**Rajesh**

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**Professional Summary:**

* **Around 10 years** of experience in **analysis**, **design**, **development**, **testing**, **delivery** and **production support** of application software.
* **2 years** of experience with **Java technologies** and **7+ years** of experience in **Salesforce.com CRM Platform** including **Lightning, Apex technologies, Sales Cloud, Commerce Cloud, Service Cloud**.
* Experienced in developing custom applications and solutions using SFDC Force.com Platform using Apex, Visualforce, Force.com IDE, SOSL and SOQL.
* Involved in various stages of Software Development Life Cycle (SDLC) including analysis, design, development, enhancements, testing and implementation.
* Expertise in SFDC **Configurations**/**Customizations** as Administrator and Developer.
* Developed **user interface, Page Layouts, Tabs, Custom objects, Validation Rules, Triggers,** etc.
* Having experience on customer community like creating users and profiles.
* Extensive experience in designing various **Record Types, Lookup Relationships, Master-Detail Relationships** and **Custom Reports** as per the requirements.
* Knowledge in various fields like, **Cross-Object/ Custom Formula Fields, Validation Rules, Field dependencies, Workflows** and **Approval Processes** for automated alerts, **Field Updates** and **Email generation** per application requirements.
* Develops **Integration** process using Salesforce Web Services API.
* Worked with end to end Service Cloud Implementation like **Case Management** and **CTI** **Integration.**
* Worked with various Salesforce.com objects like **Accounts, Contacts, Leads, Campaigns, Reports and Dashboards**
* Worked on **Lead redesigning,** moving from customized lead design to standard salesforce lead functionality
* Designed various report folders, extracting reports to various formats, designing **Visualforce Pages, Dashboards, Snapshots** and **Chatter.**
* Created **Custom Permissions**, **Permission sets** which are used in validation rules to overcome hardcoding of user details.
* Understanding on how to Create service resources and service crews that represent your field service technicians in **Field Service Lightning (FSL)** app and add details about their skills, service territories, and availability.
* Created formula fields to capture the dates the record is modified and use them in process builders.
* Experience with **Lightning** UI development, creating **Lightning pages** by using component, controller, style, helper, design, render, documentation, SVG.
* Worked with end to end Service Cloud implementation like **Case Management, CTI integration.**
* Worked on writing Apex classes along with Enabling Aura to make them available to Lightning components.
* Experienced with Salesforce.com Web Services APIs- Force.com **REST** based Web Services APIs.
* Worked on different data migration tools like, **Apex Data Loader**, **Salesforce Import** and **Export Wizard.**
* Implemented **security** and **sharing** **rules** at object, **field** and **record level** for different users based on Organizational hierarchy.
* Employed **Data Loader to import data from Oracle** to **Salesforce database** and completed the configurations in Oracle application to **Salesforce platform.**
* Good experience in **deploying code** using Sandbox to Production using **change sets** along with **IntelliJ IDE** and DevOps Integration tool like **Jenkins**.
* Capable of writing and debugging efficient SOQL queries of standard and custom objects, and able to understand and develop for complex data models.
* Experienced working with various App exchange products or CPQ products like Salesforce CPQ (formerly Steel Brick CPQ), IBM sterling CPQ, APPTUS.
* Knowledge on Salesforce Lightning Process Builder, Lightning UI/UX, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
* Expertise in Web Technologies like HTML, XML, CSS and JavaScript.
* Developed process builders that triggers the time dependent email alerts and chatter notifications
* Experienced with Salesforce.com Web Services APIs- Force.com **SOAP** based Web Services **SAP** and REST based Web Services APIs, the Bulk API and Metadata API.
* Working with Client to implement - Salesforce DX.
* Worked on Installing Dashboard packages from App Exchange called Salesforce Adoption Dashboards
* Created over 170 dashboards for the Sales Managers of all regions to have an easy way to track the business
* Experienced on integrating salesforce and CPQ application to automate fulfillment process.
* Worked on Data Migration and updates through the tool App Exchange Data Loader, Informatica Data Loader in Salesforce.com.
* Efficiency in analyzing and creating Narrative Use Cases, Use Case diagrams, Class diagrams, Activity diagrams, Data flow diagram using UML tools like MS Visio.
* Hand’s on experience working on GitHub Repository.
* Expertise in Web Technologies like **HTML, XML, CSS, JavaScript** and **JQuery**.
* Worked efficiently on Object Oriented Languages like **Java, J2EE, JSP** and other Java Technologies.
* Excellent experience in using **Oracle, SQL Server and SQL databases** and Familiar with Stored Procedures **Triggers and Functions using PL/SQL and AJAX.**

