Rajat Kotamgari

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EXPERIENCE SUMMARY

- Skilled Salesforce.com Developer with almost 3 years of industry experience involves salesforce **configuration** and **customization**.
- Salesforce Certified **Administrator**, **Platform App Builder, Platform developer 1.**
- Created Users and assigned Roles and Profiles to Users, Field and Object Level Securities and Sharing Settings.
- Created custom **Page layouts** and **Record types**.
- Experience in **Apex** Coding for **Triggers** and **Validations**.
- Good Knowledge on **SOQL** query language.
- Good knowledge on **Salesforce Lightning**, **Lightning Events.**
- Developed various **Visualforce pages** using **Apex**, **JavaScript**, **CSS** and **HTML** and Controllers.
- Created Apex Classes and wrote Apex **Test classes** for all the apex classes designed.
- Configured SFDC **workflow rules**, **Approval process**, **Custom Setting**.
- Having knowledge in integrating salesforce with different applications using **REST**, Apex classes, triggers, batch classes and email services for various functional needs in Salesforce.
- Committed to excellence, self-motivator, quick-learner, team-player, and a prudent developer with strong problem-solving, analytical skills and communication skills.

KEY SKILLS

- SFDC Development
- SFDC Administration
- **REST** Web Service
- Data Migration

PROGRAMMING LANGUAGES

- Java Script
- Visual Force
- Apex
- HTML

PROFESSIONAL EXPERIENCE

- Worked as Business Analyst in IPsoft Global Services from April 20, 2020 to June 04, 2020.
- Worked as Software Engineer in TechDynamix from March 25, 2019 to April 15, 20120
- Worked as Associate Software Engineer, Accenture, Hyderabad from Nov 05, 2017 to Mar 21, 2019.

Project: IPsoft Sales Implementation.

Role: Business Analyst.

Description: **IPsoft** is the world leader in Enterprise AI. Its main products are **Amelia**, a cognitive AI platform; 1Desk, an autonomic framework for IT operations; and IPcenter, an autonomic IT management platform. So, this application basically manage end-to-end functioning of the sales department for an organization like logging the product information (e.g. price, Order Id), creating campaigns, managing customer contacts, triggering emails, reports and dashboard features, creation of order and opportunities based on progressing deals with customers and many more. Configuration of Salesforce.com application to incorporate various standard functionality like Leads, Accounts, Contact, Activity, Campaign, Products and Territory Management etc. were done. Creation and customization of various objects, fields, record types, Workflow and Approval Processes, Triggers, Controllers, Escalation rules, Assignment rules, Validation rules, Custom fields, Email Services, and Sharing rules were done as per business needs of the client.

Responsibilities:

- Developed Apex Classes, Triggers, Process Builder and Workflow rules to meet their business requirements.
- Created and updated users, reports and dashboards to track pipeline/stages for management visibility.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
- Developed a Lead Conversion Flow and involved in unit testing, for the customization and developments done during the project.
- Implemented picklists, dependent picklists, lookups, validation and formula fields to the custom objects.
- Worked on End to End Lead Management Process.

Project: Sales CRM Implementation   **Client**: EPS Infotech
Role: Software Developer   **Team Size**: 2
Description: Sales CRM is an application used by Sales team of a company. It deals with the life cycle of lead, Account management and opportunity management as well. The application is designed in such a way that, it will follow up with the sales team at every stage. This will reduce the 40% of time spent creating task for timely follow ups.
Responsibilities:

- Requirement analysing from the sales team.
- Work with the team to develop the application as per the said timeliness.
- Involved in automating the sales process.
- Set up and controlled user profiles and access levels to protect important data.
- Created page layouts, search layouts to organize fields, custom links, related lists, on record details and edit pages.
- Ensured the communications within the CRM systems were working efficiently with less/no coding intention.
- Worked on Sales Cloud which looked through and managed company's sales process including Quote and Order generation.
- Part of the daily and weekly scrum meeting to discuss on the requirement and updating the test plan and document as per the new changes.

Project: Lead Squared   **Client**: EPS Infotech.
Domain: CRM   **Team Size**: 6
Role: Software Developer
Description: I am working as a SFDC developer for Lead Squared project. Developed a tool to integrate the leads data from Salesforce to lead squared and vice-versa using the Rest API. Lead squared is a CRM platform which is used to generate the leads for any type of customer.

Responsibilities:

- Worked as team member and performed the role of Salesforce developer.
- Developed custom objects, triggers and workflows.
- Involved in Setting up Users, roles, profiles and Security settings.
- Designed and developed Apex Triggers for various functional needs in the application.
- Involved in daily scrum calls and discussed the ongoing issues in the project.
- Customized page layouts for Contacts and Accounts depending upon client requirement.

Project: FieldBuddy - Exact Online Connector Design   **Client:** Intigris
Role: Software Developer   **Team Size:** 5
Description: FieldBuddy is a field service application that helps clients to effectively manage the after sales service for their products. With FieldBuddy clients can manage the service orders with in their technicians wherein they can real time track technicians time, parts used, activities performed and also validate from the customers via getting a signature from customers. This project is to integrate the FieldBuddy data with Exact Online ERP system wherein Account, Contact are order details are synced from FB to EOL and vice versa.

Responsibilities:

- Worked with the team to develop the application as per the said timeliness.
- Part of the development team to build specific components on the Force.com platform.
- Part of the daily and weekly scrum meeting to discuss on the requirement and updating the test plan and document as per the new changes.
- Preparation of design document.
- Unit Testing the application and fixing reported issues from the testing team.

Project: Case Control   **Client:** Makita Corporation
Role: Salesforce Developer   **Team Size**: 6
Description: Makita Corporation is an enormous Power tool equipment manufacturer and distributor company and operates with a dense network of agents and distributors on all five continents.
Salesforce.com CRM was chosen by Client to handle the cases or complaints raised by customer throughout the world through centralized call centre. This application allows distributors login into their respective Sales force account object and help them to raise a case with a click of a button. In background case would be registered and transferred and escalated to respective level. Case raiser would in-turn get communication about the status of case each time it see any changes in level or stage. A complete CRM application is built on Salesforce.com CRM solution which provides a single place to manage and view everything about their clients like its Account detail, contact information, products purchased, and cases in pipeline etc.

Responsibilities:

- Worked on Salesforce.com Standard Objects including Accounts, Contacts, Cases and solution.
- Used Workflow Rules to update fields and send emails as per business logic.
- Used Data Loader for bulk import of data from CSV files
- Wrote test classes for Triggers and ensured proper test coverage.
- Created many Email Templates and Mail Merge Templates and was involved in doing the Mail Merge for different standard and custom objects.

EDUCATION DETAILS: