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## Profile Summary

Domain/ Sub-Domain –

* Insurance

Core Competency –

* Employ strong analysis Skills
* Savvy problem solver
* Learning to learn
* Collaborative with team

Industry Certifications –

• Salesforce Certified Developer 401 (WI15) - 05 November 2014

• Salesforce Certified Platform App Builder - 03 March 2017

• Salesforce Certified Platform Developer I – 2019

• Salesforce Certified Administrator – 2020

• COPADO CERTIFIED ADMINISTRATOR – 2020

• COPADO CERTIFIED DEVELOPER - 2020

Education –

* Bachelors in Technology (IIMT College Of Technology) , 2012

MAYANK RATHOR

Sr. SALESFORCE Developer

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| **More than 6 years of professional experience** in software development in Salesforce SFDC platform. **6x Salesforce certifications** and hands-on exposure in analyzing, designing, development, implementation, configuration, customization, problem-solving and post-production support. Good knowledge of Salesforce.com security model, technically proficient in Designing and Implementing complex modules in Salesforce using Ajax Toolkit and Console Integration Toolkit.**Working Experience with Agile** model - Making sure my sprint tasks completed on estimated timeline. Actively participated in daily stand-up sprint meeting and collaborated with team. Experience in development in **Insurance/Financial, Telecom** domain.**Excellent** Client coordination, communication and presentation skills. |

## Technology Proficiency

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| **Technology** | Salesforce CRM, Sales Cloud, Service Cloud, Salesforce Lightning Framework, Salesforce Community, Lightning Aura Component, SLDS, LDS, REST API Integration, SSO using Active Directory, Email Relay, COPADO. |
| **Web Technologies** | JavaScript, HTML, CSS, JSON, XML, Apex Language, Visualforce (Pages, Component & Controllers), Lightning Aura Component, SLDS, Lightning Web Component. |
| **Tools** | Eclipse, Visual Studio Code, GitHub, VersionOne (Agile Tool), AutoRabit (Migration Tool Sync with GIT for Code Integrity), Copado, Salesforce, Force.com, Apex Data Loader, ANT. |
| **Database** | SOQL, SOSL |
| **Operating Systems** | Windows 10/8/7, Windows Vista, Windows XP |
| **Methodologies** | Agile |

## Professional Experience

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| **Month-Year** | **Designation/ Role** | **Organization** |
| Jan 2014 – April 2014 | Salesforce Trainee | Almamate InfoTech Pvt. Ltd. |
| May 2014 – Jan 2019 | Salesforce Developer  | Techmatrix Consulting Pvt. Ltd.  |
| Jan 2019 – Present | Sr. Software Developer | NIIT Technologies Ltd. (Got permanent in Jan 2019 before I was working on Contract basis in NIIT since June 2017 to Jan 2019 on Techmatrix Consulting payroll). |

## Project Details

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| **Project: RIM (Retirement Institutional Management), VOYA Financial, Inc. (NSE: VOYA), USA** |
| **Duration** | June 2017 – July 2019 | Role | Sr. Developer |
| **Project Type** | Development | **Technology** | Salesforce, Visualforce, Apex, Configuration, Dataloader, Workflow, Triggers, Process Builder, Formula, Report, Batch Apex, REST API, Lightning Aura Component, Salesforce Community, HTML, CSS, Javascript, VersionOne for Agile, AutoRabit, GIT, Quality Center for Development Support. |
| **My Responsibilities** | * Voya Financial is a retirement insurance company which provides various retirement plans which helps Americans plan, invest and protect their savings – to get ready to retire better.
* It uses Salesforce Sales Cloud to store all the data and processes for their three markets i.e. SMC (Small/Mid Corporate), LCM (Large Corporate), and TEM (Tax Exempt). I take care of developing new features and maintenance which comes in every release (one Sprint at each month following Agile model) and providing support to QA team (Cognizant).
* Implemented Anniversary Review Tool (ART) i.e. Plan Anniversary Rules Engine for Letter & Email Generation on Plan Anniversary for Small/Mid market.
* Implemented Merrill Rule Engile for XML Generation for Printing Plan Highlight (using Generate Paperwork button on Plan Highlight object) which passes the XML file to Merrill which is an external service.
* Implemented Brightscope Metrics by writing Batch classes to generate data for Dashboard from existing Salesforce data.
* Created RVP Sales Dashboards for Small/Mid Corporate (SMC) market.
* Worked on Customer Onboarding (COB) application which is built in Lightning and is used for onboarding new customers who brought new retirement plans and doing the paperwork.
* Implemented Shield Encryption - Probabilistic and Deterministic.
* Lightning Conversion analysis and implementation from Classic to Lightning transition.
* Morningstar Integration using REST API (GET/POST).
* Salesforce Community Cloud POC.
* QA Support Issue resolving.
* Experience in working on Agile Modal using VersionOne tool.
* Created Generic Scripts/Code: Page Layout Fields Script, FLS Script, and Object MetaData Extract Script.
* AutoRabit & GIT - For Code Migration and Version Control.
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| **Name of the Project: Ofcom, UK (Current Project)** |
| **Duration** | Aug 2019 – Present | Role | Developer |
| **Project Type** | Development | **Technology** | Sales Cloud, Service Cloud, Visualforce, Apex, Triggers, Batch Apex, Lightning Aura Component, Salesforce Community, LWC, SSO using Azure Active Directory, Configuration, Workflow, ANT Migration, Email Relay. |
| **My Responsibilities** | * Ofcom is a UK based Telecom regulatory government organization.
* I am working as a Sr. Salesforce Developer in an offshore development team in India.
* For storing customer License, and Number allocation data we are using Sales cloud.
* For customer case management we are using Service cloud.
* We are using Agile model for delivering new implementation and changes in every release in a month.
* Working on development and maintenance change request.
* Implemented Single Sign On (SSO) using Azure Active Directory.
* Working on Salesforce Community.
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| **Name of the Project: Boots UK - Walgreens Boots Alliance (Walmart Group)**  |
| **Duration** | June 2016 – Feb 2017 | Role | Developer  |
| **Project Type** | Development | **Technology** | Salesforce Sales Cloud, Salesforce Service Cloud, Apex, Visualforce, Trigger, Configuration, Dataloader, SOAP API |
| **My Responsibilities** | * Walgreens Boots Alliance is the global pharmacy-led, health and wellbeing enterprise. They have their Pharmacy stores in UK build on Salesforce Sales Cloud.
* They have built a Customer Support Centre (CSC) for Customer Inquiries and information on Salesforce Service Cloud.
* They have Recruitment Service Centre (RSC) for HR management on Salesforce Sales Cloud.
* Involved in integration between Kenexa (IBM tool for recruitment) and Salesforce for recruitment and provided support to QA.
* Worked with various Salesforce standard objects like Accounts, Contacts, Leads, Case, Opportunities, Product, etc.
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| **Name of the Project: Principle Partners, Singapore + other Singapore based Clients**  |
| **Duration** | June 2014 – May 2016 | Role | Developer |
| **Project Type** | Development | **Technology** | Salesforce, Apex, Configuration, Dataloader, Workflow, Triggers |
| **My Responsibilities** | * Implemented a candidate search application in Salesforce for recruitment where they can search the candidate with right skills for the position.
* Good functional knowledge of recruitment application processing.
* Developed complex logic to implement the search engine.
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| **S. no.** | **Name of the Project** | **Role in Project** | **Type** | **Technology** | **Duration****(in Months)** |
| **1** | Ofcom, UK (Current Project) | Sr. Software Developer  | Application  | Salesforce  | 15 |
| **2** | RIM (Retirement Institutional Management), VOYA Financials | Software Developer  | Application  | Salesforce  | 25  |
| **3** | Boots UK - Walgreens Boots Alliance (Walmart Group) | Software Developer  | Application  | Salesforce  | 9 |
| **4** | Paypal APAC Region | Software Developer  | Product  | Salesforce  | 6 |
| **5** | Principle Partners, Singapore + other Singapore based Clients | Software Developer  | Application  | Salesforce  | 24 |
| **6** | Almamate Internal Project and Salesforce Training | Software Developer  | Application  | Salesforce  | 3 |

**Other Experiences**

**Detailed IT Skills**

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| **Skill Name** | **Exp. in Months** | **Skill Name** | **Exp. in Months** | **Skills** | **Exp. in Months** |
| **Salesforce Development** | **Salesforce Configuration**  | **Operating Systems**  |
| **Apex, Trigger, VF pages, lightning components, java script, jQuery** | 70+  | Lightning Flows, Workflow, process builder, validation Rules, Approval process etc.    | 70+  | Windows  | 80+  |
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| **Tools/ Platforms** | **Deployment tools**  | **Domain**  |
| **MS Office** | 70+  | Ant  | 12+  | Finance/Insurance  | 25+ |
| **SOQL** | 70 +   | Eclipse  | 70+  | Real Estate  | 12+  |
|  |   | Visual Studio   | 6+  | Education  | 12+  |
|  |   |   |   | Telecom  | 8+  |