**Raju**

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**Professional Summary:**

* An astute professional with over **8 years of IT experience** in which 5 **Years of experience** in Salesforce.com on configuration, customization, integration, deployment and Data migration
* Expertise in Development, **Administration, Configuration, Requirements gathering, Implementation, Integration and Support of Salesforce CRM and Salesforce applications**.
* Expertise in **aura framework**, **Lightning Components** and Salesforce Lightning Design System(SLDS).
* Upgraded some Apps from Salesforce Classic to **Lightning Experience** to develop rich user interface and better interaction of pages.
* Qualified experience in **configuration identification**, **data management**, **subversion concepts**, **java application** deployment, **release management**, deployment automation.
* Developed strategy for the mobile first approach for enterprise adoption to ensure Sales team on road had **analytics** supporting them
* Hands in Experience on designing, developing and implementing applications like Sales, Marketing, and Service and Support modules in force.com platforms.
* Worked on various Salesforce.com **standard objects** like Accounts, Contacts, Opportunities, Products, Cases, Leads, Reports and Dashboards.
* Designed **custom objects, custom fields, Pick-list, role-based page layout, formula fields, field dependencies, validation rules, workflow rules** and **approval processes for automated alerts, field updates** and **email** **generation** according to application requirements.
* Configured **security and sharing rules** at object, field and record level for different users at different levels of organization.
* Working on integrating Salesforce with external systems using connectors, SOAP/REST API
* Working with web services API.
* Superior Sale sforce development skills,including **Apex,** Visualforce, **REST,** APIs,SOQL, **XML**, JavaScript, **CSS,** and HTML
* Enabled and used **API only user** for performing regular updates from legacy system using REST API.
* Expertise in building **Visual Force Pages**, Visualforce Custom Controllers, Components, Custom Objects, Reports, Dashboards, Tabs and Customer Portal. Involved and provided support during the UAT. Knowledge of Customer Portal/Partner Portal implementation.
* Worked with **Apex Triggers** for automation process.
* Customized **page layouts, search layouts, custom links, related lists** and other components on a record detail and edit pages as per the business needs.
* Experience in SFDC development using **Apex classes and Triggers, Batch apex, Email services, Visual Force Pages, Web Services, SFDC Integration.**
* Expertise in building **Visual Force Pages, Visual force Custom Controllers, Components, Custom Objects, Reports, Dashboards, Tabs and Customer communities, Analytic Snapshots.**
* Experience in querying salesforce.com database using **SOQL&SOSL** queries using Force.com Explorer.
* Experience in working with **Eclipse IDE** with Force.com Plug-in environment for writing Business logic in Apex Programming Language.

# **Certifications**

Certified Salesforce Developer (DEV 401)

# **Technical Skills**:

|  |  |
| --- | --- |
| Salesforce Technologies | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Visual Force (Page, Component & Controllers) And S-Control. |
|  Custom Integration | Outbound Messages, Workflow & Approvals, Field Updates, Reports, Custom Objects Custom Settings, Custom Labels and Tabs, Email Services, Role Hierarchy, Dashboards, Security Controls, AppExchange Package & Custom Application. |
| Force.Com Tools  | Force.Com IDE, Force.Com API Tools (Data Loader), Force.Com Explorer, Force.Com Migration Tool, Force.Com Excel Connector.  |
| Web Technologies | HTML, DHTML, HTML-5, CSS, Java script |
| Web Services  | SOAP, WSDL, XML, REST |
| Operating Systems | Unix, Windowsxp/Vista/7/Nt/2000/2003  |
| Databases | Oracle, MS Access, Microsoft SQL Server, SQL & PL/SQL  |
| Programming Languages | Apex, Java, J2ee, C, C++, C#, Sql, Soql, Sosl  |
| Methodologies | SDLC Methodology Waterfall, Iterative, Agile Scrum |

