 **Name - Bharath Rao**

**Phone - +1(919)9643425**

**Email -** **bharathrao6024@gmail.com**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**PROFESSIONAL SUMMARY:**

* An astute professional with over 7+ years of IT experience in Salesforce.com with 3 years’ experience in Lightning Developerand **Certified Salesforce Developer I and Developer II.**
* Excellent skills in creating/troubleshooting/modifying **Apex code and visual force pages.**
* Experience in **Lighting App builder** and **Building Lighting components**, framework, responsive applications for devices.
* Experience in **Developing** and **Customizing Salesforce CRM** applications with the help of Visualforce Pages/Components, APEX, Lightning Components, Controllers, **Triggers**, Classes, DML Statements.
* Proficient in dealing with the functionalities related to the **Service Cloud, Sales Cloud, Community Cloud, Force.com Cloud, and firsthand experience in Marketing Cloud.**
* Enthusiastic Salesforce consultant with proficient in all phases of **Software Development Life Cycle** **(SDLC)**, which involves **requirement gathering, requirement analysis, functional design, implementation**, and **enhancement** of project in SalesForce.com.
* Professional in **CreatingSalesforce.com** platform, tallying the business requirements by designing the required User Interface entities like Custom Objects, creating the relationships/Junction objects like **Master-Child, lookups, Entity Relationship data model** and business logics.
* Professional in **Integrating/Deploying Salesforce** to other platforms like Oracle, AWS, and Microsoft applications by Salesforce APIs **(REST, SOAP, Meta-Data),** MuleSoft, Change Sets, Force.com ANT Migration Tool and third-party applications.
* Have good working knowledge in querying salesforce.com database using **SOQL & SOSL** queries within Governor Limits.
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance with the governor limits.
* Experience with **SFDC** Service console, customer portal, case management, knowledge base, customer communities and service account management.
* Expertise in performing **Salesforce Administrative Tasks:** Organization Setup, User Management, Activity Management, Collaboration,Analytics, Process Automation by Creating/Customizing objects/fields/tabs, Users, Profiles, Permission Sets, Roles, Groups, Queues, Page Layouts, Record Types, Workflow/Validation rules, Approvals, and Process Builder.
* Knowledge on **Salesforce** **Lightning** Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and **Chatter groups**.
* Created **lookup and master-detail relationships** on the objects and created junction objects and various advanced fields like Picklist, Field Dependencies, Custom Formula, Approval Process, Sharing rules for automated alerts, field updates and Email generation.
* Worked on **Vlocity**, for 360-degree customer views, customer history feed, and complete policy information in simple, card-based formats, driving new business and renewals, and tracking producer credentials.
* Experience in bulk **data migration** and management using **Import wizard, Data Loader.**
* Hands on experience working with **HTML, XML, CSS, JavaScript**, and **AJAX.**
* Proficient in working under **Agile Development Environment** and can quickly **adapt** to new areas and technologies and bring out of box solutions in a collaborative environment.
* Experience in creating various **Reports** (**summary reports, matric reports, pie charts, dashboards, and graphics**) and **Report Folders**.
* Experience in implementing **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 permission, based on the organizational hierarchy.

* Self-sufficient, flexible, self-directed, motivated, collaborator and capable of managing **multi-tasking** and **adaptive person by adapting to the conditions.**

**TECHNICAL SKILLS:**

|  |  |
| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Building Lightning Components, Apex Language, Apex Classes/Controllers, Apex Triggers, Visual Force Pages /Components, Data Loader, Workflow & Approvals, Chatter, Dashboards, Analytic Snapshots, Custom Objects. |
| **Salesforce Tools** | Eclipse, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Connect for Outlook, ANT, Force.com Platform (Sandbox, and Production), Workbench & ETL Tools. |
| **Databases** | SOQL, SOSL, DB2, MY SQL, Oracle. |
| **Salesforce Integration** | Salesforce Connect, Salesforce APIs: REST, SOAP, Tooling, Meta-data, and MuleSoft. |
| **Languages** | Apex, Visual Force, Java, C, C++, XML. |
| **Operating Systems** | Windows NT/2000/XP/Vista, Windows Server 2007/20010/2012, Linux, Unix. |
| **Web Technologies** | HTML, CSS, AJAX, Java Script, jQuery, JSON, AWS. |
| **Version Control** | Git, SourceTree and Bitbucket. |

**CERTIFICATIONS:**

* Salesforce Certified Platform Developer I.
* Salesforce Certified Platform Developer II.

**EDUCATION:**

* Bachelor’s degree in Computer Science and Engineering at JNT University.

**WORK EXPERIENCE:**

**Client: Chateaux Software, Norwalk, CT March 2020 – Present**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Designed and developed SFA based Application on Froce.com Platform in **Salesforce**.com environment with Apex programming language at backend and Visual Force pages as user interface.
* Involved in creating and customizing Email template and configuring them to the email alert within the **workflow** rule for a standard/custom object.
* Interacted with Various business user groups for gathering the requirements for **Salesforce** implementation and documented the Business and Software Requirements.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the **Lightning component** look and feel better.
* Developed wave dashboards using Salesforce platform as the backend.
* Worked on various **Salesforce.com** Standard Objects including Accounts, Leads, Opportunity, Contacts, Reports, Dashboards, Events and Tasks.
* Designed and developed SFA based Application on Force.com Platform in **Salesforce**.com environment with Apex programming language at backend and **Visualforce** pages as user Interface.
* Developed different Visual Force Pages to suit to the needs of the application using different **Visual** **force** components.
* Created and developed **Wave** **Apps**, Datasets, Lenses, Dashboards and maintaining Permissions set in Einstein Analytics.
* Worked on **Salesforce** standard objects (accounts, contacts, leads, opportunities).
* Created Custom objects, formula fields and design validation rules page layouts, workflow rules.
* Working on migration of Vlocity Components using Data Packs and Salesforce components using Changesets.
* Established the technical implementation approach and drives the technical design and development of projects utilizing the Force.com platform for projects that may contain both declarative and programmatic solutions which would include Apex, Visualforce, HTML, JavaScript, and CSS.
* Developed Apex classes and **Triggers** and linked them to manage the workflows.
* Used Organization security, Network security to ensure user could login only through office servers and Session security to ensure users have access only in their working hours.
* Used more than 55% of Apex for development.
* Implemented Email-to-Case, Web-to-Case entry, and manual case entry for entering customer’s cases in Cases Tab.
* Used SOQL and SOSL for Data manipulation needs of the application using platform Database Objects.
* Integrated **Salesforce**.com with external systems using **SOAP** **API** and **REST API**.
* Integrated applications with **Salesforce**.com using **SOAP** web services API.
* Involved in migrating data into **Salesforce** application using **Apex** **Data** Loader through CSV files. Installed and Configured Apex Data Loader.
* Used **ANT** tool to migrate from Dev to QA and Deployed Change Sets from Sandbox to production.
* Very good experience of using Data loader and cleansing and de-duplicating Bulk loads.
* Deployed Apex using Force.com IDE, Force.com Migration tool and **Web** **services** API.
* Developed custom **UI** suing CSS, HTML, Visualforce components and used **jQuery**, JavaScript for front-end validation.
* Designed **Salesforce** **service cloud** console to enhance productivity with dashboard like interface.
* Responsible for writing SOQL and SOSL queries.
* Used Sandbox for testing. created, managed packages, and migrated them between Sandboxes and Production environments for final implementation.

**Environment:** Salesforce.com IDE, Service cloud, Salesforce 1, Marketing Cloud, SOAP, SOQL and SOSL, Experience, Visual force, APEX Classes, APEX Triggers, CUJs, Workflows, Reports and Dashboards, CSS, HTML, JSP, jQuery, Data loader, data Import wizard, Sales Cloud, Service cloud, Marketing Cloud, Migration Tool, Einstein Analytics, Web services API, Windows 7, Validation Rules & Formulas, Migration tool, Email services, Security Controls, Sandbox, Production.

