**Sanjay Rathod**

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**Professional Summary:**

**Over 8 years of IT experience in various stages of Software Development which includes 5 years of experience as Salesforce Developer and Administration which involves Administration, Development, Integration, communities and lightning like classic to lightning migration and lightning component development. 4 Years of experience on Java.**

* Extensive experience in salesforce.com implementation cycle in Sales, Marketing, Service and Support modules.
* Strong Salesforce ecosystem knowledge and integration components (APIs, Apex controllers, Apex Web Services, data loaders, etc.) including performing multiple complex data migrations and integrations to Salesforce Actino Grid, developing macro's, creating widgets, customizing console components and using Flow.
* Strong knowledge about **Sales** cloud, **Service cloud**, **Market** configuration and customization and good understanding with Client/Server architecture, Object-Oriented design techniques and web application design.
* Developed Lightning Apps using Lightning Components and made them compatible with salesforce1 mobile App.
* Extensive experience in lead, Case management, web-to-lead, Web-to case, Email-to-case.
* Exposure to Custom Report Types, Visualforce Components, Custom Settings, Duplicate Management, Certificate and Key Management, Renewal Forecasting, ROI calculation, Inventory Graphs.
* Exposure to implementation, consultation, development, customization, integration, migration and support services for Salesforce, Salesforce1, Force.com, AppExchange apps and projects related to CRM modifications.
* Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.
* Executing solution design activities such as data mapping, object modeling, page layout design and rule logic definitions as well as Developed and contributed to data migration and/or systems integrations strategy and developed data mappings.
* Implementation experience in using Apex Language (Classes, Controllers & Triggers), Visual Force pages, Custom tabs, Custom Objects, S-Controls, Reports, Analytical Snapshots and Dashboards.
* Efficient in understanding the business requirements and creating custom apps, custom objects and fields, relationships, page layouts, validation and workflow rules.
* Experience with the enterprise integration to Salesforce.com. As well as experience in **Service Cloud** console including working with CTI adapters, mobile application integrations. And Working knowledge of ETL tools and integration leveraging SFDC web services API as well as data transfer using ETL tools.
* Experience in deployment from Sandbox to Production using Force.com **Migration** Tools like Force.com IDE and Change Sets.
* Extensive exposure to Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing (**UAT**).
* Good understanding of Change Management and **Release management** processes.

**TECHNICAL SKILLS:**

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| **Force.com** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), S-Controls, Apex Web Services, AJAX, Workflow & Approvals, Apex Data Loader, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com, Eclipse IDE Plug-in ,Case Management Automation |
| **Business Process** | Service Requests and Activities, Opportunities, Quotes and Proposals, Order Management, Campaign Management, Case Management, Contract Management, Pricing, Approval, Partner Deal Registration, Data Cleansing and De-duplication, Agreements and Entitlements, Incident Management, Change Management through BMC Remedy. |
| **Salesforce Integration Tool** | Apex Data Loader, SOAP, web Services, WSDL, Eclipse Force.com IDE Plug-in, Connector, Informatica, Cloud Data Wizard, Data loader, Force.com Apex Explorer, Workbench, Cast Iron systems, Composite, Scribe, Force.com Platform (Sandbox and Production), Marketo, Maven Connector with Salesforce, Ant Connector with Salesforce, Force.com Excel Connector, Jitter bit Data Loader, Data Import wizard, Dataloader .io , Demand Tools. |
| **Visual Force** | Custom Visual Force Pages |
| **Database** | Microsoft SQL Server, MS Access, Oracle 8i/9i/10g, MySQL, UDB DB2, PL/SQL, RDBMS |
| **Methodologies** | Agile, Scrum, RAD, Waterfall. |
| **Web** | HTML, XML, CSS, JavaScript, Bootstrap |
| **Platforms** | Windows, Windows Server, Linux. |
| **Tools** | Force.com Data Loader, Force.com Workbench, Eclipse IDE. |
| **Operating Systems** | Windows 2003/XP/2000/NT/98/95, MS-DOS, UNIX |
| **Documenting Tools** | MS Office, Microsoft Project & Visio, Rational, Smartsheet, Rally, Jira, Basecamp, and Google Apps (Docs & Sheets), UML. |
| **Web Design Tools** | SQL Query Analyzer, SQL Profiler, Adobe Photoshop, Dreamweaver, MS Office, Visio 5.0, Adobe Acrobat Pro, Adobe Flex Builder. |

**Education:**

* PhD in Information Technology, UNIVERSITY OF THE CUMBERLANDS, Williamsburg, KY (ongoing)
* M.S, Information Technology, UNIVERSITY OF THE POTOMAC, Vienna, Virginia
* B.S, Computer Science, GUJARAT UNIVERSITY, Ahmedabad, Gujarat, India

