

**Rakesh Varma**

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**SALESFORCE DEVELOPER/ADMIN**

**Professional Experience:**

* I have 7+ years of overall professional IT experience including 6+ years of extensive experience **in Salesforce.com CRM and Force.com** platform as both **Administrator and Developer.**
* Experienced in all phases of **Software** **Development Life** Cycle (SDLC), quality management systems and project life cycle processes. Highly skilled in **Salesforce.com** (SFDC) development and implementation.
* Extensive business knowledge on **Campaign Management, Lead Management, Sales Processes**, Product Management, Service processes & Case Management.
* Extensive experience in developing **Apex Classes, Triggers, Visual force pages**, writing Workflows, Force.com API.
* Well versed in **migration** and **integration** of **CRM applications** for large enterprise customers.
* Good experience with **SQL, HTML, XML,** **CSS**, and JavaScript.
* Experience in **Administration, Configuration, Implementation** and Support of Salesforce CRM.
* Experienced in analyzing requirements and implementing those using sales force relationships by establishing **Master- Detail, Lookup and Junction objects relationships**.
* Experience in creating the **Validation Rules, Approval Process, workflows for automated lead routing, lead escalation** and Email Alerts.
* Expertise in maintaining the Functional areas of **Data Management, Forecasting, Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities**, Dashboards and Reports
* Ability to write complex **SOQL, SOSL** queries across multiple objects in SFDC database and proficient in **DBMS**.
* Experience in **Validating Salesforce.com** – **sales, service and community** including salesforce1.
* Experience in data migration from **ACT, Excel, MS outlook using Data Loader, Data** Import Wizard, SFDC Data Export, Mass Delete, Informatics on Demand.
* Experience in **Creating page layouts, search layouts to organize fields, custom links, related** lists and other components on a record detail.
* Working with different aspects of Web Services (XML, WSDL, SOAP, REST).
* Experience in implementation & **Integration** experience on **SalesForce.com** using **Apex** Language (**Classes, Controllers &Triggers),** Visual force Pages, **Custom Tabs, Custom** **Objects, Reports, Analytic Snapshots and Dashboards**.
* Create a **Service Console app** Worked on the application of Service Cloud in Salesforce CRM
* Working with team members to load data for **Sprint** Reviews, **UAT** and training environments.
* Team player with the ability to work effectively with all levels of the **organization, Excellent Analytical, De-bugging,** and Documentation skills.

**Technical Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visualforce Pages / Components, S Controls, Apex Web Services, AJAX, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Apex Data Loader |
| **Web Tools** | HTML, coral draw, Photoshop, PageMaker |
| **Languages** | Apex, C/C++, Java, HTML, XML, CSS, SQL, PL/SQL. |
| **Testing tools** | Win Runner, Quick Test Professional, Load Runner, Test Director, Quality Center, Rational Clear Quest, Selenium Web-driver |
| **ETL/Integration Tools** | Force.com, Data loader, Jitterbit Data Loader, Apex Explorer, Informatica |
| **Database** | MS SQL Server 2000/2005, PL/SQL,Oracle 8i/9i/10g,MS Access, and  MySQL . |

