

RAKSHITH D

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PROFESSIONAL SUMMARY:

* Around 8 years of IT experience with 5+ years of experience in Salesforce.com CRM platform as an Administrator, Developer and 2+ years of experience in JAVA technologies.
* Proficiency in performing SFDC Administrative tasks like creating Profiles, consigning Roles, validation rules, Users, Page Layouts, Cases, Record Types, Email Services, Workflows, Approvals, Custom Reports, Dashboards, Custom objects, Fields and role-based page layouts.
* Thorough knowledge in the security and sharing model which is used to finely control the user's access to different data.
* Experience in developing Apex Classes, Triggers, writing Workflows, CSS, HTML & JavaScript. Familiar with AJAX.
* Experienced using Salesforce Lightning UI. Created Lightning Components, Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Worked on Lightning Communities such as Lightning Knowledge Community etc.
* Strong practical deployment knowledge of Visual Force, Flex, Salesforce configurations, Apex classes, APEX Web services, API, AppExchange deployment.
* Hands on experience in SFDC development using Apex classes and Triggers, Components, Visualforce, Integration, JavaScript, Ajax, CSS Styles, Reports, SOQL, SOSL, Process Builder and Flows.
* Extensive experience in data migration and integration using Data Loader and management in bulk. Expertise in working on Scheduled jobs and APEX Batch jobs and executed approval processes, e-mail services and workflows via customization.
* Expertise with Salesforce development tools and techniques including the APEX language, Lightning Experience, Force.com custom development, triggers, controllers, Force.com SOAP and REST APIs, JSON, sObjects, SOQL, SOSL, Chatter APIs, outbound messaging and creating Visual Force pages.
* Involved in end to end QA and UAT testing.
* Ability to write complex SOQL, SOSL queries across multiple objects within the SFDC database.
* Expertise in data modeling, data migration and both API and user interface development principles.
* Experience in using the Sandbox and Java Ant for testing and migrated the code to the deployment instance after testing.
* Experience on SFDC implementations covering Sales cloud, Service cloud, Chatter and AppExchange applications.
* Experience in working with Salesforce.com sandbox and production environments.
* Proficient in Data Migration from Traditional Applications to Salesforce using Import Wizard and Data Loader Utility.
* Proficiency in Object Oriented Languages like Java. Excellent analytical, de-bugging skills and documentation skills.
* Proficiency in relational databases like MS SQL Server, MYSQL.
* Experience working in Agile and Waterfall methodologies.
* Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication and Problem-solving skills.

TECHNICAL SKILLS:

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| Salesforce.com Technology | Apex Classes, VisualForce, SOQL, SOSL, Apex Triggers, Process Builders, External Objects, Custom Metadata, Workflows, Profiles, Roles, Approvals, Email templates, Visual Flow, Data Loader, Web Services, Eclipse Force.com IDE, SOAP, REST,BULK API, Metadata API, Reports and Dashboards, Monarch, Dupe Blocker, Salesforce for Outlook, Workbench, Sales Cloud, Service Cloud, Lightning, Salesforce Lightning Knowledge, Lightning Communities etc |
| Migration Tools | Change Sets, Eclipse IDE, Visual Studio Code |
| Web Technologies | Java Script, JQuery, XML, HTML, HTML5, CSS, AJAX |
| Databases | MYSQL, SQL Server 2000/2005, PL/SQL |
| Operating Systems | Unix, Windows 95/98/2000/XP/2003 |
| Languages | C, C++, Java (Core), Apex, Visualforce, Java Script, JSON. |
| App Exchange Packages | Map Anything, Events, DocuSign, Conga Composer etc |
| SDLC | Agile, Waterfall methodologies |

CERTIFICATIONS:

Certified Salesforce platform developer-1

Certification URL: [certification.salesforce.com/verification/rakshithdanaboina](http://certification.salesforce.com/verification?&fullname=rakshith%20danaboina)

PROFESSIONAL EXPERIENCE:

Position – Salesforce Developer Oct 2019 – Current Client – FedEx Inc. Memphis, TN

FedEx Corporation is an American multinational delivery services company headquartered in Memphis, Tennessee. FedEx is leveraging various aspects of Salesforce platform, like Lighting, Communities, Sales cloud, Service cloud to boost the business process for implementing sales, support customer engagement etc.

Responsibilities:

* Salesforce solution implementations (including configuration, custom code, 3rd party applications, Managed packages and AppExchange products)
* Worked on Lightning Knowledge Community Cloud as part of knowledge base migration from Legacy KMS to Salesforce’s Knowledge community, including article customization with various reusable lightning components.
* Worked on Salesforce Service Cloud to Support business users for case management, testing and resolution of bugs/issues in a timely manner.
* Evaluated and implemented appropriate design alternatives for production support issues and project enhancements, that are consistent with current standards and processes, as well as best practices.
* Implemented and Supported Case Management and Social Studio thru various Social Media Channels Such as Twitter, Facebook, Instagram and Social Web Form etc.
* Examined SFDC error and debug logs for any surprises, unexpected behaviour etc
* Automated processes using Salesforce Lightning Process Builder and developed, tested and debugged Salesforce applications.
* Worked on custom objects, custom fields, picklists, page layouts, workflow, approval processes, validation rules, custom tabs, reports, Visualforce pages, dashboards, and email generation according to application requirements.

Position – Salesforce Developer Apr 2018 – Sept 2019 Client – SIRVA Inc. Chicago, IL

SIRVA, Inc. is a leading independent provider of worldwide relocation services. MGG (Global Mobility Gateway) is Walmart’s instance for salesforce, through which the mobility authorizations are made. SIRVA is Walmart’s authorized developer for relocations along with CapRelo. This project covers various aspects of Salesforce platform.

Responsibilities:

* Salesforce solution implementations (including configuration, custom code, systems integrations, 3rd party applications, and AppExchange products) while ensuring technical excellence of the delivered product.
* Design solutions to meet business needs, including user experience, as well as object and data model structures.
* Support business users during testing and resolve bugs/issues in a timely manner.
* Evaluate and select appropriate design alternatives for production support issues or project enhancements that meet requirements and are consistent with current standards and processes, as well as best practices.
* Examine SFDC error and debug logs for any surprises. For all the external applications that synchronizes data with SFDC, look at its error logs to see if a new error pattern has developed.
* Salesforce development (SFDC), including Force.com, Apex, Visualforce and salesforce.com APIs, Triggers, Troubleshooting email alerts, workflows, approval cycles, or auto-responders.
* Develop, test, debug Salesforce applications.
* Migrate code across development and testing landscapes.
* Worked with Data loader for loading the data into salesforce.com
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards
* Developed various Custom Objects, Tabs, Components and Visual Force Pages.
* Added, configured workflow rules, time triggered workflows, email templates resulting into effective web to lead communication with customers and partner portals.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the need in the organization.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics
* Maintained user roles, security, profiles, and workflow rules wherever necessary.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.

Client: Press Ganey Associates, Chicago Feb 2017 – Mar 2018

Role: Salesforce Developer

Press Ganey is a consulting firm that helps healthcare organizations improve safety, quality & experience of care through performance analytics and strategic advisory solutions. Currently the company is working on a migration project. This project covers various aspects of Salesforce platform, like Lighting, Sales cloud, Service cloud, which helped our business process for implementing sales, support, inventory management etc., and worked strongly on Force.com features.

