

**Raghu T**

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***Salesforce 5x certified*** *IT Professional with around* ***8 years*** *Software Development Experience with robust Object-Oriented Analysis, designing, and technical programming skills including 5+ years of extensive experience in* ***Salesforce CRM*** *with proficiency as a* ***Developer*** *and* ***Administrator****.*

**SUMMARY:**

* Expert level understanding of Salesforce CRM and its Development Life Cycle.
* Experience in Object-Oriented Analysis, Design, Development, Testing and Implementation, Client/Server Architecture, and Enterprise platform.
* Mastery in Salesforce declarative tasks like creating Custom Objects, Custom Fields, Custom Page Layouts, Custom Record Types, Custom Validation Rules, Workflows, Process Builders, Lightning Flows, Approval Processes, Escalation Rules, Assignment Rules, Email Templates, Roles, Profiles, and other custom functionalities.
* Experience working with standard objects like Accounts, Contacts, Leads, Cases, Products, Orders, and Opportunities.
* Experience in configuring Salesforce for generating web-to- leads and web-to-cases.
* Extensively worked on Salesforce Setup menu, Configuration, Custom Application Development, Data Migration, and Deployment of Salesforce platform applications.
* Experienced in implementing Apex Triggers, Visualforce Pages, Apex classes, Web Services, JavaScript, XML, HTML, Lightning Applications, and Lightning components to achieve complex business functionalities.
* Expertise in working on Apex Web Services API, Apex Batch jobs, and executed approval processes via customization.
* Expertise with security concepts like Web Service proxies, SAML 2.0, OAuth 2.0, and OAuth 2.0 JSON Web Token (JWT) and setting up integrations using SOAP API and REST API.
* Integration of Salesforce with other applications using Single Sign-on (SSO) and SAML.
* Experienced in working with Salesforce integration using REST API with PeopleSoft.
* Experienced in Testing the Salesforce application with writing test classes and conducting various kinds of testing as per the requirement.
* Deployed Sandbox changes to another Environment using Visual Studio Code, Eclipse IDE, Change Set, ANT script, and automated deployments using Jenkins DevOps tool with GitHub for CI/CD.
* Proficient in data migration using Informatica on Demand, Apex Data Loader.
* Experience in Data Conversion, Data Mapping, Data Repair, Data Quality checks, Data Migration, and Data Testing.
* Implemented Salesforce Sales Cloud, Service Cloud, and Community Cloud. Possess knowledge on Field Service Lightning (FSL) setup, process life cycle, and object model.
* Implemented Test Driven Development (TDD) and Test First Development (TFD) techniques for improving the speed, reliability, and accuracy of production code development.
* Worked closely with Product Owners in understanding the requirements and fill the gap between functional and technical aspects.
* Actively involved in the process of Administration, Implementation, Upgrades, Support, and Maintenance, Requirement Analysis, Design, Configuration, Customization, and involved in End User Training in the event of enhancements.
* Utilized JIRA for Sprint planning, story tracking, etc., and ServiceNow for Change and Incident Management.
* Co-operating and communicating with other team members for efficient management work.
* A Flexible, Enthusiastic, and project-oriented team player with excellent analytical skills to develop creative solutions for challenging client needs.

**CERTIFICATIONS:**

* Salesforce Certified Administrator (ADM 201)
* Salesforce Certified Advanced Administrator (ADM 211)
* Salesforce Certified Platform App Builder
* Salesforce Certified Platform Developer I
* Salesforce Certified Service Cloud Consultant

**TECHNICAL SKILLS:**

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| ***Salesforce Programmatic Skills:*** | Lightning Applications, Lightning Components, Aura framework, Lightning Web Component framework (LWC), Apex Classes, Apex Triggers, Visualforce Pages, Visualforce Components, Apex Controllers, Batch Classes, Batch Jobs, Integration, SOQL, SOSL |
| ***Salesforce Declarative Skills*** | Salesforce Service Cloud, Salesforce Communities, Salesforce Sales Cloud, Service Console, Field Service Lightning, Partner Portal Community, Case Management, Lead Management  Custom Apps, Standard and Custom Objects, Custom Tabs, Custom Fields, Lookup and Master-Detail Relationships, Formula Fields, Page Layouts, Record Types, Managing Users, Roles, Profiles, Permission Sets, Role Hierarchies, Public Groups, Queues, Sharing Rules, Apex Sharing, Validation Rules, Assignment Rules, Workflows, Approval Processes, Process Builders, Flows, Email Templates, Email Alerts, Reports, Dashboards, Single-Sign-On (SSO), Live Agent, Campaign Management, Entitlement Management, Entitlements, Milestones, Knowledge Management, Knowledge Articles, and Salesforce1  Apex Data Loader, Workbench, Force.com Migration Tool or Ant Migration Tool, AppExchange, Changesets |
| ***Languages:*** | Apex, Java, C, C++, SQL/PLSQL |
| ***Tools & Technologies*** | GitHub, Jenkins  JIRA, ServiceNow  Microsoft Visual Studio Code, Eclipse, SourceTree, GitHub Desktop  HTML, CSS, JavaScript, XML, REST API, SOAP API, Web Services |
| ***Operating Systems:*** | Windows, MAC, UNIX |