**Technical Skills:**

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| --- | --- |
| **Salesforce CRM** | Visualforce pages, Workflow rules, Approval Process, Components, Sales, Service, Profiles, Permission sets, Relationships, Validation Rules, Custom objects, Dashboards, Reports, Search Layouts, Page Layouts, Record Types |
| **Force.com Tools** | Eclipse, Developer Console, Force.com Eclipse IDE plug-in, Force.com Explorer, Force.com Data Loader, Force.com Platform, Workbench, Informatica, AutoRABIT & Change sets |
| **Languages** | SOQL & SOSL Language, Apex Language (Classes, Trigger, Batch, Schedule), Java |
| **Web Technologies** | HTML, HTML5, XHTML, XML, CSS, JavaScript JSON, WSDL, SOAP, REST, JQuery |
| **Database** | Oracle 8i/9i/10g, MS SQL Server 200/2005. |
| **Platform** | Windows, MAC |
| **IDE** | Visual Studio, Eclipse |

**PROFESSIONAL EXPERIENCE:**

**Capital One, Richmond, VA**

**Role: Salesforce Lightning Developer Jan 2020 - Till Date**

**Roles and Responsibilities:**

* Performing the roles of **Salesforce.com Admin** and **Developer** in the organization.
* Gathering and documenting the requirements by interacting with the product owner and UX/UI Designer.
* Worked on **JIRA** for the requirements gathering and moving the requirements to various levels once they are being done.
* Experience in working with AppExchange applications like **LinkedIn Navigator, Seismic, Groove, Reports** and **Dashboards.**
* Developed and **Application** in **Lightning** for the customers to enter the details, written apex code to map the data from application to salesforce objects (Account, Contact and Opportunity).
* Created **Error Framework** Custom Object to track the backend errors by creating records in the error framework object.
* Integrated Salesforce with **Oracle Financials using Salesforce Connect.**
* Designing and developing **SFA** based Application on Force.com Platform in Salesforce.com environment with **Apex programming language** at backend, **Visualforce pages and Salesforce Lightning Experience** as user interface.
* Used **sales** **cloud** to Maintain Leads, contacts, and opportunities. Used **service** **cloud** for creating cases in Salesforce from the feedback given by commercial card users.
* Developed various **Custom Objects**, **Tabs**, **Entity-Relationship data model**, **validation rules** on the objects and tabs, Components and **Custom links**.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites with **Field Service Lightning.**
* Experience on all CM tools (**JIRA, Confluence, Artifactory, SVN, Maven, Jenkins, ANT, Git, GitHub, Visual Studio**) and their usage ensuring traceability, repeatability, quality, and support.
* Resolved major issues in previously existing integrations between SAP and Salesforce in the **Jenkins** environment and used REST and **SOAP APIs** to create, retrieve, Update, delete the records.
* Created **Permission sets** to grant more permissions to specific users.
* Setup, maintain and optimize Email marketing campaign utilizing Exact Target/Salesforce **Marketing Cloud**.
* Setup and Implemented **Salesforce marketing cloud 2.0 org**.
* Worked on creating **Public groups**, **Queues**, **List views** and added filters respective to the requirements.
* Created **Process Builders** for the data to flow from one object to another upon lead conversion.
* Developed various **Apex Triggers** to include extra functionality and wrote **Apex Classes** and **Test classes** for the Triggers.
* Designed and developed asynchronous RESTful Microservices using Spring boot, Couchbase and RXJava that are consumed by other microservices with an average response time of 30 milliseconds.