**EDUCATION:**

* Bachelor of Engineering from DR AMBEDKAR UNIVERSITY, HYD,IND 2009
* Master of Business Administration from Everest University ,FL,USA Sep 2016

# **Career Profile:**

**Client: AT&T, TX Aug 2017 – Till date**

**Role: Salesforce Developer/Admin**

**Description**:

It is Telecommunication company which provides data, internet and voice service to the customer. This project is in sales cloud platform which handles the products, order management and also it handles case management. ).Focused primarily on SQO API development using salesforce canvas APP coordinating with five different layers, allowing a sales rep to generate leads, providing business orders

**Responsibilities:**

* Interacted with business users for requirements, analysis, design and development.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages
* Worked on Platform SFDC to build Mobile App by enabling Lightning Components for use in mobile platform to make Lightning Application mobile.
* Retrieved some data and its functionality from Third-Party API's and displayed within the lightning component.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Managed API integrations and web services.
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component.
* Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Experience working with Sales cloud and Service cloud.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Developed Apex REST web services, which are being consumed by various internal applications like Siebel and Java.
* Developed Cascading Style Sheets in Visualforce pages for rich UI and used Java Script and JQuery for front-end validations.
* Used PageBlock, PageBlockTable, Repeat, Output Panel, Action Support and Action Function visualforce components for developing visualforce pages.
* Customized application business logic using declarative programming like Formula fields, Validation rules, Workflow rules, Approval process, Record Type, Picklist, Dependent Pick lists, List views.
* Established objects relationships between various objects using Master-Detail, Lookup, self and Junction objects.
* Used Force.com IDE for development for Visualforce Pages, Apex classes, Triggers and debugging and analyzing logs.
* Strong experience in implementing MVC in the application customizations for separating Data persistence, UI and business logic.
* Integrated with legacy system using REST API to maintain Synchronization.
* Written SOQL, SOSL query language necessary for the application in Apex Classes and Triggers.
* Created Visualforce tabs for custom reports, developed Workflow rules, Approval Processes and developed related actions like Tasks, Email alerts and Field updates.
* Deployed components for SFDC from sandbox to production using Force.com ant migration tool, Change Set and Eclipse.

**Environment**: Saleforce.com platform, Apex Language, Visual Force Pages, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Rest API Email Services, Jenkins, Security Controls, Sandbox, Eclipse IDE Plug-in, Dell Boomi, SOQL, SOSL.

**Client: Caterpillar, FL July 2015 – June 2017**

**Role: Salesforce Developer / Admin**

**Description:**

Caterpillar Inc. is an American Fortune 100 corporation which designs, develops, engineers, manufactures, markets and sells machinery. We Implemented SFDC Sales Cloud and Service Cloud, Custom Application development in Lightning framework to automate business and Knowledge Base with Lightning framework for partner User.

**Responsibilities:**

* Involved in identifying, planning and implementing new Salesforce.com features and functions new screens, workflow, force.com objects, reports, apex code) to meet business requirements.
* Provide knowledge and support for Salesforce applications **development, integration, and maintenance** related to DEO’s Office of Disaster Recovery or Rebuild Florida program;
* Engage in full systems life cycle management (e.g., **analysis, technical requirements, design, coding, testing, implementation**) of Salesforce, systems and applications software to ensure delivery is on time and within budget;
* Research and support the integration of emerging technologies and participate in component and data architecture design, technology planning, and testing for **Salesforce** applications development initiatives to meet business requirements and ensure compliance;
* Interact directly with end users and managers as necessary to analyze objectives and capability requirements, including specifications for user **interfaces, customized applications and integrations** with internal systems;
* Developed **various Custom Objects, Tabs, Components and Visual Force Pages and** Controllers.
* Use of data-loader, **data exporter and migrated the attachments from legacy CRM to Salesforce**, and also worked on salesforce to salesforce.
* Involved in End to end **testing and gathering requirements to feedback from business users**.
* Used Sales Force **Automation (SFA) for Sales Lead Management, Account and Contract Management** and Approvals and Workflow.
* Implemented **SFDC based products, including contract management, revenue and rebate management, and other related** solutions.
* Developed **APEX Classes, Controller Classes and APEX Triggers for various functional needs and implemented** the business logic as per the requirements.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Developed **Unit test class for Apex class and worked for improving code coverage**.
* Used SOQL & **SOSL with consideration to Governor Limits for data manipulation needs of** the application using platform database objects.
* Involved in **building of the Customer Portal in the** organization.
* Used Data **Loader for insert, update, and bulk import or export of data from Salesforce.com** subjects. Used it to read, extract and load data from comma separated values (CSV) files.
* Integrated **Salesforce with Informatica on Demand for the proper mappings** and extraction and transformation of data.
* Configured **Chatter to track emails from Outlook to Salesforce by following** a user.
* Worked with **AppExchange Dup Catcher to filter and prevent duplicate records** in the organization.