**Certifications:**

* Salesforce Platform Developer I
* Salesforce ADM 201 (Administration)

**Professional Experience:**

**Client: Jefferies**

**Role: Sr. Salesforce Developer May 2021 – Present**

**Responsibilities:**

* Meet with clients to determine business, functional and technical requirements and participate in application design, configuration, testing and deployment
* Perform configuration and customization of the Salesforce.com platform and Working on Agile Methodology.
* Participate in efforts to develop and execute testing, training and documentation.
* Participate in the sales cycle as needed (solution definition, pre-sales, estimating and project planning)
* Willing to be hands-on in producing tangible deliverables (requirements specifications, design deliverables, status reports, project plans)
* Utilize best practices to perform operational support, enhancements, bug fixes as needed to the Salesforce.com platform
* Proactively engage on continuous improvement efforts for application design, support, and practice development efforts.
* Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and “how-to” assistance.
* Performs regular reviews on implementation done by less experienced developers and offer feedback and suggestions for those codes
* Mentors the junior and mid-level developers of the team, and can designate tasks to team members in a balanced and effective manner
* Sets up a development environment on their own, and has the ability to mentor a team of junior developers
* Be able to communicate development progress to senior management
* Independently communicate with both client technical teams and business owners as needed during the design and implementation

**Client: ESRI, California July 2019 – Mar 2020**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked with OKTA to give users the ability to sign in directly to different applications through Okta integration, using SSO.
* Insert, Update, Upsert, Query, Delete, and Bulk Load operations performed using **Jitterbit** and also used for other data loader operations.
* Performed the roles of Salesforce.com **Admin**, Salesforce.com **Developer** and Business **Analyst** in the organization.
* Work with Asset Management marketing team, internal staff and production team to plan and execute development cycle.
* Used Salesforce Lightning **Inspector** to debug the lightning components during development process.
* Created Web-to-Lead and Web-to-Case forms. Created Escalation rules to escalate the cases in **Service Cloud**.
* Migrating Metadata from one sandbox to another sandbox using ANT migration. Also worked on Classic to lightning migration. Developed and Supported Extraction, Transformation and Load process (ETL) using **Informatica**.
* Developed Apex Classes, Apex Triggers, Apex Controllers to develop custom business logic
* Participated in the **bug review** meetings with Testing Team and, updated requirements document as per business user feedback and change in functionality of the application.
* Exposure to Salesforce1 and Lighting components and working experience on the Salesforce App Cloud in designing the enterprise apps with the new Lightning Experience which combines the new Lightning Design System, Lightning App Builder and Lightning Components.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Performed Unit **Testing** and Regression Testing.
* Allowed customers to sign electronically, wherever they are, with a few clicks using **Docusign** integrated with Salesforce.
* Created Custom Objects and defined lookup and master-detail relationships on the objects.
* Worked on Community Cloud for creating Knowledge base portals and surveys, connected third party data into community cloud.
* Perform all kinds of major testing of application development as well as validating deployed changes.
* Worked with rolling out Distributors for more than 80 countries under the Distributors **Community** and giving them account, deals and EA sharing using role hierarchy as well as criteria based account sharing.
* Worked on restricting export report capabilities for International distributors and Internal Teams on profiles and permission sets using Salesforce Inspector tool.
* Performed **SOQL** queries to get information about profiles, permission sets and system permissions and deployed them through sandboxes and production using Security Zen tool.
* Researched about magic mover app and installed in our org to migrate notes/attachments to Salesforce files and enhanced notes affecting all the clouds under Salesforce like **Sales cloud** and Service cloud.
* Worked with tool **Target Process** to handle creating and working on **User stories** based on sprints (**Agile methodology**).
* Worked with **Service cloud** team on Field Service Lightning to provide agents, dispatchers and mobile employees with all the information and resources they need to guarantee the best of customer satisfaction.
* Worked on **Service** **cloud** modules like Asset and Order Management, Service Analytics that helped improve team efficiency using prebuilt dashboards that monitor agent performance, key KPIs, and channel usage.
* Resolve **cases** faster by combining automated processes with easy access to the full details, context, and history of every case and customer interaction under **Service Cloud**.
* Developed custom Lightning Components on Lightning Pages utilizing Salesforce Lightning Design system, **Aura Framework** and JavaScript, enabling customer support workers to efficiently search customers and collect required information from them during interactions.
* Responsible for migrating existing data (Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com using data Loader.

