Karan Raj Sain

**Contact**

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Salesforce Developer, Salesforce Administrator, Business Technology Analyst and Support Engineer, 7X Salesforce Certified with 5+ years of overall experience at supporting sales, business analysis, implementing functionalities in financial service and healthcare cloud through detailed administration of complex systems with an in-depth understanding of Salesforce and its opportunities. Team-oriented individual promoting exemplary presentation, project management and risk oversight skills. Demonstrative Scrum Master with background communicating effectively with and leading high-performance teams. Focused Project Manager adept at planning, directing and maintaining continuous operations and experienced in directing QA with Developers and keeping production in accordance with quality standards. Applying creative and analytical approach to operations for continuous process improvement. Skilled at identifying/anticipating problems and providing Solutions.

# Work History

Salesforce

**Competencies**

Project Management

**Skills**

Data analysis FSL (Field Service Lightning)

FSC (Financial Service Cloud)

Healthcare Cloud Service Cloud Sales Cloud Technical Analysis

Strong multi-tasking skills Code reviews

Systems administration Cloud services

Project Management Development team trainings

Quality assurance Teamwork

2023-04 -

2023-08

2020-10 -

2023-03

## Technical Support Engineer

*Salesforce, Hyderabad*

Responded to support requests from end-users and patiently walked individuals through basic troubleshooting tasks.

Maintained the Salesforce Platform by monitoring Salesforce Support Tickets, User Issues and custom components.

Explained technical information in clear terms to technical individuals, basically developers/architects who used Salesforce platform. Assist third-party developers to troubleshoot their integration with salesforce.com APIs, Apex, SSOs and implementation of other Aura and LWCs.

The role involved debugging, troubleshooting, and taking responsibility to see that the issue is fully resolved.

## Business Technology Analyst

*Deloitte, Mumbai*

Working with Deloitte having 2+ years of experience Integrating Product on Salesforce following by Requirement Gathering, Analysis, Documentation, Solution Approach, Design & Path, Project Delivery.

Business Analysis and Implementation in Salesforce based on Project/ Client requirement. Experience in SF administrative tasks which include creation on Permission Sets, Profiles, Roles, Sharing Rules, Workflows, Process Builders, Lightning Flows, Approval Processes, Objects, Tabs, Record Types, Formula Fields, Page Layouts, Custom Fields, Reports and Dashboards, Validation Rules, Custom Metadata, Apps and Handling issues/ configuration errors related to Automations, Permissions, Data Security and Product configurations

**Certifications**

 ADM201

Sales Cloud

  Service Cloud

  Field Service Lightning

  PD1

  App Builder

  Data Architecture and

 Management

Worked with configuring organization wide defaults at object level for customized access and also implemented security and sharing rules at object, field and record levels of organization.

Involved in unit testing and Test Classes design for Test Coverage of Apex classes and triggers. Good exposure of Financial Services Cloud, Field Service Lightning, Health Care Cloud and also have worked on manage packages like FSC, FSL, Nebula,

App-Exchange for salesforce Dashboards and reports.

Leading sync- up meetings and led team of SFDC Developers and QA for outsourced US based project and implemented sprint methodologies across team.

Conducted daily scrum meetings and tracked individual progress of team and provided technical solutions for application and its story design and Interacted with clients regarding business needs.

Worked on SSO based problems and issues related to Platform events in order to publish and subscribe them.

2018-03 -

2020-05

## Salesforce Developer

*Accenture, Pune*

Have experience of 2.4 years as Salesforce Developer in Accenture.

Configuration and Implementation of Salesforce CRM/ force.com applications.

Involved in increasing Test Coverage of Apex classes and worked on, trigger handlers, Record Triggered flow , Screen flow and little bit on LWC components . Worked with configuring organization wide default at object level for customized access. Also implemented security and sharing rule at object, field, and record level for different users at different levels of .organization .

Created Validation Rules, Process Builder, Work flows and Approval Process.

Experience working with Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox environments.

Experience working with Force.com IDE, Data Loader, Import Wizard and salesforce.com Sandbox environments.

Deployed applications into production using Change set, Force.com IDE, GIT process Hands-on on building all types of Reports & Dashboards based on the reporting requirements of the stakeholders.

Good exposure on Sales Cloud, Service Cloud, Community Cloud.

Salesforce Technologies that I have worked on are Salesforce-CRM, Apex-Language (Apex Classes and Triggers), Batch-Apex, SOQL, Salesforce Lightning, Custom Settings,Force.com sites, Reports and Dashboards, Standard and Custom Objects,

Field-sets, Roles and Profile Management , workbench and security and sharing settings, Bit-Bucket, GIT, VS Code.

# Education

2013-08 -

2017-08

2009-03 -

2010-03

2011-03 -

2012-03

## Bachelor of Technology: Electrical & Electronics Engineering

*Bachelor of Technology: Electrical And Electronics - IMS Engineering College - Ghaziabad*

## HSC: Science

*Meerut Public School - Meerut*

## SSC: Science

*Meerut Public School - Meerut*