



# Rajat kumar sinha

Salesforce Senior Analyst at Accenture

## My Contact

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📍 Kundalahalli, whitefield, Bangalore

## Technical Skills

- Apex – Triggers, test class.
- Asynchronous apex(Batch, future, queueable, schedulable)
- System configurations/administration
- FLOW.
- Integration( REST , PUB-SUB etc.)
- Good understanding on LWC.
- SOQL
- Servicemax

## Tools Used

- Data loader
- Workbench
- VS code
- Copado
- JIRA

## Education Background

SDM College of Engineering & Technology,  
Dharwad  
BE in Electrical and Electronics Engineering  
Completed in 2017

## Certifications

Salesforce Platform Developer 1  
Salesforce Platform App Builder  
Salesforce certified Administrator  
Servicemax Certified Administrator

## About Me

Salesforce certified professional having 5.3 years of working experience in IT consulting and 4+ years in Administration and Development Practice in Salesforce. Expertise in root cause analysis, configuration and customization on salesforce platform.

## Professional Experience

Accenture – Application development senior Analyst  
FEB 2018 – Present

Key responsibilities:

- Customize and personalize Salesforce.com to fit environment's specific needs.
- Develop, maintain, create and improve validation rules, custom workflows, Apex customizations(triggers), custom objects, formula fields, page layout, profile, object relationships etc.
- Provided technical assistance and end user troubleshooting for bug fixes, enhancements
- Analyzing and resolving multiple types of error coming from middleware interface with salesforce. (Issues related to salesforce integration with Informatica, Mulesoft and SAP).
- Working closely alongside the development team to provide design and user enhancement.
- Working directly with Product Owner and stakeholders to gather, understand and define business requirements.
- Responsible for L2 and L3 support. Administer and resolve applications issues, provide updates, and perform root cause analysis
- Developing Apex classes, controller class and triggers for various functional needs in the application.
- Successfully implemented deployment automation using Copado, reducing manual errors and ensuring consistent and reliable deployments.

## Achievements

Successfully implemented automation which reduced manual tasks.

Selected for star of the month –June 2020, July 2022.

Selected for Rockstar of the quarter April 2023