
RAJA GOPAL R S

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PROFESSIONAL SUMMARY

- Certified Administrator and Platform Developer I and II(web certified) with over 8 years of professional experience in Salesforce.
- Expertise in using Salesforce Lightning UI, APEX Database, APEX Triggers and APEX Testing. created Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Experienced in creating Community portals, Visualforce pages, Interactive knowledge on LWC. Designed Visualforce pages with custom controllers and controller extensions to build custom user interfaces.
- Efficient in monitoring Apex asynchronous processing using future methods, batch apex, controlling processes with queueable apex and scheduling jobs using apex scheduler.
- Worked as Release Manager in a recent project and defined the deployment process for smoother deployments to SIT, UAT and Production orgs.
- Well versed in Copado, Eclipse IDE, Git-Jenkins, change sets and Gearset Deployment tools.

WORK HISTORY

❖ Deloitte Consulting India Private Limited – DC Consultant (May 2017 to Present)

➤ Dolby Labs, USA (Jan 2019 – Present):

Dolby Laboratories, INC., a company with more than 30 years of experience in innovation and technology licensing. The Application provides Custom Validation of Technologies available on licenses to approve or reject the Request.

Below is the list of Projects worked under Dolby Labs:

- ❖ **Deal Tracker:** Built a deal tracking system with salesforce opportunity management to support the IPP Legal team in collecting outstanding royalty income.
- ❖ **Board Maker:** Built a request intake process with salesforce communities for the Board Makers seeking approval from Dolby. In addition, we built a data validation check for Dolby employees to help streamline the review process.
- ❖ **IPP Business Reviews:** Built a centralized location for all IPP Legal review activities that take place across the company. This will expedite processing, reduce response times, and provide activity-based metrics for management.

Responsibilities:

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Preparing functional and technical documents.
- Created Lightning Components and server-side controllers to meet the business requirements.
- Created many lightning records pages, home pages integrating the custom components for salesforce lightning and salesforce1 mobile app.
- Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
- Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.

➤ **VIA Group, USA (Sep 2018 – Jan 2019):**

Via is an independently managed subsidiary of Dolby Laboratories, INC., a company with more than 30 years of experience in innovation and technology licensing. Via was formed in 2002 to apply its expertise toward strategic multi-party licensing initiatives. Today, Via sets the standard for enabling innovation in partnership with others.

The Application provides Global Approval Matrix/Decision Matrix Approval Process Automation project. Enable sales managers to create, validate and update/edit DM Requests related to their line of business as well as provide visibility to these requests across SMG, IT, Finance, Legal and Manufacturing. Once the DM is created it will be submitted to Stakeholders review forum from there VIA Business Approval process once DM is approved by VIA Business DM is automatically submitted to Dolby RevRec Team for final Approval.

Responsibilities:

- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Preparing functional and technical documents.
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- Experience in APEX Programming by creating Custom Triggers and perform Asynchronous calls to implement the business logic as per the requirements.
- Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement.
- Deployment of developed solutions to higher orgs through Copado.

➤ **Kaiser Permanente Employee Relationships Management (May 2018 – Sep 2018):**

This project deals with implementation of a solution to one of the leading Healthcare companies in United States with more than 3M employees.

Responsibilities:

- Requirement gathering in daily scrum calls.
- Setting up meetings with the Team to do Solution designing for complex functionalities and to fix issues if any.
- Implementation of the forms using Visualforce pages, Apex Controllers and Extensions.
- Process automation using Apex Triggers, Apex Classes, Workflows, Process Builders and Approval Processes.
- Accountable for playing Release Manager's role in defining the deployment process and helping the Team in case of any deployment issues.
- Responsible for doing Mock Production deployments before Go-Live to ensure that there are no hurdles during actual Production deployment.
- Working in 24/7 support during Hypercare for fixing any critical defects and pushing them to higher environments ASAP.

➤ **Arcelik, Istanbul (May 2017 – Mar 2018):**

This Application provides the complete CRM solution for an organization with custom built solutions. The application for Sales and Service system that is used for tracking all the Accounts , Contacts, Cases, products, services, payments of an organization and its partners with custom built logics. The application monitors all the sales and services of the organization products. The application provides a communication system up inside which is helpful to increase the relationship with the customers and sales representatives in the organization allowing the users to send messages, emails, file etc. within the organization to keep track of the business.

Responsibilities:

- Requirement gathering in daily scrum calls.
- Setting up meetings with the Team to do Solution designing for complex functionalities and to fix issues if any.
- Process automation using Apex Triggers, Apex Classes, Workflows, Process Builders and Approval Processes.
- Accountable Lightning Components as per the business requirement.
- Responsible for doing Mock Production deployments before Go-Live to ensure that there are no hurdles during actual Production deployment.

❖ **TCS– Software Engineer (July 2012 to April 2017)**

➤ **TR E2E, USA (Dec 2015 – Apr 2017):**

This Application Provides the complete CRM solution for an Organization with custom build solutions. This application monitors all the sales and marketing of the organization products. This application provides a communication system up inside which is helpful to increase the relationship with the customers and sales representatives in the organization allowing the users to send messages, emails, file etc. within the organization to keep track of the business. This application also facilitates effective media agency management. This application helps salespeople to track and manage opportunities from start to final closure.

Responsibilities:

- Involved daily stand-up call to gathering Requirements from clients and assigning with team members in functional and technical and follow-up daily activities.
- Preparing functional and technical documents.
- Created and managed workflow rules, data validation Rules, and system triggers for Events, Accounts and so on. Implemented Reminder functionality for All the Activity
- Copied over packages, validation rules, triggers, Apex code to target org and took necessary precautions to avoid conflicts between different Business units.
- Configured Security related aspects viz. Profiles, Permission Sets, OWD, Role Hierarchy and Sharing rules to control data visibility across different Business Units.
- Performed Unit testing and deployed the application to different Sandboxes and Production.
- Migrated Data from retiring instance to target instance.

➤ **Qualcomm SFA, USA (Mar 2014 – Nov 2015):**

This Application Provides the complete CRM solution for an Organization with custom build solutions. This application for marketing system that is used for tracking all the leads, opportunities, products, services, payments of an organization and its partners with custom built logics. This application monitors all the sales and marketing of the organization products. This application provides a communication system up inside which is helpful to increase the relationship with the customers and sales representatives in the organization allowing the users to send messages, emails, file etc. within the organization to keep track of the business. This application allows the administrators to assign leads to their partners and track all their activities.

Responsibilities:

- Worked on Validation rules, Formula Fields, Workflow rules, Process Builders.
- Configured Security related aspects viz. Profiles, Permission Sets, OWD, Role Hierarchy and Sharing rules to meet the Business needs.
- Unit testing and deploying the code to different Sandboxes and Production.
- Migrated all the data from the Client's legacy System to Salesforce instance.

ACHEIVEMENTS

- Was appreciated with Star award and bravos for the work did in the project.
- Received Spot Award for developing optimized & innovate solutions in Kaiser Permanente Health Care project.
- Bagged Outstanding Award while working for Dolby Labs project.

EDUCATION

- ✓ **B.Tech** [Information technology] from **Nalanda Institute of Engineering & Technology, JNTU Kakinada.**