

# Rohit

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## Professional Summary

- Having **3.2 Years** of experience and I have Certified(ADM 201) in Salesforce.com Administrator.
  - Having Total **4.2 years** of IT experience on design, development and deployment of application using Cloud Computing based **Salesforce CRM and SDLC** experience.
  - Expertise in SFDC Development using **Lightning Application, LWC, Apex Language, Classes, Web Services, Java Script,HTML,Custom Objects, Reports, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flow,Field Service lightning.**
  - Experience in **Salesforce Lightning Data Service.**
  - Creating **Vlocity Cards with Using Data Raptor** Used SOQL with in Governor Limits for data manipulation needs of the application.
  - Generating **Conga Composer Templates.**
  - Experience in Administration, Configuration, Implementation and Support of Salesforce CRM.
  - Implemented Security and Sharing rules at object, field, and record level for different users at different levels of organization.
  - Worked on the designing of Custom Objects, Custom Tabs, Custom fields, Profile based Page Layouts, Record Types, and Responsive design of Visualforce pages, Dashboards and various other components as per the client and application requirements.
  - Created the Validation Rules, Approval Process and Email Alerts.
  - Experience working with Force.com IDE, Data Loader, Import Wizard,Web Services API.
  - Designed and developed Apex Triggers.
  - Experience in Data migration and solving Deployment issues.
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## Experience

### JBG INFOSOLUTIONS PVT LTD

Salesforce Developer and Administrator, Hyderabad, Telangana

10/2018 - Present

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## Education

### MBA

Izee Business School, Bangalore, Karnataka

04/2018

### Bachelor of Arts

Narayana Degree College, Hyderabad, Telangana

06/2016

### Intermediate

Narayana Junior College, Hyderabad, Telangana

04/2013

### SSC

Narayana School, Hyderabad, Telangana

04/2011

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## Technical Skills

- **CRM/ERP** – Salesforce.com, Configuration And Administration, Apex Language, Apex Code, Apex Triggers, SOQL, DML, Visual Force, Batch Apex, Sandbox testing, Salesforce Profiles, Role Hierarchy, Sharing Rules, Security, Salesforce standard objects, Email Services, Integration, OmniScript, DataRaptor.
  - **Data Base** – SOQL, DML, SQL
  - **Tools and Application** – Apex Data Loader and Workbench
  - **Operating Systems** – Windows Family.
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## Projects Enchantments

### Project#1

**Client:** Walgreens

**Role:** Salesforce Developer

**Description:** Walgreens is world's largest drugstore companies to improve its customer service experience they used Salesforce Sales and Service cloud implementation to connect with their Customers (Leads), and provide seamless experience across their Retail Stores, Pharmacies, business lines and contact center operations providing integrated view of its customers through lead management, and Maintenance of Customer Loyalty program using case management and reporting tools.

#### Responsibilities:

- Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
- Worked on agile methodology of development for all the project requirements given by the BA Team. Also have regular scrum meeting between BA and Developer team to discuss issues and goals fulfilled.
- Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.
- Worked on visual flows, process builder configurations and created VF Pages for Communities.
- Developed custom Force.com components on Opportunity object for creating Pipeline Reports, Trend and Historical Reports using Scheduled Analytical Snapshots between opportunities and custom objects.
- Created custom VF email templates for enabling the localization using Translation Workbench.
- Created complex workflow rules Criteria for field updates and email alerts, and Load data using Data loader.
- Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
- Developed Custom Objects, Custom Reports Tabs and Components and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
- Experienced in full cycle implementations of SDLC such as design, configuration and custom development.

### Project#2

**Client:** Owings Mills

**Role:** Salesforce Developer

**Description:** It is an insurance company that provides various kinds of services to people in Maryland and Washington. CareFirst's PCMH program is designed to provide primary care providers with a more complete view of their patients' needs and of the services they receive from other providers so that they can better manage their individual risks, keep them in better health and produce better outcomes.

#### Responsibilities:

- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
- Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, and Components, to suit to the needs of the application.
- Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.

- Developed Basic Apex Triggers, Apex Classes, and Test Methods.
- Experienced in the use of Data Loader and Import Wizard.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Developed various Custom objects, Tabs, validation rules, Components.
- Implemented Security access to the user profiles by creating Object level security, field level security and record level security.

### **Project#3**

**Project Title:** Field Service

**Role:** Salesforce Developer

**Description:** Field service is a massive and growing industry, powered by companies that make machines and equipment we use every day—in our homes, at our offices, in hospitals and just about everywhere. And all of these machines need to be fixed, maintained and sometimes replaced. That's where Canopus comes in. We make software that makes field service smarter, more efficient and more profitable than you can imagine. Our software lives in the cloud and connects field technicians, companies and customers to provide a simple, yet powerful way to manage all aspects of delivering world-class service experiences. Canopus is rethinking field service and delivering cutting edge technology to help companies perfect service delivery, drive revenue and growth, and delight customers along the way.

**Solution Environment:** Salesforce CRM

**Roles & Responsibilities:** Salesforce Admin

- Involved in creating the custom objects, custom fields and formulas.
- Worked on workflow rules and Approval Process.
- Worked on apex classes and triggers.
- Worked on creating Profiles and users.
- Worked on test classes