**Robin Behera**

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**Objective:**

Seeking a challenging career in IT sector, while integrating technical expertise and leadership skills, to work in challenging projects that utilizes my skills and experience and gives me a sense off achievement alongside providing me a platform to continually upgrade my technical skills and knowledge where I could utilize my Experience and Skills for effective contribution to the Success of the Organization.

**Professional Experience:**

Overall 6.4 years of proven experience in IT industry, 2.3 years of experience in salesforce on planning, Solution, application design, development & experience on managing projects.

Leading shared thrive team, which contains around 10 clients.

Team Lead for a dedicated project based on salesforce.

Involved in analyzing business requirements, design and defining solutions to address complex business needs.

Understand customer's business process and recommend best practices/process and improvements.

Experience in developing Salesforce CRM application using configuration and Development.

Worked under strict schedules and delivered projects within deadlines while maintaining quality and standards.

Experience in Working with diverse clients from different geographical areas.

Extensive experience in Design, documentation, build, test and deploy enhancements to Salesforce instance.

Previously 2+ years’ experience as Level 2 System Administrator for high performance IBM AIX physical server and AWS application planning, designing and development.

Acting Team Lead for Level 1 support team for IBM AIX and AWS.

**Technical Skills & Contributions:**

**Salesforce :** Visualforce Pages, Apex Triggers, Controllers in APEX, Future Method,

Batch Apex, Queueable Interface, Schedulers, pagination, custom wizard, Dynamic approval process, Security, DML Operations, Reports, And Dashboards, Data Management, Process Builder, Cloud Management Center, Data Loader, Import Wizard, Force.com Migration tool

**Contribution:** Extensive experience in creating Standard Routine Procedure and document.

Involved in analyzing the user stories, preparing queries to be discussed with Business Analyst.

Mentoring team members, providing technical guidance to team members.

Involved in documentations such as Technical Design Document, Testing Documents and Deployment Plan.

Provide the status and weekly report to customers.

**Other Technical Skills:**

AIX : IBM AIX Power series servers

AWS : Amazon Web Service

Operating Systems : AIX 7.1 and Red hat Linux v 6, Win 7,8

Languages : Shell Scripting

Tools & Utilities : HP Service Manager, Service Now, CMC, VSCode, ANT, Tablue, GitLab, GitHub,
 Dataloader, postman

**Certifications:**

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| --- | --- |
| Salesforce | Admin 201 |
| Salesforce | Platform Developer 1 |
| AWS  | Associate Solution Architect |

**Project Experience:**

**Project 1:**

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| --- | --- |
| Organization | Wipro Technologies |
| Domain | Retail & Consumer Goods |
| Role | SFDC Developer |
| Profile | Team Lead |
| Infrastructure | Shared Thrive Support |
| Team size | 5 |
| Tool | Cloud Management Center, VSCode, Gitlab |
| Description | As Team Lead, I am responsible for the cases, which are assigned to my team for the configuration and enhancement of the project, which are already developed, and work in progress.  |
| Team Lead Responsibilities | Having a 10 members team and we used to deal with the **Issues:** Facing issue on running projects related to development & configuration.**Requests:** To made changes for the running project as per the customer**Changes:** To be made as per customer request for their upcoming project.**Task:** Customer raised task if any issues are arises due to the changes made from the cases, which are fixed & closed.**Weekly Reports & Status:** I used to provide the status and weekly report to customer on weekly call and tracker.**Documentation:** Documentation are made for the new implementations, changes like Single-sign-on, Integration, changes, stories. |
| Salesforce Developer Responsibilities | **Cases:** are raised if the customer is facing issues on the running project based on the configuration like , Managing Users, Relationships, object and fields, Validations rule, Process Builder, Approvals, security, Reports And Dashboards, SSO.**Requests:** are raised to make necessary changes requires for the functionality **Changes:** change to develop new functionality, which includes enhancement, Visualforce Pages, Apex classes, Apex triggers, Controllers, Apex Batches, DML Operations. Future Method, Batch Apex, Deployments.**Task:** are raised if any issue occurs due to changes made in cases and requests**Manifest Items:** Used to create a manifest item before we sent it for deployment.**Testing/Technical review:** If the case is based on changes to be made use code we fix it and then send it for the review. |
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**Project 2:**

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| --- | --- |
| Organization | Wipro Technologies |
| Domain | Retail & Consumer Goods |
| Role | SFDC Developer |
| Profile | Team Lead |
| Infrastructure | Salesforce Dedicated for a client |
| Team size | 12 |
| Ticketing Tool: | Cloud Management Center VSCode, Gitlab |
| Description | It is a scratch project for games, client’s uses salesforce for managing request from vendors for games production and payment, deals, campaigns, promotions on social media. Vendors raise request for game production to client based on their requirement, which is a deal between the client, and vendors they used to make payment through zuora. Company used to setup the campaigns during the vacation in collaboration with vendors as per the campaign they used to make the deals for games production. We used to all the stories, cases, task in CMC tool. |
| Team Lead Responsibilities | Leading a 5 member’s team for the planning, designing & development with customers of a scratch project based on games.**Stories:** I used to get the requirement in the form of stories from customer then need to identify the changes.**Solutions:** Provide solutions to customer to be made changes in the requirement. **Tasks:** Once the user confirms then I used to divide the stories into small task and distribute in the team to develop the requirement.**Cases:**  Once the user is getting issues based in the deployed requirement they used to raise cases, which is assigned to our queue, and distribute to team members. **Testing/Technical review:** If the case is based on changes to be made use code we fix it and then send it for the review.**Documentation:** Documentation are based on the stories planning, designing and solutions.  |
| Salesforce Developer Responsibilities | **Configuration** : Creating users, objects & fields, validation rule, workflow, process builder, Reports And Dashboards, Security(Object Level, Field Level, Record Level), static resources**Apps** : Created Apps using connected apps**Development** : Visualforce Pages, Apex Triggers, Controllers In APEX, Future Method, Batch Apex, Queueable Interface, Schedulers, pagination, custom wizard, Dynamic approval process **Multi-factor Authentication** : Single-Sign-on using OKTA**Deployment** : Deployment from developer to SIT to UAT to Production using change set**Testing/Technical review:** After this it is sent to QA for testing after their confirmation the task are sent to technical review, which contains the configuration & coding.**Integration** : Google drive using fileconnect, Zoura for billing system in which we have used web service, scheduler, batch to achieve the integration  |

**Education Qualification:**

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| --- | --- | --- | --- | --- |
| Graduation  | University | Affiliated  | Year | Percentage |
| BSc.(ITM)Information Technology Management | Ravenshaw University | Ravenshaw University | 2014 | 72.5% |

**Awards & Achievements:**

* As a captain of Hockey team in inter school match
* Achieved the Certificate from National Adventure Foundation for parceling.
* Achieved the RAJYA PURASKAR certificate in scouts & guides
* Served as the troop leader for 2 years in K.V No1 AFS Gorakhpur
* Certificate for RCA on MKSYSB report and Paging space report
* Certificate DC Mainz exit
* Certificate for AOA GLS activity
* Received the certificate from costumer for People Engagement.
* Client appreciation for planning of new zone
* Appreciation from client for integration and other issues.

**Declaration:**

I hereby declare that the above written particulars are true to the best of my knowledge and belief.

Date:
Place: Pune Robin Behera