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| **Name:-** Rahul Jain.  **E-mail Id**- rahulj76276@gmail.com | **Contact no -** 9074676276 |

**Profession Summary:**

Rahul is a certified Salesforce consultant based out of IBM Bangalore. At IBM, he works with clients from different verticals to enhance and support existing Salesforce applications and integrate them into current sales system. He has also worked as Salesforce administrator & Developer where he managed technical requirements and implementation of critical updates to the CRM system.

**Professional Experience:**

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| **Organization** | **Designation** | **D uration Duration** |
| Tata Consultancy Services | Business Analyst | October 2016 – March 2019 |
| Accenture Solutions Private ltd | Business Analyst | April 2019 – FEB 2020 |
| IBM India Private ltd | Business Analyst | March 2020 – till date |
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**Technical Background:**

* Packages/Products **:** SALESFORCE.com, Force.com.
* Operating Systems **:** Windows Family.
* Languages **:** APEX (Sales force)
* Tools **:** Apex Data Loader.
* Web Technologies **:** Visual Force.
* Data Base Languages **:**  SOQL, SOSL.

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**Certification:**

Sales Cloud Consultant

Salesforce Administrator - ADM 201

Salesforce Platform Developer-1

Salesforce App Builder

Salesforce Einstein Analytics

**Projects:**

**Project No. 1:**

**Project Name**: Recall (Company:TCS)

**My Role**: Developer/Administrator

**Description**: The Project involves supporting of Sales and Marketing applications developed on Force.com Platform. Configuration of Salesforce.com application to incorporate various standard functionality like Leads, Accounts, Contact, Activity, Campaign were done. Creation and customization of various objects, fields, record types, Workflow and Approval Processes, Triggers, Controllers, Escalation rules, Assignment rules, Validation rules, Visualforce Pages, Custom fields, Email Services, and Sharing rules were done as per business needs of the client.

**Project No. 2:**

**Project Name**: GGO Order Capture (Company:TCS)

**My Role**: Business Analyst

**Description**: This project is build to create Order Capture functionality through Salesforce. Client products were being listed and captured. I also worked on the custom report type and approval process.

**Project No. 3:**

**Project Name**: Telstra Retail (Company: Accenture)

**My Role**: Business Analyst

**Description**: This project helps Users to create Telecommunication Orders. Oders are being created & stored into Salesforce. I am working for the Customer Management part.

**Project No. 4:**

**Project Name**: Ericsson Ticket & Email Handling (Company:IBM)

**My Role**: Business Analyst

**Description**: This project is build to track Case tickets for agents to work on. It is majorly on service Cloud & email handling is also a part of project.

**Responsibilities:**

• Gathering business requirements to create high-level design and technical design documents.

• Updating requirements on user stories, acceptance criteria and bug fixes on tracking systems such as JIRA.

• Platform Administration–Creating validation rules, workflows and processes, sharing rules, assignment rules,

permission sets, custom reports to implement business logic.

• User management – Configuring and managing user profiles, roles and field-based permissions.

• Data Imports–Using tools like Dataloader.io to import and export CSV data.

• Development – Customizing standard objects, developing and writing test scripts for apex classes, leveraging SFDC developer tools like workbench and creating dynamic HTML email templates.

• Sales Cloud–Configuring and maintaining existing campaign and account hierarchies, record types, sales processes for objects such as opportunities, leads, campaigns, price books, products etc.

• Deployments – Managing successful project deployments and rollouts using workbench, version control (git) and build tools like Mavens Mate.

**Appreciation & Achievements:**

* Received appreciations from project manager for the complete support single handedly, complete ownership and accountability in managing the application with solid results and maintaining scorecard and customer satisfaction.
* Awarded with 300 Gems as a performance appraisal as well as recognition for the performance during project.

**Academic Qualifications:**

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| **Sr. no.** | **Course** | **University/Board** | **Name of Institution/School** | **Year of Passing** | **Percentage**  **%** |
| 1 | B.E. | RGPV | Indore Institute of Science & Technology | 2016 | 7.37 C.G.P.A |
| 2 | 12th | CBSE | Happy Days School | 2012 | 74.4% |
| 3 | 10th | CBSE | Ganesha Blessed Public School | 2010 | 9.0 C.G.P.A |

**PERSONAL DETAILS :**

Father’s Name : Mr. Mukesh Kumar Jain

Date of Birth : 13 November 1994

Nationality : Indian

Sex : Male

Marital Status : Single

**DECLARATION :**

All the information furnished above is true to my knowledge.

Place: Bangalore

**Rahul Jain**