* Design and execute customized solutions, such as API integration and using Data Extensions, by leveraging **Salesforce Confidential (SFMC)** and other toolsets and leveraging industry best practices
* Built **reusable UI/UX components** with **lightning** component framework.
* Performed Steel brick **CPQ** related configuration for product setup, approval matrices, approval rules, process builders and flows.
* Implemented several **CTI** applications (Nortel, Genesys and apropos) consisting of multi-media platforms (Inbound, Outbound, Voice mail, e-mail and Web Chat).
* Continued call Center reporting enhancements with **CTI integration** from CCE to Microsoft Dynamics CRM for screen pop and to insert calling/called party information into customer record.
* Enabling dynamic content management and personalization using **AMPScript.**
* Work with Confidential Connect, Data Stream, query writing, data extensions and AMP Script.
* Implemented service cloud functionality like case management, field service management and **CTI integration**
* Used ServiceMax App Exchange functionality in salesforce for developing the application used as service cloud.
* Achieved continues integration efforts using **ANT**, Cruise control and IVY.
* Developed Apex classes along with Enabling **Aura** to make them available to Lightning components.
* Involved in data migration from **Excel** to **Salesforce** using **Apex Data Loader.**
* Implemented new buttons and actions for Lightning components. Involved in creating and debugging lightning components, building with **Lightning App Builder** with the new Lightning Design System.
* Developed re-usable UI components with the **Salesforce Lightning Component Framework** for the Document API Integration on opportunity.
* Worked on Multilanguage features of **SalesForce Commerce cloud**
* Worked on Customer Service Center on **Commerce Cloud.**
* Working on **Commerce Cloud** solution to support Apple Pay for the web, which means our customers can offer secure, single-touch checkout.
* Added Dynamic functionality to the user interface using **JavaScript**.
* Coexisted and interoperated the **Lightning Web Components (LWC)** and Aura Components on a Page.
* Data migration and updates through the tool provided by Sales force.com and **Copado** tools.
* Worked on **Lightning web components (LWC)** to perform better and to develop than **Aura** components.
* Created **lightning actions**, **lightning apps** and more than 30 components using Salesforce **lightning framework.**
* Used **the Aura framework** and Salesforce lightning Design System (SLDS).
* **Implemented** service cloud functionality like case management, **field service** management and CTI integration.
* Enabled **Aura framework** by adding **Aura Attributes** and **Aura Handlers** for events to focus on Logic and Interactions in **Lightning** Applications.
* Proficient in databases including **MS SQL Server 2005/2008, Oracle**&**MS Excel**.
* Run APEX data loader to import/load the data into Salesforce object after these files are successfully transferred.
* Used the sandbox for testing and deployed the code using **Autorabit** and Change sets after testing.
* Hands on experience on using languages **like HTML, DHTML, HTML5** in attaching page content like data and images

**Environment:** SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, Apex Language, Visual Force, Lightning Compatible Visualforce pages, CPQ, Lightning components, Data Loader, Apex Triggers, App Exchange, HTML, JavaScript, Custom Objects, Tabs, Workflows, Email Alerts, Dashboards, Reports, Eclipse, Sandbox, Jenkins, Production environment, SSO, Sfd2sfdc.