**Client: CERNER, Kansas Sep 2019 - Feb 2020 Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Designed, developed, and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages, Apex classes & Triggers to suit to the needs of the application.
* Worked with functional leads to transform and develop new requirements into design, implementation.
* Working Knowledge on **Sales** **Cloud**, **Service cloud**, **Custom** **Cloud** and Apex Programming on Force.com Platform.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the record and defining a parent-child relationship in which the master object controls certain behaviours of the detail object, respectively.
* Used Data Loader, Informatica **cloud** connector to insert, update and bulk import & export of data from **Salesforce**.com sObjects.
* Effectively created the pick lists, dependent pick lists and junction objects to establish the connectivity among objects.
* Developed **SOQL and SOSL** queries to get data from different related objects and Used Force.com Explorer for SOQL testing.
* Developed Web Service Callouts from **Salesforce** to External Applications using **SOAP and REST API.**
* Responsible for performing all tasks required to develop, implement, and support the **Salesforce.com** application integration of the Apttus CLM and CPQ.
* Used Sales Wave analytics app with **salesforce** to perform other integrations and customizations.
* Experience in building reusable UI components and pages with Lightning component framework.
* Worked on **Salesforce** Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Responsible for setting up web service integrations.
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Created Impressive designs with Custom styling to bring dynamic versions of the components when setting up in lightning App builder.
* Developed various Apex Classes, Triggers, Controller classes and methods for functional needs in the application compatible with lightning.
* Responsible for controlling security and sharing of sales reports and dashboards, providing regulated, auditable cross-functional access for anyone in the organization via **Cloud**.
* Implementation of **Salesforce** **Service cloud** from Business case to operation.
* Worked on migrating components using Force.com Change sets, ANT from DEV to QA, UAT and production instances.
* Performed the role of Business Analyst interacted with various business user groups for gathering the requirements for **salesforce**.com **CRM** implementation.
* Configured and used source control tool Git to maintain repositories for various releases.
* Used Force.com Eclipse IDE plugin to manage, author, debug and deploy Force.com applications in the Eclipse development environment.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.
* Writing test classes and checking the code by having different profiles in these classes and **making sure we are covering more than 75% lines of the apex classes** before pushing them into the production.
* Followed CI/CD process for deployments using Force.com Migration Tool and Snapshot.

**Environment: Salesforce**.com platform, Apex Language, Visual Force (Pages, Component & Controllers) Pages, Data Loader, HTML, Java Script, Workflow.TDD.

**Client: Bajaj FinServ Ltd, India Aug 2017 – July 2019 Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Extensively worked on Agile methodology and attended Daily status/stand-up meetings.
* Analysed business needs, distinguish between needs and wants, identify gaps between business needs and standard application functionality, design and document solutions that fill the gaps.
* Reviews and streamlined existing **CRM** to endure accurate adoption metrics reporting. Deactivating users to release licenses.
* Created user Roles and Profiles and given them Security controls and shared settings.
* Worked with health care insurance coverage along with the integration of finance department.
* Maintaining profiles roles and Standard Objects like user Accounts, Contacts, Leads, **Campaigns**, **Dashboards**, Reports.
* Also created **Reports** for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed various **Custom** **Objects**, Components, Controllers, **Custom** **Reports**, **Custom** **Tabs**, Labels, Visual force pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
* Also created Reports for custom financial data of current and potential portfolio.
* Authorized access to data, financial data and overall better customer security facilities.
* Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirement for the application of the **Salesforce** **CRM** with the Customer Portal.
* Written Triggers an order to process incoming service e-mail requests from customers to automatically create new case records.
* Created various Reports (Summary reports, Matrix reports, Pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize **Salesforce** as sales tool and configured various reports and door different user profiles based on the need in the organization.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Performed administrative tasks like Data management, User management (Creating and managing roles, profiles and users).
* Migrated financial transactions using Data loader tools that enabled ease of account reconciliation of various journal accounts.
* Migrating Components to different environments using ANT Eclipse and Change Sets.
* Integrated **Salesforce**.com with an external application using SOAP, REST based web services.
* Implemented multi-channel service desk including email to case, web to case, CTI integration using Ingenious open CTI, live agent setup, case escalation and assignment rules.
* Worked on Customizing service console.
* Used **REST** API for implementing Web Service Definition Language (WSDL) in the application for access to data from external systems and web sites.
* Used SOQL and SOSL for data manipulation.
* Designed web pages in Visualforce for capturing various customer’s data.
* Developed User Interface using Apex controllers, Visual Force and Force.com IDE
* Created the Reports and Dashboards as per the business requirements.
* Migrated data from Excel and CSV files to **SFDC** using Data Loader and Data Import Wizard.
* Maintained Sandbox Environment for QA Activities.
* Worked on Process Builder based on the requirements.
* Migrated the code/components from Sandbox to other Sandbox using Change set.
* Experience with **Salesforce** **Service cloud** implementation and Sales **cloud**.