**CERTIFICATE: Salesforce Platform Developer- 1**

**EXPERIENCE:**

**DaVita Inc, Brentwood-TN DEC 2019 - Till Date**

**Sr. Salesforce Consultant**

**Responsibilities:**

* Developed and managed complex **workflows, approvals, validation rules, assignment rules**.
* Manage Salesforce.com data feeds and other integrations
* Performed Data Migration and Data **Cleansing activates.**
* Defined lookup and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
* **Case Management, Automation**, and Entitlements
* Extensive experience in developing **Apex Classes, Triggers**, Visual force pages, writing Workflows, Force.com API.
* Designed and deployed Apex classes, Controller classes, and **Apex triggers** for various functional needs in the application using the **Eclipse** **IDE**.
* Created components and exposed component attributes in **community** **builder.**
* Enhanced in **Communities** by adding **new fields, field sets using Salesforce lightning**.
* Created many **Lightning** **Components** and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
* Created multiple **Lightning** Components, **added CSS and Design Parameters** that makes the **Lightning** **component** look and feel better.
* Leveraged **APEX Controller** to make a call for external requests to retrieve data from various **API’s** and displayed them on to the component.
* Analyzing the Scenarios for switching between **Salesforce classic and the Lightning Experience.**
* Worked on **Microsoft Team Foundation Server**. **TFS** was used as the repository, all the code check ins were done through TFS.
* Used **Kanban** board to monitor the tasks. Also Used Ant migration tool to deploy the code changes.
* Written **SOQL** and **SOSL** queries in order to fetch information from an object and related objects and also to search for a value in multiple objects.
* Understand the functionality of the Salesforce **Console** for Service
* Assign Service **Cloud User licenses** to users
* Create a **Service Console app** Worked on the application of Service Cloud in Salesforce CRM.
* Involved in configuring the case management of **service** **cloud**.
* Understand and enable **Live Agent** in the Console

**Environment:** Apex Classes, Triggers, **Visualforce** (Pages, Component &amp; Controllers), Web Service, Apex Callouts, HTML, **Java Script,** SOQL & SOAP **Java Script Remote** Objects, Communities, Chatter, **jQuery, J meter, Data Loader**, Workflow &amp; Approvals, Reports, Custom Objects, Email Services, Security Controls, Sandbox data loading.

**Cycdor, LA- CA Oct 2018- Dec2019**

**Sr. Salesforce Developer**

**Responsibilities:**

* Implemented **Web to Case, Email to Case** functionalities to provide a better customer support to the customers.
* Data Load for SFDC Standard objects and Custom objects
* Prepared custom objects and reports using sales force **Lightning Experience**.
* Worked with Integration and web services. Integrated Salesforce with legacy systems using **Apex Web** services and outbound messaging.
* Integrated the Web Services for extracting the data from external systems to display in the pages of Salesforce.com.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, and Record Types to enforce data quality Setup Marketing Campaigns, **Assignment rules**, **Web-to-Lead** and **Auto-Response rules**
* Maintained security and enforced sharing rules and access settings.
* Provided post-implementation support to assist end users in creating reports, dashboards and certain Administrative tasks like creating and maintaining user profiles and privileges.
* Created technical specification documents for new developers and new users.
* Applying the lightning console to the **service cloud customer** service management solutions and Live Agent for helping representatives and agents for managing cases faster, track customer history, view dashboards etc.
* Design and deploy the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Auto-Response Rules, Page layouts, Components**, Visual Force Pages for automating business** logic.
* Involved in various activities of the project, like information gathering, analyzing the information, documenting the functional and non-functional requirements

**Environment:** Saleforce.com CRM, Force.com platform, Apex Triggers, Chatter, Controllers, Custom Objects, Custom Tabs, Email Services, **Sales Cloud & Service Cloud**, HTML, **Java Script, Apex Language**, SQL, VISUAL FORCE, APEX Triggers, SOQL & SOAP, Force.com IDE.

**Magellan healthcare, TX Aug 2016- Oct 2018**

**Salesforce Developer**

**Responsibilities:**

* Created modern **Enterprise Lightning Apps** combining Lightning Design System, **Lightning** App Builder and **Lightning** Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Worked on service cloud modules such as web-to-case, Escalation rules, and Assignment rules.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, and Record Types to enforce data quality Setup **Marketing Campaigns, Assignment rules**, Web-to-Lead and Auto-Response rules.
* Conducted Requirement **analysis and Design** Walkthroughs along with the designers, consultants and management staff.
* Developed on Batch **Apex and Scheduler** to mass update records in production based on the business requirement.
* Integration of Application with salesforce.com by using SOAP web services API Used Dashboards to keep in track the percentage of sales.
* Developed with SQA team for developing test cases, test strategies and test plans and made a log record for code coverage.
* Implemented the "Knowledge one" feature in Salesforce. With this Sales Rep's can view the knowledge articles and solve them with very less turnaround time.
* Performed **tuning Triggers, classes and visual pages** to provide better user experience and avoid hitting governor limits.

