

# RINESH RAJAN

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## Profile Summary

- Currently working as a Salesforce Developer in Tata Consultancy Services with 5.5 years of experience in Salesforce.
- Salesforce Certified Platform Developer 1 (PD1).
- Salesforce Certified Administrator.
- Skilled in Salesforce.com (SFDC) development and implementation. Having experience working in Salesforce.com administration, customization, Integration, Apex web services and Lightning Application with successful implementations as a Salesforce Developer.
- Experienced in Sales cloud, Service cloud, Customer portal. Extensive experience in configuration of objects, fields, objects, relationships, custom settings, page layouts, workflow, Process builder, reports and dashboards etc..
- Worked on Trigger Frameworks, Triggers and test classes.
- Worked on Salesforce Integration (REST API Services).
- Worked on profile creation & managing profile level access & security model. Migrating Metadata from one sandbox to another sandbox using ANT, GIT, Copado and Workbench.
- Worked on preparing Technical Design Document.
- Excellent team player, self-motivated, quick learner with good communication skills and trouble-shooting capabilities.

## Skills

<b>CRM</b>	Salesforce.com, MSCRM, ServiceMax
<b>Salesforce.com Technical Areas</b>	Lightning Application, Lightning Components, Apex, Apex Web Services, Visualforce Pages, Triggers, Process builder, SOQL, SOSL, Service cloud, Sales cloud, Java Script, CSS.
<b>Tools</b>	Copado, ANT , Workbench, Data Loader
<b>Project Management Tool</b>	Jira(Agile Methodology)
<b>IDE</b>	Visual Studio Code
<b>Web Technologies</b>	HTML , CSS, XML, Javascript, Visualforce
<b>Survey Tools</b>	Clicktools Integration with Salesforce.

## Work Experience

Tata Consultancy Services -Bengaluru

Designation- Salesforce Developer (July 2017 to Present)

## Projects

### Project No. 1

**Project Name** My Refinitiv (Customer portal)

Client Refinitiv Inc

Role Offshore Developer/Team Member

Organization TCS

Duration Aug 2017 – Till Date

Team Size 10 Scrumwise (Total 80+)

Domain: Communication, Media & Information/Finance & Risk – Commercial

Methodologies Agile

My Account is a customer portal, which provides a single access point to Support, Product Information, Software downloads, Notifications, Alerts and Billing.

**As a team member,**

- Worked on Apex classes to meet the new requirement.
- Worked on REST API services.
- Interacted with business to understand requirement.
- Configured Custom settings.
- Implemented complex business processes.
- Led the deployment of components from Dev to production environment using Continuous Integration Deployment.

### Project No. 2

**Project Name** Enterprise Service Cloud

Client Thomson Reuters Inc

Role Offshore Developer/Team Member

Organization TCS

Duration Feb-July 2017

Team Size 8

Domain:

Area

Mass Media

Services Cloud

Methodologies Agile

Thomson Reuters is the world's leading source of intelligent information for businesses and professionals.

Thomson Reuters combine industry expertise with innovative technology to deliver critical information to

decision makers across diverse industries. Thomson Reuters planned for Enterprise service cloud to the provide services(Case Management) for users.

**As a team member,**

- Collaboration with Business Analyst, Architect and business users for User story grooming, providing implementation plan and design, handling continuous integration and delivery.
- Implementation of Service Cloud including: Service Console, Customer Portal, Case Feed, Entitlements & Milestone
- Establish, Maintain & enhance security, using profiles and role hierarchy
- Create and manage workflows, complex formulas, validation rule, triggers and process

builder.

- Designed and implemented custom Visualforce pages and apex classes.
- Worked on Translation workbench to provide services in different countries.
- Design, document, build, test and deploy enhancements to Salesforce instance.

### **About Myself**

- Looking for opportunities in a challenging work environment where I can learn everyday and develop my career along with the organization growth.

### **Education**

- Completed Bachelor of Technology in Computer Science and Engineering from Madan Mohan Malaviya University of Technology (Formerly MMMEC), Gorakhpur in June 2016.

### **PERSONAL DETAILS**

Address #59,Raghuram Residency, Sai Baba Temple Road,  
Munnekolal,Bangalore,Karnataka-560037

Date of birth 02-01-1992

Marital Status Single

Passport Available