**Environment:** **Salesforce**.com platform, Force.com IDE, Apex classes, Triggers, Visualforce (Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, HTML, CSS, JSON service module, sales **cloud**, Apex data loader, Workflows & Approvals, Sandbox, Production, CTI, Java Script, Eclipse, Apex Triggers, Workbench, Steel Brick, REST API, SOAP, WSDL, Windows.

**Client: Axis Bank, Hyderabad, India Jan 2016 – July 2017**

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Design and developed strategies for enhancing the system to meet business needs. Worked with users and key stakeholder to gather requirements.
* Implementing new enhancements and customizing salesforce.com and integrations.
* worked on sales force standard objects such as Accounts, Contacts, Cases, leads.
* Generated reports and dashboards using standard and custom objects.
* Implement new enhancement including creating custom objects, fields, page layouts, custom links, related lists, custom labels on record page. To manage access of certain object used field level and object level security for page layouts.
* Created validation Rules, workflows, triggers, time-based approval process, email alerts and assignment rules as per business requirement.
* Developed salesforce custom application using apex class, apex triggers, test class, visual force pages using standard and custom controllers and executing SOQL and SOSL Queries.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data from the home-grown applications by using the home-grown web services.
* Used the Force.com IDE for testing and migrated the code to the deployment instance after testing.
* Used sandbox for testing and migrating the code with help of Force.com IDE.
* Data loader/ work bench used for deletion, import and export of data in the form of csv files.

**Environment:** Salesforce.com Platform, Apex language, Apex Custom Controllers, Visual force pages, Data Loader, HTML, JavaScript, Workflows, Approvals, Reports, Custom-Objects, SOQL, SOSL, Integration and Developer Console.

**Client: Reliance, India Aug 2013 – Dec 2015**

**Role: Entry Level Salesforce Developer**

**Responsibilities:**

* Involved in the analysis, design, development, and customization in the implementation of Salesforce.com modules.
* Played key role in enhancement of business modules using Standard and Custom Objects, Custom Settings, formula logic, Custom buttons, Visual force Pages, APEX classes, Triggers, Test Methods involving SOQL Queries.
* Worked on enhancements to SFDC application as required by business users from time to time which included implementations in Service Console of Sales force.
* Worked on Salesforce implementations from inception to delivery.
* Involved in running scheduled jobs which includes running daily reports, dashboards, and batch classes.
* Well versed with the process of detailed analysis of business and technical requirements and craving to the solution by customizing various objects of Salesforce and using Visual force Pages, Apex Triggers.
* Handy experience in database operations, system processes, and analyzing errors that occur when executing a transaction or while running unit tests, which are processed in Debug Logs.
* Written Apex Triggers and classes with code optimization taking into consideration the Governor limits as a solution in attaining the customizations requested by the business users.
* Actively managed in resolving issues during testing phase and deployments both in Sandbox as well as Production.
* Huge data loads included millions of records- thereby involving my intense role during data migration for all the major projects in production and sandbox instances.
* Actively coordinated and participated in the meetings with the offshore teams and in alpha review and has been one of the key point of contacts in the team.

**Environment:** Force.com platform, Apex Language, Visual Force (Pages, Components & Controllers), Workflow & Approvals, Reports, Email Services, Security Controls, Force.com Explorer, Apex Triggers, Salesforce.com Data Loader, Eclipse IDE, Custom Objects, Custom Tabs, SOQL.