**WORK EXPERIENCE:**

**Kaiser Permanente – Pleasanton, CA**

*Role:* **Salesforce Lightning Administrator/Developer**

*Duration:* **Mar 2018 – Present**

**Responsibilities:**

* Worked closely with Stakeholders to discern business requirements and critical success factors, guiding architectural decisions, and conceptualizing and communicating alternate solution approaches. Worked on all phases of development, including definition, design, implementation, and testing.
* Implemented Salesforce Service Cloud Case Management application for a large **user base of more than 200k** to enable them to create requests.
* Implemented **Single-Sign-On (SSO)** federated authentication using Security Assertion Markup Language (**SAML**) for browser-based login to Salesforce.
* To better assist Employees in raising requests, implemented **CTI integration**, and **Live Agent** in resolving different types of requests quickly.
* Implemented **Campaign Management** to enable Business Admins to shoot out notifications to the end-users promptly.
* Implemented Salesforce **Knowledge Management** and created multiple Knowledge Article Types, setup different Data Categories to help Support Agents from different channels.
* Implemented **Entitlement Management** by setting up **Entitlements**, **Milestones** to enhance Support Agents' productivity to resolve the Cases within SLA.
* Implemented Salesforce lightning and designed multiple Salesforce Case forms using the **Salesforce** **Lightning** framework and migrating older Visualforce Pages to lightning.
* **Integrated** Salesforce with PeopleSoft HCM wherein the Employee data flows between Salesforce and PeopleSoft HCM by using OAuth 2.0, and **OAuth 2.0 JSON Web Token (JWT)** security protocols and **REST API**.
* Exposed Salesforce Apex Classes in Salesforce using REST-based **Web Services** to allow the legacy system team to post Case and other object data.
* Configured Application by creating Custom Apps, Custom Objects, Custom Tabs, Roles, Profiles, Permission Sets, Sharing Rules, Workflows, Approval Processes, Process Builder, and Flows.
* Created multiple Apex Classes, Apex Triggers, **Batch Classes** to achieve the complex business functionalities.
* Handled sprint planning, sprint retrospective, story tracking, administration, development, maintenance, and support of Salesforce modules for users through the **JIRA** ticketing tool and ServiceNow for Change and Incident Management.
* Utilized **Jenkins** DevOps tool with **GitHub** for CI/CD andmigrating Salesforce release changes between Sandboxes and later into Production.

**Environment:** Salesforce CRM, **Salesforce Service Cloud**, **Service Console**, **Case Management**, **Live Agent**, **Campaign Management**, **Entitlement Management**, **Entitlements**, **Milestones**, **Knowledge Management**, **Knowledge Articles**, Apex Classes, Apex Triggers, Visualforce Pages, Apex Controllers, Visualforce Components, Batch Classes, Batch Jobs, **Lightning Components**, **Aura framework**, **Lightning Web Component framework (LWC)**, **JavaScript**, **Integration**, **REST API**, **Web Service**, Custom Objects, Custom Fields, Page Layouts, Record Types, Roles, Profiles, Permission Sets, Public Groups, Queues, Sharing Rules, Apex Sharing, Validation Rules, Assignment Rules, Workflows, Approval Processes, Process Builders, Flows, Workbench, Data Loader, Reports, Dashboards, **Single-Sign-On (SSO)**, **GitHub**, **Jenkins**, **Microsoft Visual Studio Code, CSS, HTML, JavaScript, JIRA,** and **ServiceNow**.

**L.A. Care Health Plan – Los Angeles, CA**

*Role:* **Salesforce Developer**

*Duration:* **Oct 2017 – Feb 2018**

**Responsibilities:**

* Interacted with the business users to gather the requirements and documented the requirements.
* Coordinated with businesses to resolve the issues raised by them when testing out the functionalities.
* As part of the maintenance project, prepared knowledge shared documents for future reference.
* Worked on the **Partner Portal Community** implementation from **scratch** to provide access to Agents and companies internal users who are working for the client.
* Implemented **Lead Management**, Case Management following Salesforce best practices and used Assignment Rules for the transfer of the Lead, Case between **External Agents** and **Internal Users** to have better closure of the and resolve the Cases through the Partner Portal Community.
* Customized application to extend Salesforce functionality and wrote **Apex Classes**, **Apex** **Triggers** for various functional needs in the application. Created **Apex Sharing** classes for Custom and Standard objects and **invoked** through **Process Builder**.
* Customized **Community logging and landing experiences** using Visualforce Pages, Lightning components, and Apex Controllers.
* Utilized **JavaScript** to design Custom Buttons and used HTML to build Custom Email Templates.
* Developed and scheduled **Batch Classes**, **Batch Jobs** to provide Data Migration to Salesforce for the daily, weekly data feeds.
* Created Custom Apps, Custom Objects, Custom Tabs, Custom fields, Page Layouts, Search Layouts, **Custom Links**, Related Lists, and other record pages.
* Implemented Picklists, Dependent Picklists, Lookup Relationships, Master-Detail Relationships, Formula Fields to the Custom Objects.
* Worked effectively to ensure that the data is protected and is made available to the **authorized** **Partner Portal Community users** by configuring the user Roles, Profiles, Permission Sets, Field Accessibility, and Sharing Rules.
* Worked on creating Validation Rules, Workflows, Process Builder, Approval Process, and Flows for different standard and custom objects to validate business data and logic.
* Worked on creating Reports and Dashboards to provide required information available to the External and Internal users.
* Used Data Loader, Workbench, and **CLI data loader** **script** to insert, update, and bulk import or export data from Salesforce Objects.
* Migrated data between multiple Salesforce environments like **Sandbox** to Sandbox and Sandbox to **Production** using **Changesets**.
* Familiar working and coordinating with **onshore/offshore** model to deliver the deliverables on time.

**Environment:** Salesforce CRM, **Salesforce Communities**, **Partner Portal Community**, **Lead Management**, **Case Management**, Apex Classes, Apex Triggers, Visualforce Pages, Apex Controllers, Visualforce Components, **Batch Classes**, **Batch Jobs**, Custom Objects, Custom Fields, Page Layouts, Record Types, Roles, Profiles, Permission Sets, Public Groups, Queues, Sharing Rules, Apex Sharing, Validation Rules, Assignment Rules, Workflows, Approval Processes, Process Builders, Flows, Reports, Dashboards, Workbench, Data Loader, CLI Data Loader, Changesets, **CSS**, **HTML**, and **JavaScript**.

**New York Post – NYC, NY** *Role:* **Salesforce Developer**

*Duration:* **Mar 2016 – Sep 2017**

**Responsibilities:**

* Performed detailed analysis of business, technical requirements, and designed the solution by following best practices. Provided first-line support to Salesforce users where the learner needs training and coaching on existing functionality without any technical change.
* Involved in developing new Salesforce applications for continually growing sales department and incorporated the enhanced functional features to streamline the business process.
* Configured and Administered Salesforce CRM applications and its components for Sales Cloud.
* Configured security and organizational hierarchy for sales for Salesforce implementation.
* Worked on application enhancements, **design reviews**, code reviews, and responsible for modifying the existing code.
* Worked on Salesforce **integration** with **External JAVA Application** to capture Accounts, Contacts using **REST API** by configuring the **Connected App**.
* Designed, developed, and deployed **Apex Classes**, Controller Classes, **Apex Triggers**, **Visualforce Pages** for various functional needs in the application.
* Created HTML and **Visualforce** **Email Templates** as needed.
* Created Workflow Rules to automate tasks, send email alerts, perform field updates, and time-dependent actions.
* Used Data loader for the upload of **legacy data** into the Salesforce Objects.
* Developed Unit test classes for Apex classes and worked for improving code coverage.
* Used **SOQL** and **SOSL** queries to get data from different related objects and considered **Governor** **Limits** for the application's data manipulation needs.
* Involved in creating **Test scenarios** during development, UAT.
* Used **JIRA** for software development teams, conducted sprint planning sessions, prioritized, maintained, and assigned requirements into sprints, used to keep track of bugs, fix them, and follow the process to move it up to **QA staging**, **UAT** and Production.
* Used GitHub, Jenkins for code migration among Sandboxes, and used ANT tool to migrate from Dev to QA.