**Environment:** Saleforce.**com**, Force.com Explorer, Apex Triggers, Visualforce Pages &**amp, Apex Controllers**, Salesforce.com Data Loader, Workflow & Approvals, Custom Objects, Custom Tabs, Email Services.

**Equinix, Sunnyvale-CA Aug 2015 - July 2016**

**Salesforce Developer/Admin**

**Responsibilities:**

* Involved in **Salesforce.com** Application Setup activities and **customized apps** to match functional needs.
* Performed **Salesforce.com Developer** and **Administrator roles**.
* Interacted with various business team members to gather **documented requirements**.
* Implemented requirements on **Salesforce.com platform** and **Force.com IDE Plug-in** using **Eclipse**.
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.**
* Designed, Implemented and deployed **Custom objects, Page layouts, Custom tabs, Components and SControl** to suit to application needs.
* Created Custom Objects and defined **lookup and master-detail relationships** on objects and created **junction objects** to establish **many-to- many relationship** among objects.
* Created various profiles and configured permissions based on **organizational hierarchy requirements**.
* Implemented **Apex Classes &amp; Triggers** and linked them to manage workflows implemented in system.
* Implemented various **Custom Reports** and deployed them for different **business user levels**.
* Provided training to internal business users to use application and develop their own **custom reports**.
* Used **sandbox** for testing and **migrated code** to deployment instance after testing.

Supported **data migration activities** for migrating data from various business centers and business enter users with the support of **Saleforce.com.**

**Environment:** Workflow &amp; Approvals, Reports, Eclipse, Force.com Eclipse Plug-in, SalesForce.com sandbox data load, Email Services, Security Controls, Sandbox data loading, HTML, Java Script, CSS, WSDL, SOAP, AJAX, MVC Design Patterns.

**S&P Global, India July 2013 - Nov 2014 JAVA Developer**

**Responsibilities:**

* Responsible for designing and implementing the Address Book functionality of a mailing project. The technologies used in this project are Java, JSP, Java Script, HTML, EJB, WebLogic Server and MS SQL Server.
* Involved in designing and developing server-side components using **JSP, Servlets, JavaScript, and HTML**.
* Worked on implementation of **GUI module** with Struts Framework and used CVS for version control.
* Used Java Database Connectivity (JDBC) to connect from the Java application to the Database.
* Designed and developed front end using HTML, CSS, JSP’s, Struts (tiles and tag libraries) and user validations9
* Developed the code using Agile methodology with daily meetings to keep track of the progress and issues pertaining to the project.
* Involved in implementing persistent data management using **JDBC.**
* Implemented the required **Java** Beans used by the **JSP** components.
* Involved in implementing front-end validations using **JavaScript.**
* Created **Database Data Access Objects** and utility classes using **JDBC and Java.**
* Responsible for the Bug and Software Release related module of Tracking System project. Major achievement included implementing the file upload to a specified server machine. This was done using Servlets.
* Created use-case documents and UML class diagrams and sequence diagrams.
* Designed application using Rational Rose.
* Successful as the Defect Prevention Controller which included analyzing the defects that occurred and preventing them from reoccurring.
* Was part of the team that designed and developed an internal defect and time tracking system.

**Environment**: J2EE, JSP, JSTL, Servlets, Tomcat, JavaScript, HTML, XML, Eclipse, WebLogic Server, Rational Rose, MS SQL Server.

**Education**: Bachelor’s in **ECE** form **JNTU**

**Reference available upon request.**