****

**RAJESH RELKAR**  
**Technical Project Manager /** **Business Analyst /Tech Lead (Salesforce)**[**relkarrajesh@gmail.com**](mailto:relkarrajesh@gmail.com) **+91-9890677075**

A graduated, having **13+ years** of IT experience in planning, managing, analysis, design, development, testing and maintenance, prior 6+ years’ experience in Web and Mobile Development, Android development, **Agile Methodology** , **DevOps** and relevant **9 years** experience  on **Salesforce Development and Lightning.**

Have experience in SFDC development using Force.com IDE , Salesforce DX, Apex classes and Triggers, Visual Force, SOQL, SOSL, SFDC ,

Production Support Levels- L1 and L2, Administrative tasks. **Business Analyst**, LWC training. Interview panel member for more than 3 years.

Deep understanding of CRM, good understanding of business needs and is responsible for connecting and gathering business stakeholder needs and create functional specifications based on requirements.

**Summary**

* Experience of managing the team.
* Act as a bridge between business and the service provider.
* Experience of module design architect.
* GitHub, Bitbucket, JIRA, Confluence Documentation.
* Experience of corporate training.
* Experience of more than three years as a Interview panel.
* Well acquainted with types of Controllers, Events, Lightning Base Components, LDS, Lightning locker.
* Good understanding of Parent-Child relations in LWC, Anatomy, Use of decorators in LWC.
* Common use of CSS in parent-Child, Data parsing, Importing the Apex methods, Implementation of Client Side Cache, use of CLI commands and command palate in LWC.
* Nesting of LWC inside Aura component.
* Salesforce Dx Model, Hands on Scratch org.
* Good understanding of Salesforce.com CRM and its Development Life Cycle.
* Customize and personalize salesforce.com to fit environment’s specific needs.
* Hands on experience on creating Custom Objects and Tabs, designing Custom Fields, assigning Validation Rules and Field-Level Dependencies, Approval Processes, etc.
* Hands on experience in Visual Force, Apex Trigger, Test Methods, and writing SOQL and SOSL queries.
* Worked on Batch Apex and Schedule Apex.
* Expertise at administrative tasks such as User management, creating Profiles, Roles and Permission Sets, Workflow, Tasks and Events, Email notification and templates, Reports and Dashboard.
* Integration with the external system using Rest Api.
* Ability to adapt any environment such as working with small or large groups or independently and excellent communication skills.
* Hands on experience in DevOps.
* Strong knowledge on Agile methodology and Agile process (Agile Accelerator).
* Participation in the Business meetings.

**Certification**

* IOT-Android Workshops conduction (Eight letters of appreciation) certificates.
* Salesforce Platform Developer-I (PD-1)

**Experience**

1. **A5E Consulting Pvt. Ltd.** **(Client : Canaccede Financial Group )**  
   **Designation : Lead Architect/** **Business Analyst - Salesforce** **1/12/2022 – 2nd Mar’23**
2. **WHISK Software Pvt. Ltd. (Client : SONY)**  
   **Designation : Technical Project Manager/** **Business Analyst** **10/01/2022 – 30/09/2022**
3. **Skilliantech (Client : Atos-Syntel)**  
   **Designation : Salesforce Consultant** **12/04/2021 – 02/01/2022**
4. **Trigent (Client : Accenture)**

**Designation: Salesforce Tech Lead** **13/11/2020 – 26/03/2021**

1. **Diverse Lynx (Client : Atos-Syntel)**

**Designation: Salesforce Consultant** **13/05/2020 - 21/10/2020**

1. **Collabera (Client : HCL)**

**Designation: Sr. Salesforce Developer** **25/04/2019 - 30/11/2019**

1. **LikeWays Infocom Pvt. Ltd.**

**Designation: Sr. Salesforce Developer** **01/01/2013 - 17/04/2019**

1. **Networth technology**

**Designation: UI Developer** **15/11/2010 - 31/12/2012**

**Projects**

**1. Project: Canaccede Financial Group**

**Client:** Canaccede Financial Group **Role:** Lead Architect – Salesforce/ Business Analyst **Duration:** Dec 2022 – Present  
**Team Size :** 8 **Technologies Used:** Force.com Platform, Salesforce.com

**Description:** Canaccede has been a leader in the receivables management and insolvency industries in CANADA for over 10 years. Canaccede purchase bulk and forward–flow charged-off debt by providing fair dollar value. Canaccede work with the well-managed internal and external collection agency network

**Role and Responsibilities:**

* Development, Support & Enhancement, Business Analyst
* Sales cloud implementation to the Canaccede Distress Management App.
* Code review
* Solutions to various technical issues
* Confluence Documentation for the module including low/high level architecture.
* JIRA board activities.
* Interview panel member.

