

**Rohan Gupta**

**Email – [rohan080192@gmail.com](mailto:rohan080192@gmail.com)**

**Mobile No – 9479560488**

**Credential ID – 21654130 (Salesforce PD I)**

**SALESFORCE  
CERTIFIED**

Platform Developer I

## Career Objective

To utilize technical skills and knowledge as Salesforce Developer to the utmost level and further enhance my skills which helps to organization and adds value to my growth and work.

## Professional Summary

- **Over all 5.10 years of experience in IT Industry having close to 3 years of experience in Salesforce CRM platform.**
- **Currently associated with BT India Pvt Ltd, Bangalore as Software Engineering Professional and Certified Salesforce Platform Developer I.**
- **Worked on various Lightning Aura Component and Lightning Web Component related project responsibilities.**
- **Exposure to Lightning Aura and LWC programming.**
- **Worked on Classic to Lightning migration process.**
- **Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform.**
- **Proficient Knowledge in Salesforce Lightning UI, Lightning programming, Aura framework programming.**
- **Created various Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.**
- **Worked extensively on Lightning component building, worked on many components to convert existing classic programming work like Visualforce into Lightning components.**
- **Experience in use of Standard and Custom controllers of Visualforce in development of custom Salesforce pages as expected by business requirements.**
- **Primary level experience in working on web services and giving solutions by SOAP and REST integrations.**
- **Proficient knowledge of Governor limits. Experience in optimization of existing code in accordance to the governor limits.**
- **Participated in all stages of Software Development Life Cycle (SDLC) i.e., System Analysis, Design, Development and Testing Expertise.**
- **Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.**
- **Experience in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects.**
- **Developed Apex classes using other platform-based technologies like Visualforce, Force.com IDE.**
- **Experience in creating various Reports (summary reports, matric reports, pie charts, dashboards and graphics) and Report Folders.**
- **Experience in using Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects.**

- Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules** automation for satisfying complex business process automations.
- Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

<b>SFDC Technologies</b>	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Force.com IDE
<b>Languages</b>	APEX, Visualforce, JavaScript, Core Java, J2EE, DevOps (CI/CD pipeline)
<b>Tools &amp; Technologies</b>	Force.com Data Loader, Force.com Platform (Sandbox and Production). Eclipse
<b>Operating systems</b>	Windows 98/NT/XP/Vista/7/8, Windows CE, Linux.

## Professional Experience

**Company:** BT E-SERV India Pvt LTD

**Work duration:** April 2018 – Present

### Project – Openreach (BT Group)

**About Project:** Openreach is a functional division of telecommunications company BT plc, that maintains the telephone cables, ducts, cabinets and exchanges that connect nearly all homes and businesses in the United Kingdom to the national broadband and telephone network. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also, we have used many custom objects, automation and custom code used like APEX, VFP in this project to main this telecom business on Salesforce.

### Roles and Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analyzed the business process of client and then involved in creating the application and data model required for the requirement.
- Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the business requirement.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.
- Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and created permission sets where necessary.
- Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization

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- Responsible for setting up Field Level Security.
- Developed custom Workflows and Assignment Rules for case escalation.
- Implemented Field Level security for sensitive data holder fields.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
- Created and used Email templates in HTML and Visualforce.
- Involved in end-to-end testing and gathering feedback from business users.
- Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards etc.

**Company: MetricStream India Pvt Ltd**

**Work duration:** April 2015 – April 2018

**Project – Qatar Islamic Bank, Doha**

#### **Roles and Responsibilities:**

- Involved in gathering and analysis of requirement of business and planning those efficiently.
- Analyzed requirement and then involved in application development.
- Worked on different GRC product and customized those based on requirement.
- Created different Java classes and functionality following MVC architecture.
- Creating custom page for client using JavaScript and JSP pages.

#### **Professional qualification**

Bachelor of Engineering (Electronics & Comm) from Jawaharlal Institute of Technology, Khargone (M.P.), RGPV University – 2014 with 7.28 CGPA

#### **Achievement**

- Appreciated and rewarded for the excellent performance and for keeping up the good work in the project.
- Earned a Team award for delivering project major custom functionality.
- Earned E-card from customer for quick response and prompt support for project Go-Live and testing.

#### **Declaration**

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness.

Place: Bangalore

Rohan Gupta