 **Name - Bharath Rao**

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

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

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**PROFESSIONAL SUMMARY:**

* An astute 2x certified professional with over 7+ years of IT experience in Salesforce.com, 3 years of experience in Lightning Development, where I Involved in Salesforce configuration, customization, integration, deployment, communities, **classic to lightning migration, lightning web component**, lightning design system.
* Experience in **Lightning App builder** and **Building Lightning components**, framework, responsive applications for devices.
* Embedded **Lightning web components** in visual force by using new lightning feature out by event -driven programming.
* 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 in IaaS and PaaS.
* **Enabled Aura Framework**, by adding **Aura Attributes** and **Aura Handlers** for Events to focus on Logic and Interactions in Lightning Applications.
* 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.
* Proficient in creating/troubleshooting/modifying **Apex code and visual force pages.**
* Professional in **CreatingSalesforce.com** platform, tallying the business requirements by designing the required User Interface entities.
* Professional in **Integrating/Deploying Salesforce** to other platforms. Great experience on **APIs** **(**REST, SOAP, Meta-Data), Data Power, 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.
* 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.**
* 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.
* 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.
* Self-sufficient, flexible, self-directed, motivated, collaborator and capable of managing **multi-tasking** and **adaptive person by adapting to the conditions.**

**CERTIFICATIONS:**

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

**EDUCATION:**

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

**TECHNICAL SKILLS:**

**Salesforce Technologies:**

Apex Language, Apex Classes, Apex Triggers, Apex Scheduler, Apex Webservices, Visualforce Pages, Visualforce Component and Controllers, AJAX, Workflow & Approvals, Dashboards, Lightning component Framework, Aura UI Framework, Analytic Snapshots, Case Management Automation, Custom Objects, Sandbox Refreshments, Deployments (Change sets), SOQL, Process Builder, Workflow Rules, Approval Process.

**Force.com Tools:**

Apex Data Loader, Force.com Eclipse IDE plug-in, Lexi Loader, Connect Offline, Force.com migration tool, Force.com Explorer, Force.com Excel connector, Workbench & ETL Tools,

Force.com Platform (Sandbox, and Production) QTP.

**Programming:**

HTML5/CSS3, JavaScript, jQuery, SQL, Eclipse IDE, Sublime, Object Oriented and Functional Programming.

**WORK EXPERIENCE:**

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

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* **In charge** of the complete salesforce activities for the entire organization after the initial package deployed by Salesforce.com.
* Worked in **three different production** instances within the organization, involved in various configuration and setup activities and in production support.
* Worked on **Salesforce Community cloud** like how to engage with employees, customers, partners.
* Designed and developed SFA based Application on Force.com Platform in **Salesforce**.com environment with Apex programming language at backend and Visual Force pages as user interface.
* Implement **marketing campaigns** using tools like Journey Builder, Email Studio, and Automation Studio.
* Provide **sales and marketing data analysis** and reporting including metrics and results for the marketing campaigns ROI.
* Implementation of **Salesforce** **Service cloud** from Business case to operation.
* Replaced the existing Aura components with the new **LWCs (Lightning Web Component),** created multiple Lightning Components, added CSS and Design Parameters that makes the **Lightning component** look and feel better.
* 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.
* Enhanced in **Communities** by adding new fields, field sets using Salesforce lightning.
* Planned **community rollout framework** as four step - cyclic process (Establish, Manage, Engage and measure).
* Worked on various **Salesforce.com** Standard Objects including Accounts, Leads, Opportunity, Contacts, Reports, Dashboards, Events and Tasks.
* 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**.
* Developed custom **UI** suing CSS, HTML, Visualforce components and used **jQuery**, JavaScript for front-end validation.
* Used Sandbox for testing. created, managed packages, and migrated them between Sandboxes and Production environments for final implementation.

**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**, **Community cloud** and Apex Programming on Force.com Platform.
* Worked on **salesforce community** to publish, update, and approve content.
* Also took part in creation and presentation of **community strategy**. Built relations with stakeholders.
* 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.**
* 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.
* Created Aura based Components, Attributes, Controllers which can be compatible to access through Lightning App builder.
* Worked on migrating components using Force.com Change sets, ANT from DEV to QA, UAT and production instances.
* Configured and used source control tool Git to maintain repositories for various releases.
* Created custom buttons and links on Account and Relationship Group object for generating auto Reports.

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

**Responsibilities:**

* 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.
* Setup, maintain and optimize **Email marketing** campaign utilizing Exact Target/**Salesforce Marketing Cloud**.
* Worked with Asset **Management marketing team**, internal staff, and production team to plan and execute development cycle.
* Extensively worked on Agile methodology and attended Daily status/stand-up meetings.
* 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.
* 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.
* Migrated financial transactions using Data loader tools that enabled ease of account reconciliation of various journal accounts.
* Integrated **Salesforce**.com with an external application using SOAP, REST based web services.
* 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.
* Developed User Interface using Apex controllers, Visual Force and Force.com IDE

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

**Role: Salesforce Developer/Administrator**

**Responsibilities:**

* Designed 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.

**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.
* Works with the Pre-Sales Team to drive Sales Growth for the Community Cloud Product.
* 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.