**Environment**: Saleforce.com, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE.

**Client: ADP Inc , Hyderabad, India Aug 2011 to April 2014**

**QA Analyst**

**Description:**

ADP (Automatic Data Processing) is one of the global Leader in Human Resource, Taxation,Payroll processing and customer services providing END-TO-END services right from setting up the company till taking care of its payroll and taxation.Our New Products like Workforce & Workforce Now enabled clients to engage their customers, discover new insights, and create more connected enterprises**.**

**Responsibilities:**

* Generating the payroll for the **Canadian companies**
* Specialized working for the biggest client of ADP like **UCC (**United Church of Canada)
* Remitting the taxes to government on behalf of companies and their employees
* Paying the Canadian companies with **100%** quality and in timely manner
* Processing the payroll for their companies as per the **clients instructions**
* Conducted Stand up meetings and headed Sprint sessions
* Getting the updated **Payroll sheets** from the client
* Uploading the updated fax from the client to the SharePoint to their respective teams.
* Review and modify the current **Business Requirements Document** (BRD) and System Requirements Document (SRD) to describe all detail component changes for specific programs.
* Articulated UML through **Use cases,** use case document by specifying actors, normal flow, sub flow, alternative flows.
* Collected and documented policies, calculation methods, business processes as well as business rules.
* Interviewed the domain experts and carefully recorded the requirements in the format that can be reviewed and understood by both businesspeople and technical people
* Assisted in documenting various business-related texts
* Worked as a **SMEs to** create workflows (to-be process) in MS office

**Environment**: Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Access, MS SharePoint) and Quality Center, Tpay, Siebel, SharePoint, SharePoint Admin,Mainframes,

**Karvy Comtrade LTD, Hyderabad, India Dec 09 – July 11**

**Portfolio Manager**

Karvy Comtrade LTD: KCTL is a part of the diversified financial services group Karvy, headquartered in Hyderabad.KTCL was founded in 2005 on the simple idea of providing the superior trading platform and exclusive research services to its client. Now KTCL with a decade long track record of reliability in the commodity market serves the needs of various investors across zones.

* **Responsibilities:**
* Facilitated meetings with the external customers to elicit their specification for the invoices and formulated clear, well defined **Business Requirement Document (BRD**)
* Trading in commodity Derivatives for Corporate Clients under (**MCX& NCDEX**) on Electronic platform
* Updating Corporates on **market outlook** for intraday/ short term / long term
* Execution of trades for clients with high level of accuracy
* Making clients aware about the involved risk and returns in **commodity trading**
* Observing the **International markets** and analyzing there effect on Indian markets
* Supervision of funds status of the clients
* Providing **daily Ledger** Statements to clients
* Monitoring **MTM Profit/Loss** of positions taken by the clients
* Supervision of day to day Back Office operations
* Providing **support to** various internal departments
* Preparing **P/L** statements of clients regularly

**Environment:** Windows, MS Office (MS Word, MS Excel, MS PowerPoint, MS Access, MS SharePoint,) ODIN Platform