**2. Project: SONY REWARDS**

**Client:** SONY **Role:** Technical Project Manager/ Business Analyst **Duration:** Feb 2022 – Dec 2022  
**Team Size :** 10 **Technologies Used:** Force.com Platform, Salesforce.com

**Description:** SONY is the leading company working in entertainment Products like play station, Movie Tickets etc. SONY REWARDS is the module based on SFSC & SFCC.

The products , rewards, payment gateway, delivery methods are handle through OMS (Salesforce Order Management System)  
**Role and Responsibilities:**

* Development, Support & Enhancement, Business Analyst
* Service cloud implementation to the SONY REWARDS.
* OMS (Salesforce Order Management System)Configuration for B2C .
* Flow for service includes implementation checklist, Actions, Associated actions with records.
* Code review
* Confluence Documentation for the module including low level architecture.
* JIRA board activities.
* LWC training sessions.
* Interview panel member.

**3. Project: Humana Pharmacy-Rx Desktop Experience**

**Client:** Humana **Role:** Salesforce Consultant **Duration:** May 2020 – Oct 2020  
**Team Size :** 7 **Technologies Used:** Force.com Platform, Salesforce.com, Visual Studio Code, LWC

**Description:** Humana is a for-profit American health insurance company based in ‘Louisville, Kentucky’.

It has been the third largest health insurance company in the nation. Humana Pharmacy-Rx Desktop Experience is a project based on Salesforce Lightning/Health Cloud. This includes modules as CRM Stride, Customer Care Module.

**Role and Responsibilities:**

* Development, Support & Enhancement.
* Designing UI/UX for Standard CRM with a application of ‘Salesforce Lightning Design System’.
* Design solution according to business requirement.
* Migration from Salesforce Classic to Lightning Web Component.
* Manual testing and Code Review.
* Creation of LWC according to business requirement and embed on VF pages.
* Using REST API Creating Back-End service to call the security Data Layer.

**4. Project: IDFC Bank (Customer 360)**

**Client:** IDFC Bank **Role:** Salesforce Tech Lead **Duration:** Nov 2020 – Mar 2021  
**Team Size :** 8 **Technologies Used:** Force.com Platform, Salesforce.com, Lightning Aura Framework

**Description:** IDFC Bank was launched through IDFC limited in November 2015. The bank designed efficient client operations and its own proprietary trading. The customer 360 is the module based on self help for the customers using the IDFC products. It includes the loan, credit card payment method.   
**Role and Responsibilities:**

* Development, Support & Enhancement.
* Managing the team and mentoring them for design and development of custom lightning aura components.
* Worked on the design & development of components to get data from the backend system.
* Code review according to lightning aura framework.

**5. Project: Automated Process System**

**Client:** Medibank Private Ltd.  **Role:** SFDC Developer **Duration:** July 2017 – Mar 2019  
**Team Size :** 8 **Technologies Used:** Force.com Platform, Salesforce.com

**Description:** Medibank Private was established by the Federal Government in 1976. It has been An autonomous Federal Government Business Enterprise since 1998.As Australia’s largest, and only national, health fund. Medibank Private has approximately 30% of Australia’s Private Health Insurance market, covering almost three million people, or almost one in three of the country’s privately insured population.   
**Role and Responsibilities:**

* Development, Support & Enhancement.
* Lead is generated by Referral, Market Explore and Web-to-Lead, purchased data is uploaded using Import Wizard.
* Leads are assign to Manager based on region (Assignment Rules), he then reassign to team members using Round-robin system.
* Customize the VF page , override the button using Standard controllers and extension.
* Writing Apex Triggers and Apex Classes checking for duplicates, validate the fields using custom hierarchy for raw data.
* Involve in the creation of custom side bar component.
* Mapping the custom fields on creating Account, Contact, Opportunity form Lead.
* Customers are created by three different ways, i.e. Lead conversion, using tab, external system using command line data loader.
* Google Map integration to show customer location and his corresponding distubutor location using REST API(OAuth format of Authentication )
* ‘Quick Quote’ functionality on Account and Contact object.
* ‘Double-Bubble’ functionality to calculate incentive for the user using trigger.
* Data send by external system on nightly basis all opportunities are send to salesforce and stored to ‘Opty\_temp’ object.
* Batch Apex for checking every day opportunities and opportunities having age more than 30 days.
* Trigger with future method for the user is deactivated and update the opportunity.