**Environment:** Salesforce CRM, **Sales Cloud**, Apex Classes, Apex Triggers, Visualforce Pages, Apex Controllers, Visualforce Components, **Batch Classes**, **Batch Jobs**, **Integration**, **REST API**, **Web Service**, Custom Objects, Custom Fields, Page Layouts, Record Types, Roles, Profiles, Permission Sets, Public Groups, Queues, Sharing Rules, Apex Sharing, Validation Rules, Assignment Rules, Workflows, Approval Processes, Process Builders, Flows, Reports, Dashboards, Workbench, Data Loader, **GitHub**, **Jenkins**, **CSS**, **HTML**, **JavaScript,** and **JIRA**.

**Reliant Energy - Houston, TX**

*Role:* **Salesforce Administrator**

*Duration:* **Jan 2015 – Feb 2016**

**Responsibilities:**

* Involved in Requirements gathering with multiple project managers to better configure and utilize the Salesforce CRM solution's full functionality.
* Participated in the training sessions provided by the Salesforce team.
* Worked on various Salesforce Standard Objects like Account, Contact, Lead, and Opportunity.
* Configured Salesforce by creating **Custom Objects**, Custom Tabs, Custom Fields, **Validation Rules**, Page Layouts, Auto-Response Rules, and **Approval Processes** to suit the application's needs.
* Created Users, **Roles**, **Profiles**, **Public Groups**, **Queues**, Sharing Rules and configured them to manage **sharing** access to different users by configuring Salesforce.
* Created **lookup** and **master-detail relationships** on the objects and also created **junction objects** to establish connectivity among objects.
* Used **Field Level Security**, updated access at Page Layout level to manage the visibility and accessibility of fields for different profiles.
* Implemented Email to Case, Web to Case for various businesses, created Assignment Rules to assign, created **Process Builders** and **Workflows** to notify about cases to **users** or **queues**.
* Designed various HTML Email templates to achieve better UI in sending emails to customers.
* Responsible for all the activities related to **Data Management**. Created and updated data from excel sheets into Accounts, Contacts, Leads, and Opportunities using **Data Loader**, Data Import Wizard, and checking the data's correctness.
* **Worked** **closely** with the **Development team** to **learn** Customizing Salesforce and implemented basic **Apex Classes**, **Apex Triggers**, and **Visualforce Pages**.
* Created various reports like **Summary Reports**, Matrix Reports, Pie Charts, Dashboards, and setup Report Folders to share them with Roles, Queues, and Users.
* Used **changesets** to migrate **Sandbox** changes to other sandboxes, and **Production** environments.
* Assisted in testing the application whether all the user requirements were catered to by the application.

**Environment:** Salesforce CRM, Salesforce Custom Apps, Standard Objects, **Custom Objects**, Custom Tabs, Custom Fields, Page Layouts, Record Types, **Lookup, and Master-Detail Relationships**, **Roles**, **Profiles**, Permission Sets, Public Groups, Queues, Sharing Rules, Apex Sharing, Validation Rules, Assignment Rules, Workflows, Approval Processes, **Process Builders**, **Flows**, Reports, Dashboards, Workbench, **Data Loader**, and **Changesets**.

**MD office Data Services Pvt Ltd. Hyderabad, India**

*Role:* **Java Developer**

*Duration:* **Jun 2013 – Dec 2014**

**Responsibilities:**

* Analyzed the customer-provided functional Requirements and prepared High-level design documents, UML class diagrams, data flow diagrams, sequence diagrams, and state diagrams using the analytic tool.
* Converted product from VB to Java.
* Enhanced the functionalities.
* Handling directly with customers on requirement gathering, problem reporting, tracking, and resolution.
* Designed, architected, and participated in the development of the product.
* Designed database, UI, and implementation.
* Created reusable libraries and utilities wherever applicable.
* Involved in understanding the life cycle of the project.
* Development of Logic part and coding with new enhancements and bug fixing.
* Designed the application with language standards.
* Designed and created database tables, triggers, procedures, and jobs.

**Environment:** Java, JDBC, VB, My SQL, UML, MS SQL Server.