**Environment:** Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Doc E-sign, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sales Cloud, Email Services, Security Controls, SOAP, REST, Sandbox data loading, ANT tool, Agile, Rally

**Client: Morgan Stanley, New York April 2018 – June 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Once the code is deployed in testing environment, need to run database queries in both DB2 and SQL server for Test data into SD and Salesforce.
* Worked with **Github** for source control and code repositories. Insert, Update, Upsert, Query, Delete, and Bulk Load operations performed using **Jitterbit** and also used for other data loader operations.
* Worked on automatic push and pull data between Salesforce and **DocuSign**, trigger actions, and add signed agreements to a record.
* Designed, Developed and Deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs of the application.
* Support release engineering teams with deployment of components between sandbox and production environments
* Gained basic knowledge on Lightning App Builder to develop apps visually, without code using Custom-Built Lightning Components.Worked on different Integration Issues and worked on developing Visualforce pages and Apex controller classes.
* Experience in providing production support, analyzing the cause and fixing it.
* Created Custom Reports to track the Cases, assets to be available to different levels in the organization based on their Profiles in **Service Cloud**.
* Used Salesforce Developer Console to execute Apex Codes and SOQL Queries to verify Salesforce data.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing to prove that system conform to specifications of business and Quality Requirements.
* Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Expert in APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC. Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote plus using **Sales cloud** customer data from Leads, Contacs, Opportunities.
* Using Apex Data Loader for Migrating Records to Sources and Loaded data into Call Centre application under **Service Cloud**.
* Attended daily Meetings, weekly Scrum Meetings and Sprint review Meetings.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Involved in integration of Salesforce with REST and SOAP Web Services.
* 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.
* **Agile** Development Methodology was followed for the implementation
* Worked on FSL features like Management of Work orders, Schedule and dispatch, Asset management & Monitoring, Manage and monitor, Mobile device access.

**Environment:** Saleforce.com platform, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls. Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Sandbox Data loading

**Client: AutoGravity, Irvine, CA Nov 2017-March 2018**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Extensive experience in building portals using Custom pages and Salesforce Sites. Also created and maintained communities, surveys and portals under **Community Cloud**.
* Built a **call center app**lication for service agents using Salesforce **Service Cloud** Console.
* Worked with Salesforce **Einstein** analytics program to help business to implement rapid, iterative exploration of data, with results displayed via layers of dynamic visualization over underlying data sets.
* Written Apex Triggers on **Sales Cloud** objects like Account, contact and opportunity to automate business process. Worked on standard salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports. Implemented complex approval processes to ensure proper authorization.
* Responsible for understanding the business needs and analyse the existing system for determining the information gaps and deficiencies, as well as evolving information needs.
* Developed Single Page applications in Salesforce using Java, AngularJS, REST APIs, HTML, CSS and JavaScript.
* Performed detailed analysis of business and technical requirements and designed robust, secure and scalable the solution Maintenance of installed Managed Packages in Lightning using Apex.
* Designed and deployed the custom objects, custom tabs, validation rules, workflow rules, auto-response rules to suit the needs of the application.
* Worked on PostgreSQL Relational database and Writing relationship Sql queries according to the business requirement.
* Developed Visualforce pages using standard controller, Custom controller and extension controller.
* Good knowledge of Salesforce configuration, Data migration, and System integration Testing, Unit testing, Regression testing, UAT, Smoke testing.
* Worked on Process builder for automating the actions such as creating and updating the custom object records. Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish many-many connectivity among objects.
* Worked on Visual flow for achieving the user triggered actions for displaying customer information on the screens.
* Using Metadata API to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for your organization.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Involved in Salesforce.com Application support activities and customizing the apps to match the functional needs of the organization.
* Worked on FSL features like Management of Work orders, Schedule and dispatch, Asset management & Monitoring, Manage and monitor, Mobile device access.

**Environment:** Jira, Visual force, Apex Classes, SOQL, Lightning Components, Apex triggers, Pages, Batch Apex, Schedule Apex, SOAP, REST, Workflows and Approvals, Data Warehousing, Automation, Sandbox testing.SalesForce.com Platform, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox.

**Client: Etech Inc – India April 2010 - May 2015**

**Role: Java/Salesforce Developer**

**Responsibilities:**

* Involved in developing and deploying Apex Classes, Controller Classes, Apex Triggers and Visualforce pages.
* Created page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs for Online Job platform.
* Workflow rule and approval process including Field updates and email alerts.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Created various Custom Reports and Dashboards for standard objects as well as custom objects to give complete detail overview of Opportunity pipeline.
* Created profiles, roles and implemented Object level, field-level, record-level security and sharing rules.
* Used the full copy sandbox for testing and migrated the code to the deployment instances.
* Good knowledge of Salesforce configuration, Data migration, and System integration Testing, Unit testing, Regression testing, UAT, Smoke testing.

**Environment:** Salesforce.com, Apex, Visualforce, triggers, test method, workflow, validation rules, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE.