Veeva vault integration with Veeva CRM, IRep implementation and with Approved email setup and implementation.
* Experienced using Salesforce Lightning UI. Created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components to make Lightning Application mobile.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component. Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Experienced in Service Cloud, Sales cloud, Chatter & App - exchange applications.
* Expertise in Visual Force, APEX Database, APEX Triggers and APEX Testing. Designed Visual Force pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Experience in integrating external web systems with salesforce using REST and SOAP web services.
* Resolving requests such as Changes, Incidents, Work Orders (Service Requests), Problem tickets using Management tools Bitbucket, Confluence, Service now and Services per SLA’s
* Resolving requests such as Changes, Incidents, Work Orders (Service Requests), Problem tickets using Management tools Bitbucket, Confluence, Service now and Services per SLA’s
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Used Force.com **Migration tool** to make deployments to different **sandbox** **environments.**
* Developed various **Custom Objects, Tabs, Fields, validation rules, Components.**
* Worked with **SOQL** queries with **Governor Limitations** to store and download the data from Salesforce.com platform database.
* Created various **Profiles**, **Roles**, **Page Layouts** and configured the **Permissions** based on the Organization hierarchy requirements.
* Worked in **Agile methodology Process** and **Sprint System**, attended daily standup calls.
* Using **Apex Data Loader and Import Wizard** for migrating records to sources and loaded data into Call Center application and for cleaning of data.
* Designed and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visual Force Pages to suit to the needs of the application.
* Customized page layouts for Opportunity, Contacts and Accounts depending upon user roles and groups.
* Responsible for Hypercare support, country rollout, data migration activities in Live environment.
* Implemented email-to-case, web-to-lead to capture the cases and leads.
* Created the Batch Apex, Schedule Apex, Triggers, and Workflows for Email Alerts and Field Updates.
* Developed salesforce Customized reports and dashboards to continuously monitor data
* Creating Queues.
* Created many app pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app. Developed Salesforce.com custom application using Apex, Visual force and AppExchange.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features. Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.

**Significant Highlights:-**

**Project #1 : ITV**

**Team Size : 3**

**Role : Salesforce developer**

**Environment : Salesforce.com**

**Description :** The project is a Media domain project dealing with the Sales Cloud and also the financial transactions for the client. Here are also managing the Dubs and Events. We use JIRA tool for the Incident and Service Request management. There is also integration with Dell Boomi for the Data integration between Salesforce and SQL.

**Tools/ Technologies Used**: Force.com IDE, Apex Programming, JIRA, Dell Boomi

**Responsibilities:**

* Worked as the Offshore Technical Lead for the requirement.
* Apex Classes- Wrapper Class, Test classes as per the requirement.
* Production Deployment using Change set and done other configurationally changes as required.
* Maintaining and Resolving JIRA tickets
* Managing the Dell Boomi Integration processes with the 3rd Party.

**Project #2 : Supplier Hub Integration**

**Team Size : 4**

**Role : Salesforce developer**

**Environment : Salesforce.com**

**Description :** The project is based on a client of UK. Here there is integration between Salesforce PHP. The client is a major waste collector. We need to create services between Salesforce and PHP to manage the Customers Of the client who are collecting the Waste materials thereby creating New Cases/Updating the Cases in Salesforce.

**Tools/ Technologies Used:**Force.com IDE, Apex Programming, Workbench

**Responsibilities:**

* Worked as the Technical Lead for the requirement.
* Created Web service in REST POST to achieve the New Request and Missed Lift Scenarios
* Apex Classes- Wrapper Class, REST Apex class and Test classes as per the requirement.

Production Deployment using Change set and done other configurationally changes as required

**Project #3 : Business Affairs for Statistical Information Application (BASIS)**

**Team Size: 4**

**Role : Salesforce developer**

**Environment : Salesforce.com**

**Description :**The project is based on Media Domain. The application uses 3rd Party tool Conga Composer for generating reports for various Object records fulfilling some specific criteria’s’ using Salesforce Reports and Queries and generating a pdf document with the required information in a desired format.

**Tools/ Technologies Used:**Force.com IDE, Apex Programming, Conga Composer, HTML, HTML5

**Responsibilities:**

* Created Conga Templates as requested by Client.
* Create Salesforce Report and Conga Queries for achieving the desired result.
* Created Apex Classes, Test classes, Custom buttons and Triggers as per the technical design
* Production Deployment using Change set and done other configurationally changes as required
* Worked on different issue, using Cases and Chatter for the tracking them and also customer interactions.
* Modified the object model and other configurations as requirement of Business.

**Project #4 : Casting Room**

**Team Size : 2**

**Role : Salesforce Analyst**

**Environment : Salesforce.com**

**Description :**The project is based on Media Domain. The application is used to generate reports for the Client requirement using a 3rd Party Tool Conga Composer. The report contains the details of the Deals done for an Account (Company) with any Talent (Contact) as to calculate his enumeration he earns with details like he works for how many episodes and Shows he will do.

**Tools/ Technologies Used:**Force.com IDE, Conga Compose, HTML,

**Responsibilities:**

* Created Conga Templates as requested by Client.
* Create Salesforce Report and Conga Queries for achieving the desired result.
* Created Apex Classes, Test classes, Custom buttons and Triggers as per the technical design
* Production Deployment using Change set and done other configurationally changes as required.

**Project #5 : Implementing a site for Hospital (POC)**

**Team Size : 10**

**Role : Salesforce developer**

**Environment : Salesforce.com**

**Description:**The project is based on Health insurance. The application is for external and internal users. The User can select the plans.

**Tools/ Technologies Used:**Force.com IDE, Apex Programming, JavaScript, HTML, HTML5

**Responsibilities:**

* Develop the Visual force page and extensions.
* Using Angular JS, JavaScript for framing.
* Integrate the data from web services.
* Created Apex Classes, Test classes and Triggers as per the technical design

**Project #6 : Ecommerce Portal**

**Team Size : 25**

**Role : Salesforce developer**

**Environment : Salesforce.com**

**Description :**In this project the client wanted to migrate its already available portal to the Salesforce based portal using Lightning capabilities of Salesforce. The module holds the information regarding all its customers and helps them in selecting the products as per their requirements as and when required.

**Tools/ Technologies Used:**Force.com IDE, Apex Programming, lightening Design System, JavaScript, HTML, HTML5

**Responsibilities:**

* Development of portal in Salesforce Lightning.
* Worked in the User Management Module of the project.
* Worked with communities and also worked a bit of admin functionality in providing access to the community user to the Chemicals portal.
* Lead the User Management Module meeting and worked on the validation part on the module independently and using custom labels.

**HCL Technologies Pvt ltd Java developer January 2007 to Dec-2011**

* Worked as a team member on the Single Sign On project, an important companywide strategic project to allow customers of our various products to login once and access any product. Created Web Services (SOAP, JSON) for user management in Liferay and backported Security Assertion Markup Language (SAML) related code into Liferay 5.2.3 from Liferay 6.0 to support Single Sign On
* Instrumental in upgrade of Liferay from 5.2.3 to 6.1.1 which allowed the company to introduce load balancing, clustering, and failover support. Helped upgrade existing code and added SSO code.
* Evaluated existing portal application and estimated time to fix defects to increase customer satisfaction
* Production support including analyzing and fixing defects
* Handled java development including design and troubleshooting of applications, conducting gap analysis
* including validation of needs in conjunction with onsite and offsite teams
* Participated in development of Web applications and Java components according to best practices established by the team
* Execute design and code reviews of software components developed by other team members
* Planned, directed and daily activities of a team of developers for assigned projects
* Responsible for developing digital transformation and eCommerce solutions
* God knowledge of development tools such as Eclipse, Sonar, PMD Rules, Checkstyle, Maven, ANT, JIRA
* Assist in the enforcement of coding standards and best practices
* Understand the necessity of, and contribute to, development standards and processesWork in Scrum team, follow Scrum Way of Working and ensure Scrum team running efficiently
* Estimate development workload
* Work with Technical Writer and provide input for documentation
* Implement user stories during development iterations, which shall include task breakdown, effort estimation and planning, implementation, test, demo and Do.
* Upgraded public facing website for credit card account maintenance using Struts and WebLogic 10.
* Implemented new web services to improve functionality.Refactored code and test suites to promote code-reusable infrastructure.
* Developed Ruby on Rails updates for internal website.Contributed to design planning meetings.
* Designed and developed the software solution for Fas 114 analysis preparation, approval, administration and workflow
* Implemented the functionality to load the JPA entities from multiple databases in to cache using Citi Risk eCore framework
* Developed a framework to handle the exceptions in a unified way to support localization and interpolation
* Customized the java bean validation framework to propagate constraint violations to respective fields in UI layer
* Designed and developed restful services, UI handlers, core services and data access layer
* Implemented the functionality to create excel reports to track exceptions and generate Fas 114 template for audit purposes

### Achievements and Extra Curricular Activities

* Program Coordinator for two cultural events at Graduation level.
* Developed ‘Library Management’ project in JAVA CORE 1.6 and highly sophisticated software for “Hotel Management” using the latest Dot Net framework 3.5 .