

Rohan Gupta

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Mobile No – 9479560488

Credential ID – 21654130 (Salesforce PD I)

Credential ID – 3452341 (Salesforce CPQ Specialist)

Credential ID – 3375807 (Salesforce Admin)

Career Objective

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

Professional Summary

- **Over all 7 years of experience in IT Industry having close to 3 years of experience in Salesforce CRM platform.**
- **Currently associated with IBM India PVT Ltd, Pune as Advisory Consultant 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 and knowledge of Force.com Platform. Knowledge of Apex coding languages.**
- **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 with the governor limits.**
- **Participated in all stages of Software Development Life Cycle (SDFC) 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 requirements to design the required entities like custom objects, creating relationships and junction objects.**
- **Developed Apex classes using other platform-based technologies like Visualforce, Force.com IDE.**
- **Experience in creating various Reports (summary reports, matrix 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.
- Experience in Salesforce CPQ. 2 years of experience in Salesforce CPQ. Knowledge of standard objects –Quote/Order/Contract/Invoice/Credit Note/Product/Accounts and other related CPQ objects and features.
- Experience in different CPQ Product Rules, Price Rule, Contract Amendment.

SFDC Technologies	Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, Salesforce CPQ
Languages	APEX, Visualforce, JavaScript, Core Java, J2EE, DevOps (CI/CD pipeline), Git, GitLab, SourceTree
Tools & Technologies	Force.com, Data Loader, Force.com Platform (Sandbox and Production). Eclipse, Workbench, Salesforce Inspector, VS Code Studio, Service Now, Developer Console
Operating systems	Windows - Vista/7/8, Linux.

Professional Experience

Company: IBM India Pvt LTD

Work duration: April 2021 – Till Date

Project – Rockwell Automation

About Project: Rockwell Automation, Inc. is an American provider of industrial automation whose brands include Allen-Bradley, FactoryTalk software and Lifecycle IQ Services. They mainly use Salesforce CPQ for Order Management. API Integration is using Mule Soft as framework. Salesforce is integrated to SAP Hybris and SAP ECC and billing in SAP.

Roles and Responsibilities:

- I worked as Scrum Master for a couple of sprints. Actively involved in sprint planning and sprint retro.
- Creating Apex class and custom code for Order process. Batch job for processing bulk data for APIs.
- Using standard CPQ features and custom enhancement as per business requirement.
- Played a team lead role for the project and worked closely with the Customer Team.
- Managing bulk data load and keep system in sync with all other system.
- Automation for monitoring all API integration and other system failures.
- Created reports, dashboards, and processes to continuously monitor data quality and integrity and assisting users with report design and management.

Company: BT E-SERV India Pvt LTD

Work duration: April 2018 – April 2021

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 customers as well as business growth. By using features 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 and 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.
- 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: March 2016 – April 2018

Project – Qatar Islamic Bank, Doha

Roles and Responsibilities:

- Involved in gathering and analysis of requirements of business and planning those efficiently.
- Analyzed requirement and then involved in application development.

- Worked on different GRC products and customized those based on requirement.
- Created different Java classes and functionality following MVC architecture.
- Creating custom pages for clients 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 excellent performance and for keeping up the good working of 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: Pune

Rohan Gupta