Responsibilities:

* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* 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.
* Developed new features for our Salesforce instance using APEX and Visual Force. Extensively used Apex classes for developing business logic.
* 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.
* Experienced in Service Cloud, Sales cloud, Chatter & App - exchange applications.
* Designed Visual Force pages with custom controllers and controller extensions to build custom user interfaces for mobile and web apps.
* Monitored Apex asynchronous processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using apex scheduler.
* Used SOQL and SOSL Queries within Governor limits for data fetching and manipulation needs of the application.
* Experienced integrating external web systems with salesforce using REST and SOAP web services.
* Experienced deployments of Apex and VF pages across DEV, Test and Production instances.
* Performed SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards, Actions, Tasks and Events.
* Excelled in working with various Salesforce.com Standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Forecasts, Reports and Dashboards.
* Worked on data migration using Import/Export wizard and Apex Data Loader for bulk import or export of data from Salesforce.com objects.
* Created workflow rules that defined related tasks, email alerts, and field updates. Automated workflows that make applications collaborate with Salesforce Chatter for the users in the company posting messages to groups and individuals.
* Customized records with approvals, automating business processes with process builder and delayed actions with workflow by collecting data from users and operating on it.
* Developed Reports, Dashboards and Approvals to continuously monitor data quality and integrity. Expertise in Reporting, Customizing the Dashboard and Scheduling Dashboard Refreshing.
* Experienced all phases of Software Development Life Cycle (SDLC), quality management systems and project life cycle processes.

Environment: Salesforce CRM, Apex Language, Visualforce Pages, Workflow & Approvals, Reports, Custom Objects, Lightning UI, Classic UI, Custom Tabs, Email Services, Sandbox Data loading, Eclipse IDE Plug-in, HTML, Java Script, CSS, XHTML, DHTML, XML, Web Services, SOAP, UI, Eclipse, Oracle, SOQL.

Client: Devon Energy, Oklahoma City, OK Feb 2016 – Jan 2017

Role: Salesforce Developer

Devon Energy Corporation is an American independent natural gas, natural gas liquids, and petroleum exploration company focused on onshore exploration and production in North America. It has implemented Salesforce to keep track of the customers, partners and assist sales team in their activities.

Responsibilities:

* Involved in SalesForce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Implemented “Email to Case” for automatic case creation for business groups of Devon. Created automated-responses, assignment rules, email alerts and templates for Case Management.
* Created workflow rules and approval requests.
* Created summary reports, matrix reports, pie chart and dashboards to assist managers to better utilize Salesforce as a sales tool.
* Used the sandbox environment for testing and migrated the code to production after testing.
* Understood debug logs, solved bugs and modified the existing systems as per the user’s and the client requirements.
* Participated in the integration of Salesforce.com CRM Creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard custom object.
* Implemented Security access to the user profiles by creating Object level security, field level security and record level security.
* Developed Apex Triggers, Apex Classes and Test Methods.

Client: First Republic Bank, SFO Sept 2015 – Feb 2016

Role: Salesforce Admin/ Developer

First Republic offers a complete line of banking products for individuals and businesses, including deposit services, as well as residential, commercial and personal loans. First Republic and its subsidiaries offer private banking, private business banking and private wealth management, including investment, trust and brokerage services. First Republic Private Wealth Management is expanding their current Salesforce environment and growing CRM capabilities in this expansion.

Responsibilities:

* Worked closely with business partners to realize the full capabilities of Salesforce.com CRM.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with Visualforce Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers.
* Analysed all the customizations and developments and tried to suggest possible ways for the new enhancements that we get from the Sales people.
* Automated sharing rules whenever there is a new change in Sales teams instead of using an Apex trigger.
* Worked with various Salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Opportunities.
* Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visualforce Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Used SOQL & SOSL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between Force.com IDE and Sandbox environment.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Used Force.com IDE for creating, modifying, testing, and deploying Force.com Application.
* Integrated the existing SAP system with force.com platform using Cast Iron.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including creating and maintaining user profiles and privileges.

Environment: Saleforce.com platform, Apex, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, HTML, Java Script, Java, Web Services, WSDL, Sandbox, Eclipse IDE Plug-in.

Client: Best Brains, Chicago Feb 2014 –July 2015

Role: Salesforce Admin/ Developer

Best Brains is an after-school learning centre that helps students with Math, English, Abacus and General Knowledge. The company has over 100 locations worldwide and it offers franchising services for its schools globally. Best Brains uses Salesforce CRM to track, identify, plan and implement features and functions that are based on the needs of the company's customers.

