Bhanu Raheja

Mobile: +91 7417819979
E-mail: bhanu.raheja12@gmail.com

Profile Summary

- A certified SFDC consultant with close to 4 years of global business and IT experience
- Close to 2 years of experience in ServiceMax Admin and Development
- Experienced in requirement gathering, designing, coding, testing and implementing new Salesforce Software Applications to meet project objectives and support new or expanding business objectives
- Exposure in client engagements to gather the requirements, providing estimate of the effort hours and getting sign off for the deployment request
- Experience in Agile Methdology,JIRA,Data Loader,.

Certification

1. Salesforce Platform Developer 1
2. Salesforce Administrator
3. Salesforce App Builder

IT Skills

Languages and Technologies		Force.com Platform (Apex Coding including Trigger, Asyn Apex, Batch and Schedule Classes, Integration, SOQL,SOSL, Permission Sets, Custom Settings, Profile, Sharing Rule), Migration Using Ant) Service Max(Scheduling and Optimization, SFM Transactions, Batch and RTO, SFM Wizards etc)
Operating Systems		Windows
Tools		Developer workbench, Apex Data Loader, SMAX Dispatch Console, SMAX Go App, FSA App.

Organizational Experience

Since April'19 with Accenture as Application Development Analyst

 Key Projects:

➤ ServiceMax/Salesforce based Australia Based Client

- Involved in the business requirement gathering sessions
- Project was based on Agile process
- Created SFM Processes, Wizards for Custom Based Logic on SMAX Apps.
- Designed both Real Time Optimization and Batch Optimization to schedule WOs.
- Designed Custom Logic to Handle Product and Material Management.
- Worked on Service Max Integration with various systems like Service Now, AWA etc.
- Worked on Service Max Org wide and Group wide profiles.
- Designed various SFM Wizards, SFM Transactions based on client's requirements.
- Worked on Scheduling and Dispatch to design both RTO and Batch Optimised Dispatch Process. Worked on Dispatch Console and defined various settings to enhance experience for   Service Max Dispatchers.

Worked from Jan'17 to Feb'19 in TCS as System Engineer

➢ Salesforce Service Cloud for US Based Retail Client

- Created Service Cloud Applications based on Service Cloud for handling cases.
- Administrative tasks like dealing with Roles, Profiles, Permission sets, Users, Public groups, etc.
- Created object, fields, validation rules, Workflow rules, Process builder etc.

➢ Salesforce Service Cloud for US Based Insurance Co. Client

- Involved in Development of Salesforce .com Service Cloud Application.
- Worked closely with business partners and performed detailed analysis of business and technical requirements and designed the solution
- Implemented enhancements on standard objects like Accounts, Contacts, Opportunities, Quotes etc
- Involved in the backlog refinement, updating user stories as per the business requirement
- Administrative tasks like dealing with Roles, Profiles, Permission sets, Users, Public groups, Sharing Rules, Page Layouts ,Validation Rules, product configuration ,pricelists configuration etc
- Development and big fixes of Apex classes.

Achievements and Extra Curriular Activities

1: Four Times Best Employee of the Month in TCS
2: Outstanding Performance Award for FY 20-21

Academic Details

2016   **B.Tech** in ECE from SRMSCET Bareilly, UP with 72%
2011   **Intermediate (12th)** from CBSE board, India with 77%
2009   **10th Standard** from CBSE board, India with 89%