

salesforce

# Rahul Shinde

*Salesforce Developer*

"Having 5 Years of IT Experience"

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## Objective

I am motivated to work in a dynamic and successful environment where I can continuously improve and develop my skills, while also contributing to the success of the organisation. I value teamwork and believe that working collaboratively leads to greater success.

## Skills

- ➔ **SFDC Technologies:**  
Standard/Custom objects, Workflow, Flows & Approvals, Apex Classes/ Controllers, Apex Triggers, Visualforce Pages, LWC, Data Loader, Reports, Dashboards, Force.com IDE
- ➔ **Language :** Apex, CSS3, HTML5, JavaScript.
- ➔ **Domain Knowledge :**  
Retail , Insurance & Healthcare.
- ➔ **Operating System:** Windows, Unix/Linux, Mac OS

## Experience

MARCH-2020 — Till Date

- **Salesforce Developer**
- **ESH Technology Pvt. Ltd.**

Having Almost 3 years of experience in Salesforce.com CRM platform. Experience in Development, Administration, Configuration, Implementation and Support of Salesforce CRM based on Apex language and leveraging Force.com Platform.

FEB-2018 — MARCH-2020

- **Web Developer**
- **Impulsein Technology**

Having 2 years of experience in web development, proficient in technologies such as PHP, WordPress, CSS, and HTML . To create and maintain dynamic websites and content.

## Roles & Responsibilities

- ➔ 3 years of experience in Salesforce development, including **Lightning web components, Visualforce pages, Apex classes, Triggers** and **Integration** requirements.
- ➔ Strong knowledge of Salesforce standard data structures and experience designing **Custom Objects**, creating **Relationships** and **Junction Objects**.
- ➔ Proficient in Salesforce administrative tasks such as **Profiles, Roles, Users, and Page Layouts**.
- ➔ Experience in **SOQL** and **SOSL**.
- ➔ Proficient in using declarative features such as **Validation Rules, Workflows, Approval Processes, Flows, Process Builder, and Sharing Settings** for automating complex business processes.
- ➔ Experience in **Unit Testing** and **Deploying** Salesforce components.
- ➔ Experience in creating various types of **Reports**, including **Summary Reports, Matrix Reports, Pie Charts, Dashboards, and Graphics**.
- ➔ Experience in implementing **Security** and **Sharing Rules** at the **Object, Field, and Record** level for different users and different levels of the organisation.
- ➔ Strong work Ethic, Positive Attitude, and Ability to make the best use of individual resources.
- ➔ Strong Problem-Solving, Analytical Skills, and Communication Skills.

## Education

### ● Savitribai Phule Pune University

- B.E. I.T. • 2014 •
- Completed B.E in Information Technology with 58.27% .

### ● M.S.B.T.E Mumbai

- D. I.T. • 2010 •
- Completed Diploma in Information Technology with 63.33%.



### ● M.S.Board

- S.S.C • 2006 •
- Completed 10<sup>th</sup> from B.A.S.School with 76.66% .

## Personal

- ➡ **Name:** Rahul Shinde
- ➡ **Dob:** 26-April-1991
- ➡ **Gender:** Male
- ➡ **Current City:** Pune

## Contacts

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## Project and Client Details

**Organisation Name:** ESH Technology Pvt. Ltd.

**Project Description:** The company is a large, successful business that uses Salesforce to manage its insurance operations and serve customers globally. They leverage key Salesforce features such as lead management, case management, web-to-case to provide an interactive platform for customers and ensure efficient solutions.

### Roles & Responsibilities :

- ➡ Gathering and understanding requirements.
- ➡ Implemented custom objects, automation.
- ➡ Making configuration changes such as workflow, process builder, Validation Rules and Flows .
- ➡ Implementing the module using Apex and Lightning Web Component.
- ➡ Documenting the solution design, unit test cases, and deployment documents.
- ➡ Deploying the module using changesets or ANT.
- ➡ Created reports and dashboards for data visualisation.
- ➡ Integrated different systems to ensure seamless communication and data flow.
- ➡ Performed unit testing to ensure individual components of the software are functioning as intended.
- ➡ Fixed bugs to improve the overall functionality and performance of the software.

**Organisation Name:** ESH Technology Pvt. Ltd.

**Project Description:** The Worked on the Clients project, which deals with managing various hospitals and their instruments, Implemented Email to Case functionality, where customer complaints about instruments are routed to the proper person for handling.

### Roles & Responsibilities :

- ➡ Involved in requirement gathering and understanding to ensure the project meets the needs of the client.
- ➡ Created summary and tabular reports for data visualisation.
- ➡ Made configuration changes such as workflow, VR Rule, Process builder And Approval Process.
- ➡ Utilised Apex and Triggers for implementation.
- ➡ Documented solution design, unit test cases, deployment document, and package.xml.
- ➡ Deployed the project using changesets.
- ➡ Performed unit testing and bug fixing to ensure the final product is functional and meets the client's requirements.

**Organisation Name: ESH Technology Pvt. Ltd.**

**Project Description:** The client is a significant organisation based in Canada that handles various healthcare activities, they have a vast number of clients and volunteers worldwide. To manage their operations, they regularly hold corporate seminars globally. To facilitate the coordination of these events, they are using a Salesforce project that contains information such as seminar details, speaker details, and the processes they follow. The company conducts hundreds of seminars per month and the project was created for the organisation's employees to input and maintain the details of these events.

**Roles & Responsibilities :**

- ➡ Acted as Salesforce admin support for user account management, role and profile creation, and company profile updates.
- ➡ Created custom objects, tabs, validation rules, and relationships.
- ➡ Performed data transformation and cleaning while transferring data to external systems.
- ➡ Customised field and page layouts for standard objects like Accounts, Contacts, and Leads.
- ➡ Created workflow rules, tasks, and email alerts to implement business logic.
- ➡ Configured security levels and privileges by customising profiles and roles.
- ➡ Integrated email with Salesforce for mass email management and designed custom email templates.
- ➡ Maintained user roles, security, profiles, and workflow rules as needed.