Sandeep Kumar Rai

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Date of Birth : 31st July 1990

👤 Profile Summary

I Implement my configuration & customization ability on the Salesforce.com Platform as Salesforce Developer for **6.2 years.**

💼 Work Experience

HCLTech – Bengaluru, India – Dec 2021 - Present
Salesforce Consultant - LWC Developer

- Responsible for gathering requirements directly from clients and developing the feature using Service cloud & Experience cloud.
- Managed this project from scratch and developed features in multiple sandboxes.
- Configured Data Model of the project and Data security model of the org.
- Customized features dynamically which includes Custom Application, Standard/Custom Objects, Lightning web components, Site and Community experience cloud.
- Created multiple Automations using Flows and binded them to LWC and sites.
- Created & Managed Users , roles & hierarchies.
- Using Agile Methodology, customizing LWC components, classes, test classes, and other metadata using VS Code.
- Used JIRA Ticketing tool to gather information and deployment processes.

Persistent Systems Limited – Bengaluru, India – Jan 2018 - Dec 2021
Module Lead - Salesforce Ops Engineer

- Responsible for Configuration and administration of salesforce.com unlimited edition on Sales Cloud and Service Cloud in both Classic and Lightning console having 23,000 users.
- Create & manage Custom Objects, fields, relationships, workflows, process builders.
- Configured Data Security Model – Object level security, Field level security and Record level security.
- Create & manage Users , roles & hierarchies.
- Monitor and manage exception logs for back end system integration with SFDC such as Siebel, LDAP, Informatica.
- Performed Full Sandbox refresh activity.

💡 Key Skills
Salesforce.com CRM

Configuration –

User setup, Roles & Profiles
Custom Objects & Fields
Flows
Validation Rule, Approval Process
Reports & Dashboards
Data Security Model
Web-to Lead
Web-to-case
Einstein Analytics
Experience

Customization –

LWC
AURA
Visualforce
Triggers
Classes, Test class
Asynchronous Apex
Web services – REST API
Site.com
Managed packages

- Create, maintain, enhance Profiles, permission sets, Page layouts.
- Bulk IP Whitelisting through workbench.
- Build & manage reports & dashboards and folders.
- Responsible for gathering information from the respective Business units/stakeholders and providing assistance to developers for technical issues.
- Manage ongoing support requests and administrative needs of end users.
- Document company processes and workflows. Develop process documentation and field maps.

SFclouds Technologies Pvt. Ltd. **– Noida, India – March 2015 to Oct 2015**
Jr. Salesforce Developer

- Responsible for gathering information from clients and implemented on the Salesforce.com platform.
- Binding VisualForce Pages to make it use dynamically with controllers & extensions.
- Salesforce.com App/Metadata migration using ANT Tool from one org to another.
- Data migration using Data Loader, Import wizard.

Education –

Bachelor of Engineering in Computer Science & Engineering from NIRT Bhopal 2010-14.

Interests –

Current Affairs
Cricket
Music