



Swaraj Rout

Salesforce Professional

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PROFILE

Salesforce.com Professional with 4 years of IT experience specializing in Project Development, Modularization, Administration and Support. Experience includes Salesforce Customization, UI Development and Administration.

EDUCATION

Bachelor, Technology

Kalinga Institute of Industrial Technology (KIIT)
Computer Science & Engineering
Bhubaneswar, Odisha

Graduated, June 2015
2011 - 2015

Higher Secondary

Sai International School
CBSE Board
Bhubaneswar, Odisha

Completed, May 2011
2009 - 2011

PROFESSIONAL EXPERIENCE

- June 2015 – Present: Application Development Analyst at Accenture, Pune
 - Salesforce Developer, Salesforce Analyst
 - Lead, Designed and Developed Artificially Intelligent (AI) Automated Bot powered by Salesforce Einstein which has been Nominated for Dream Force.
 - The AI Bot helps the Sales Team/Order Management Team on the issues being faced during Order Processing from Quote to Cash by analyzing the issues and providing the best recommended solutions, hence reducing the number of Incidents being raised and time taken to resolve the incidents which in turn speeds up the Quote to Cash Process.
 - Implemented Salesforce Einstein and Machine Learning using which the Bot learns from the past experiences and suggests the remediation steps accordingly if there has been a similar issue faced earlier.
 - Developed NLP (Natural Language Processing) which enables voice chat functionality with the Bot.
 - Implemented Integration with ServiceNow, using which on a single click the Bot creates ServiceNow Incidents by pulling all the necessary information from SFDC, hence saving the time of the users to manually fill up and create Incident.
 - Presented and Demoed successfully the AI Bot to high level authorities including the Organization's Leadership.
 - Worked for US Based client that produces software for searching, monitoring and analyzing machine generated big data via web style Interface.

- Developed and Supported eCommerce website for the client through Apex customization which includes VF Pages, Apex Controllers, Apex Triggers, CSS, Bootstrap, JavaScript, HTML and Test Classes and Configuration which include Custom Settings, Custom Objects, Custom Labels.
- Developed an Automated Test execution tool which automatically runs after every deployment to ensure the quality of code being deployed and the business functionality. The tool has various API layers i.e. MuleSoft, NetSuite and Salesforce CPQ which are handled automatically without any manual intervention.
- Lead and Developed a Graphical Utility which would have pictorial representation of an ongoing Order/Deal in a simplified manner. The Utility is integrated with multiple third-party systems like MuleSoft, NetSuite, Salesforce CPQ etc. The representation helps Sales Reps from different modules/region to have knowledge on where the deal is currently standing and take actions accordingly. The Utility is very useful for the organization who have different teams working on a single Deal/Order.
- Developed and Successfully Delivered different types of Products being sold by the client by configuring the products and making them compatible with the business flows.
- Delivered complex projects for the client and some of the below are built from scratch:
 - Project: Nucleus
 - Gathered Requirement, Analyzed and Developed on Automating the Grouping of Customers based on their Region and Product Purchased. Build an UI with Click and Drag Features allowing the Sales Rep to perform various operations for a particular group i.e. Sending out Maintenance Emails, Changing Groups etc.
 - Developed UI for Sales Rep allowing them to Preview the Emails before sending and enabling In Line Editing of Emails before sending.
 - Developed Email Tracking functionality where the Emails sent out to Customers can be tracked and as well as Email Bounced to be tracked.
 - Key Components: Apex Trigger, VF Pages, Apex Controller, JavaScript, HTML and Test Classes, Custom Labels, Custom Settings, Record Types, Reports, Sharing Settings, Validation Rules, Workflow Rules, Email Templates, Custom Button
 - Project: License Automation & Developer License
 - Gathered Requirement, Analyzed and Developed on delivering and automating new features and licenses to customers.
 - The project was a major success for the client as the delivering of new features and licenses was a process with no manual intervention and solely automated from the start to the beginning from where the customer submits the request and in SFDC the automated licenses are delivered to the customer.
 - Key Components: Apex Batch, Apex Scheduler, Record Types, Profile Creation, Apex Trigger, Apex Classes, Custom Object and Fields, Email Templates, Email Alerts, Field Updates etc.
 - Project: Ransomware and Content Subscription
 - Gathered Requirements, Analyzed and Developed Ransomware products and security products. The products are one of the highest purchased products for the client.
 - Developed UI, Automated purchase flow, implemented email sending functionality along with tracking the emails being sent out and step wise tracking of purchase flow.

- Key Components: Apex Class, Custom Settings, Workflow Rules, Field Updates, Email Templates.
- Project: Salesforce CPQ Integration
 - Gathered Requirements, Built Business Flows, Analyzed and Developed the Integration of Salesforce CPQ with Project's Salesforce org to remove the dependency from other CPQ platforms and hence improvement in overall revenue.
 - Developed UI and Integrated the Salesforce CPQ with SFDC Org using Salesforce CPQ APIs.
 - Key Components: Apex Class, Apex Pages, Process Builder, Workflow Rules, Field Updates, Custom Objects.
- Project: Salesforce Service Cloud Lightning
 - Gathered requirements, analyzed and developed the out of the box salesforce service cloud functionalities in order to easy out the process of product services for an end customer.
 - Worked on Community Portals and Support Portals, Salesforce Live Agent features and knowledge articles.
 - Key Components: Apex Class, Apex Pages, Process Builder, Workflow Rules, Field Updates, Custom Objects, Aura Component, Lightning Component.

PROGRAMMING LANGUAGES

- | | | |
|-----------------|----------------|-------------------|
| ● Apex | ● Visual Force | ● Lightning |
| ● PL/SQL Basics | ● HTML | ● CSS, JavaScript |

OTHER PROFICIENCY

- MS Word
- MS Excel
- MS Power Point

PROFESSIONAL ACHIEVEMENTS

- Member of 15 Membered SFDC Cream Group in Accenture.
- Selected for on – Shore Travel to Client Site.

INTERESTS

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|------------------------------|--------------|
| ● Badminton (National Level) | ● Travelling |
| ● Gaming | |
| ● Swimming | |

Declaration

I, Swaraj Rout, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Swaraj Rout