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# MARKANDAY RAI

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## Professional Summary

An IT Professional with 2+ years' experience in Salesforce domain. Currently involved in Development and Enhancement across multiple projects. I bring valuable expertise on full cycle implementations of Salesforce for a Business. Comfortable working in geographically dispersed implementation teams on worldwide roll-out. Clear and concise communication with different IT Team and business personnel and a proficient team player. Excellent analytical, conceptual and problem-solving skills to evaluate business problems, identify the root cause and apply knowledge to offer solution.

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## Skills

### Salesforce Skills:

- Service Cloud, Sales Cloud, Einstein Analytics
- LWC Framework, Aura Framework, Apex Coding
- Salesforce Administrative Part

### Tools:

- VSTS, Copado, SourceTree, Jenkins, Visual Studio, Eclipse, ANT, Workbench, Data Loader

### Other Skills:

- MS Office, MS Excel (Basic and Advanced)

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## Certification and Trail Head Profile

- **Salesforce Platform Developer – 1**
- **Salesforce Platform Developer – 2**
- **Salesforce Einstein Analytics & Discovery Consultant**
- **Trail Head Profile:** <https://trailblazer.me/id/markandayrai>
- **Copado Certified Administrator**
- **Copado Certified Developer**

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## Work Experience

**System Engineer (Salesforce Developer), 7<sup>th</sup> May 2018 to Current**

**Infosys Limited – Hyderabad**

**Projects Involved: BP Demand Planning, BP Upstream Case & Planning, & BP Indirect Procurement.**

- Experienced with Agile Extreme Programming (XP) development and Scrum lifecycle practices, also experienced with Sprint Planning Meeting, Daily Stand Up Meeting, Sprint Review Meeting & Sprint Retrospective Meeting.
- Have translated functional requirements into technical requirements and have implemented Salesforce best practices while Designing, Development and Deployment.
- Hands on experience in creating Lightning Web Component using SLDS and Lightning Components using Lightning Data Service and using Apex server-side controllers.
- Proficient in using Lightning App Builder, Community Builder, Salesforce Lightning Design System, Lightning Events.
- Implemented SFDC customization tasks like Apex Triggers, Apex Classes, Asynchronous Apex and Apex Test Classes.
- Worked on SFDC Administrative tasks like Workflow Rules, Process Builder, Flows, Approval Process, Page layouts, Case Assignment Rules, Validation Rules, Permission Sets, Custom Permission, Profiles, Custom Settings, Custom Labels, Custom Metadata, Email Templates, Email to Case, Reports and Dashboards etc.
- Expertise in writing SOQL & SOSL queries, and analysing the data.
- Expertise in implementing OWD, Role Hierarchies and Sharing Rules for system security design.
- Expertise in Data Migration, have worked on data migration from classic system to lightning system.
- Also Involved in Release Management & DevOps model of Deployment using tools like VSTS, Jenkins, Source Tree, Ant, also have learnt Release Management using Copado.
- Performed troubleshooting of production issues, updates for minor Cases and tickets requiring minor changes and enhancements to existing functionality.

**Workforce Management Consultant, 1st August 2017 – 15th March 2018**

**Manpower Group – Gurugram**

**Projects Involved: Ericsson India WFM**

- Have trained and facilitated work force management system to end users (mainly Field Engineers) to include the technical aspects, change management and practical adoption
- Have interacted with various department Cast and Leaders to enhance the utilization and efficiency of the resources throughout the complete Work Order Cycle, from its creation to closure.
- Have monitored individual, team and overall Circle performance for PAN India for all the Clients and ensure KPIs are met to achieve customer satisfaction, operational efficiency and team work
- Have provided standardized reports for management review such as: daily/weekly/monthly Work Order Creation & Closure Reports, KPI's for the resources involved.

- Have provided analysis of department performance, both real time and historical, to identify trends, issues or opportunities and implement appropriate action in a timely manner.
- Basic knowledge of Telecommunication Equipment and its functioning.

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### **Education**

- B.Tech in Electrical & Electronics Engineering from Krishna Institute of Engineering & Technology (affiliated with Dr.A.P.J. Abdul Kalam Technical University), Ghaziabad, completed in June 2017.
- Intermediate and Matriculation from Central Academy Sr.Secondary School, Gorakhpur, completed in 2012 and 2010 respectively.

#### **Declaration:**

I hereby declare that the above-mentioned information is accurate to the best of my knowledge and belief.

**Place:**

**Date:**