**5.Project : Hospital Referral System  
Client:** Care Hospital

**Role:** SFDC Developer **Duration:** October 2016 – June 2017

**Team Size :** 5 **Technology/Tools Used** : Lightning Experience, Lightning App Builder, Apex Classes, Apex Triggers, Visual force with SLDS, Dynamic Approvals Process, Schedule Apex, Reports, Sorting, Pagination, Outbound Email, SMS Integration and Salesforce Administration.

**Description:** Hospitals Referral System is designed for multispecialty hospital, to cover a wide range of hospital administration and management process. It is an integrated end-to-end Hospital Management System that provides relevant Information across the hospital to support effective decision making for patient care, Hospital Administration in a seamless flow.

**Role and Responsibilities:**

* Development, Support & Enhancement.
* Analysing and thoroughly understanding the Functional Requirements of Hospital.
* Involved in development of mainly these modules: Referral Doctors Panel, Ambulance Service, Diagnostic Centre/Lab, Pharmacy, Facilitator, Small Hospital & Nursing Homes, NRI health services, VIP Community.
* Created All Departments Registration Form, Reports Pages, Tour Plan Screen, Daily Activity Screen and Help Desk.
* Involved in writing Visual Force pages using SLDS, Apex Page, Trigger, SMS Integration, Sorting, Pagination
* Used Sales force Administration, Dynamic Approval Process, Reports & Dashboard
* Used Schedule Apex for sending Greeting/Wishes via SMS & Email on Birthday & Anniversary everyday basis.

**6.Project : Digital Service Management System (DSM)**

**Client:** Deutsche Bank Group

**Role:** SFDC Developer(Lightning) **Duration:** April 2019 – Dec 2019

**Team Size :** 14 **Technology/Tools Used** : **Salesforce** **Community** **Cloud(**Customer Community license**)**, Lightning Experience, Lightning App Builder, Apex Classes, Apex Triggers, Visual force with SLDS, Dynamic Approvals Process, Schedule Apex, Reports, Sorting, Outbound Email, Integration(REST) and Salesforce Administration.

**Description:** Digital Service Management (DSM) is the Deutsche Bank self service portal for its clients. Client can raise the issues related to product in the form of tickets (Cases) through this portal. The objective of this project is Business-consumer experiences with large numbers of external users who need access to the case object and/or Salesforce Knowledge.

**Role and Responsibilities:**

* Involve in the Integration with Database using REST Api service.
* Build Custom Lightning Components as per Business requirement.
* Lightning components design with SLDS.
* Experience using Source Control Management systems (Bit bucket)
* Experience working with Agile/Scrum methodology(JIRA)
* Code review using Salesforce and Deutsche Bank standard.
* Manual testing with positive and negative scenarios.

**Education**

**B.Sc. (P.C.M)** 1989-1992 Hislop College.  
 Nagpur University, Nagpur

**H.S.C.** 1988 C.P. & Berar College.  
 Maharashtra Board

**S.S.C.** 1986 Dharampeth High School  
 Maharashtra Board

**Personal Skills**

* Good team worker, willing to work hard and ability to learn quickly
* Optimistic, goal-oriented, ambitious to achieve high positions and organization skills

**Personal Details**

**Name:** Rajesh M. Relkar

**DOB:** 06 Jan 1971

**Marital status:** Married

**Citizenship:** Indian

**Passport:** Z4644543(Expiry 03/09/2028)

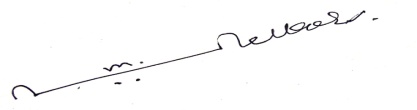
**Languages Known:** English, Hindi and Marathi.

**Permanent Address:** Plot No. 77, Verma Lay-Out, Nagpur- 440010, India

**Preference Location: Hydrabad, Pune, Work From Home**

**DECLARATION**

I hereby declare that all details furnished by me are true to my knowledge and belief.



\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
 **Rajesh M. Relkar**