



DEEPESH RAGHAVENDRA RAO



TECHNICAL SKILLS

Programming Languages	Apex, Batch Apex, Visualforce, Apex Triggers, Lightning Components, LWC
Salesforce AppExchange	NPSP, Conga Composer, Nintex Drawloop, Data Loader, Form Assembly, Field Service Lightning, Form Stacks
Salesforce Certifications	Platform Developer I (PD1)
Web Technologies/ Scripting Languages	HTML, CSS, JQuery, JavaScript, PHP, Visual Studio, Word press
Application Software	Office 2013, Sony Vegas Pro, Quick Test Professional, FileZilla, Camtasia Studio
Platform	Salesforce (Sales Cloud, Service Cloud)
Database	MYSQL, Oracle 11g
Query Languages	SQL, SOQL, SOSL
Other Certifications	Flosum Certified Professional, Conga Collaborate, Nintex Docgen, Formstack Level 1
DevOps	Copado, Flosum

WORK EXPERIENCE

- Working as a Software Consultant with ABSYZ Consulting for 1.7 years
- Combined 3.5 years of experience in Salesforce CRM, in both Administration and Development.
- Specialist in Service, Sales and Community cloud

PROJECTS

- Used the NPSP package to create a full functional “Activity Management” application in Salesforce for a non-profit organization actively participated in testing of the entire application and documented the release notes for the application. The objective was to reduce the manpower overhead required to conduct the activity. (Released) (March- 2017)
- Worked on designing of the object model for an investment banking company. (March- 2017)
- Worked on an application for a non-profit organization called “Merchandise Management”. (Released, March 2017)
- Worked on a project titled “Donation Uploader” (Salesforce Lightning) for a non-profit organization.
- Designed Drawloop templates for generation of invoices.

- Developed the invoicing process for a fishery company on the Salesforce Platform (Customer and Supplier Invoicing Process) (Released, June 2017)
- Worked on recommends for enhancing Visualforce pages for a Public Services company for enhancing their Salesforce Experience
- Designed the Training Modules for Salesforce Freshers.
- Developed various test cases and scenarios for various projects and delivered bug free applications.
- Analyzed various Salesforce orgs and provided recommendations to enhance their Salesforce experience and implemented them successfully.
- Implemented the Apex Managed sharing methodology via triggers for an US based Transport company
- Implemented a Visualforce page that will filter records based on user and type selection for an US based Public services utility company.
- Implemented an ROVI Trigger for calculating yearly rollups and updating the corresponding object for an US based Non-Profit
- Worked on Form Assembly and Web merge integration for an US Company.
- Provided solution and approach for an US based Transport Company.
- Developed a proposal for Field Service Lightning by providing solutions as a replacement for their existing ERP.
- Developed Reports and Dashboards to pictorially depict the information of the data present in the Salesforce Orgs for an US based Education Services Company.
- Completed the Lightning Roll out Specialist super badge provided by Salesforce.
- Developed an App Exchange product for a Business Survey company, this app will allow the financial institutions to view the survey reports before providing financial grants, the reports generated vary based on countries, state and province, this project exploited 3rd party API's to get reports from the database and simultaneously email it to the customers.
- Designed the business-oriented approach for the existing business flow for a healthcare insurance provider.
- Worked on Salesforce Lightning Console to enhance the existing UI and provide the best user experience
- Extensively worked on communities to enhance front end UI experience and creating a backend schema model to minimize coding and optimize Salesforce OOB features.
- Successfully completed the Service Cloud implementation along with the omni channel setup for one of our clients
- Developed a fully customized Email Service to ingest emails from outlook to Salesforce for the automatic case creations along with multiple validations, also worked on LWC to create custom pages and also implemented mutation observers to pass data from Visualforce to LWC.

EXTRA CURRICULARS

- Secured 2ND position in the state level Abacus competition
- Secured 1ST position in chess competition conducted in 'MANTHAN', The annual festival of BVIT
- Managing a YouTube channel named 'TECHSAGI'
- Anchored the annual corporate event 'ITELLECT2015'
- A session delivered on 'Cloud Simulation' in SIESCOMS.
- Participated in state level chess competition.
- Published a research paper titled "A Study of Salesforce Security-OAuth and Manual Sharing" in IJCTER.
- Published in "PING" for 5 months in a row as an appreciation for the project completions and meeting all deadlines.
- Received the "STAR Performer" for the project work done for our client.

EDUCATION

Year	Examination	Institution	University/ Board
2014-17	MCA	SIES College of Management Studies	University of Mumbai

HOBBIES & INTERESTS

- Researching on latest technology.
- Web Designing.
- Video Editing, Photography.
- Data analytics and big data.

PERSONAL DETAILS

Gender	:	Male
Languages Known	:	English, Hindi, Tamil, Marathi, and Kannada
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