Responsibilities:

* Designed various Webpages in Visual Force for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Synchronized with the business process review meetings and multiple teams for ascertaining standardized workflow processes.
* Responsible for creating various Custom Objects, Tabs, Components and Visualforce Pages and Controllers.
* Created Formula Fields, Validation Rules, Workflow and approvals for the flexibility and functionality of force platform application.
* Implemented Case Management Automation to track and solve Customer's Issues.
* Worked on Service Cloud communities for sharing business process.
* Written SOQL queries against force.com API.
* Used Spring Validation framework to implement the server-side validations.
* Used AJAX to get the data from the server asynchronously by using JSON objects.
* Developed various business logic and reports using HQL and Hibernate Criteria.

Environment: Saleforce.com platform, Hibernate, Apex Language, Visualforce (Pages, Component and Controllers), Pages, Data Loader, S-Controls, HTML, Java Script, Apex Triggers, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

Company: Advansoft International, Hyderabad Mar 2012 – Feb 2014

Role: Salesforce Admin/ Java Developer

Responsibilities:

* Responsible for Design, write, maintain, and scale complex frameworks using Visualforce pages.
* Attended priority meetings to maintain the requirement specifics and prioritizing of critical deadlines and multi-tasking across various aspects.
* Developed sharing rules based on role hierarchies and created manual sharing for accessing records. Worked on different things like Components, Custom Settings, Sites and Static Resources, Debug logs and System Log.
* Developed on Salesforce.com Configuration and Design of Service Cloud, Sales Cloud and Force.com.
* Worked on various salesforce objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards
* Used Visualforce in development mode to change the behavior and appearance of Visualforce components.
* Implemented Visualforce Templates and Placeholders to encapsulate page elements to be reused across several Visualforce pages. Accustomed Picklists, Dependent Picklists, and Record Types to enforce data quality.
* Created Dashboards and Dashboard Components and implemented multiple levels of Dashboards and scheduled Dashboard refresh.
* Developed SOQL and SOSL queries to get data from different related objects. Worked with web services API.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Communicates with the global team to align regional requirements and to provide detailed documentation to both the business and developer teams.
* Testing of XML tags. Analyze the content of the XML and verify that data enclosed in the XML tags is matching with report generated for the investment manager in PDF format through email.
* Involved in Custom Integration of Outbound Messages, Workflow & Approvals, Reports, Custom Objects and Tabs, Email Services, Security Controls, AppExchange Package & Custom Application, Sandbox data loading. Worked with IDE tools: Eclipse, Force.com Eclipse IDE Plug-in.

Environment: Saleforce.com platform, Visual Force (Pages, Component & Controllers), Apex Language, Data Loader, HTML, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, ETL Informatica, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in, Ant, Windows, Sql Server.

Company: Symbiosis Group, India Apr 2010 – Mar 2012

Role: Java Developer

Responsibilities:

* Involved in various stages of the project life cycle primarily design, implementation, testing, deployment and enhancement of the application.
* Involved in designing the system based on UML concepts which include data flow diagrams, class diagrams, sequence diagrams, state diagrams using Rational Rose Enterprise Edition.
* Designed and developed web pages using JSP, HTML and used JavaScript for client-side validation
* Involved in design and development of the application in n-tier fashion based on MVC architecture standards and utilized Struts frame work.
* Developed data model and stored procedures.
* Developed Servlets to process update information.
* Responsible for maintenance and production support of the application documented design and functional aspects of the application.
* Used JDBC for communicating with the database.

Environment: Java, JSP, Servlets, Java Beans, MVC, JMS, EJB2.0, Weblogic8.1, JavaScript, ORACLE8i, HTML, DHTML, XML, WindowsXP.

EDUCATION:

* Bachelor of Engineering, Kakatiya University, India 2006-2010