**USAA, San Antonio, TX**

**Role: Salesforce Lightning Developer Sep 2017 - Dec 2019**

**Responsibilities:**

* Experienced in performing the roles of **Salesforce.com Admin** and **Developer** in the organization.
* Used Salesforce.com developer toolkit including **Apex Classes**, **Controllers and Triggers, Force.com IDE**, **Migration Tool**, **Web Services API**.
* Developed various **Visualforce pages**, **Apex Triggers** to include extra functionality and wrote **Apex Classes** and **Controller** to provide functionality to the Visual pages.
* Worked on adding **Marketing cloud** products, pricing agreements and terms to existing sales flow process. Developed complex custom validations for Marketing cloud products at each stage in the quoting process.
* Worked on creating Lightning Pages Inside **Lightning Community Builder.**
* Using Community Builder create community pages for customers and used the SLDS for styles and apex classes for DML operations.
* Used **Jenkins** for Continuous Integration and Continuous Delivery (CI/CD).
* Used **Force.com** platform for developing feature rich and user-friendly Visual force pages for enhancing **Salesforce UI**.
* Automated various application nightly builds with **Nant** for **.net** applications and **Ant** for **J2EE** applications.
* Experience in Unit Testing, Test Coverage and Code Review, Test Automation frame work.
* Involved in deploying the AppExchange applications and **integrating** with third party applications.
* Primary responsibilities included **custom application development** and **integration.**
* Generated **Apex Classes** using **WSDL** and wrote business logic layer for **integration** with external Web Services
* Implemented service cloud functionality like case management, field service management and **CTI** **integration.**
* Worked on **SteelBrick** and **salesforce integration** for automating, quoting, contracting and billing process.
* Worked on maintaining, integrating and configuring with Apttus CPQ.
* Control-M Server/Agent monitoring and troubleshooting issues found.
* Implemented **communities** and built external pages.
* Took part in a **DevOps** scrum team to support both packaged applications and hosted applications on platforms such as Rackspace.
* Implemented Quote-to-Cash solution using APTTUS **CPQ**. Good understanding of the Apttus **CPQ**.
* Worked on Salesforce **Community cloud** like how to engage with employees, customers, partners.
* Experience in creating configuration files to deploy the SSIS packages across all environments.
* Used ServiceMax dispatch console functionality to configure dispatch console for field engineer.
* Worked on customized **Lightning web components (LWC)** to build using **HTML** and modern **JavaScript**.
* Worked on Apttus configuration, Pricing, discounting, approvals and proposal generation.
* Maintained CPQ Configure-Price-Quote tool updated with latest functionality by installing Apttus CPQ releases.
* Implemented **SOAP** based Web Services using **SAP** and **Informatica Power Exchange.**
* Performed data migration using **Informatica** on demand and data loading using Data Loader, Import Wizard
* Performed Data Validation and usage of data utilities including Data Loader and Mass Delete.
* Hand’s on experience working on GitHub Repository.

**Environment:** SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, Marketing Cloud, Apex Language, Visual Force, Lightning Compatible Visualforce pages, Community cloud, Devops, Lightning components, HTML, JavaScript, APTTUS CPQ, Custom Objects, Tabs, Workflows, Email Alerts, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO, Sfd2sfdc.

**Fannie Mae, Reston, VA**

**Role: Salesforce Developer/ Administrator Nov 2015 - Aug 2017**

**Responsibilities:**

* Involved and interacted with various business sales and marketing for gathering the requirements for CRM implementation and project estimation timelines on regular basis.
* Analyzed complex business requirements and designed solutions using **Apex classes, triggers, and Visual Force pages.**
* Configured Salesforce.com to meet business requirements - including fields, **page layouts, workflows, approvals and validation rules.**
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Created **user roles** and **profiles, security controls** and **shared settings.**
* Developed various **Custom Objects, Formula fields, Master-Detail, Lookup relationships, Tabs, validation rules.**
* Created **Email Templates** and **Mail Merge Templates** and was involved in doing the mail merge for different standard and custom objects.
* Implemented Configuration, Customization and Development with Salesforce.com on **Service Cloud** and **Sales Cloud**.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Designed dynamic client-side **JavaScript** codes to simulate process for the web application, page navigation and form validations.
* Configure salesforce and **marketing cloud integration** user along with configuration in salesforce.
* Created forms to collect and validate data from the user in HTML and JavaScript.
* Implemented Copado to improve the efficiency of salesforce release management and version control.
* Created a process for sales team to self-price certain products using **price books**.
* Created various **Customized Visualforce pages** for various business units including a page for company purposes showing a quick tax estimate.
* Made new feature **enhancements on Service cloud console** view and developed some Visual force components.
* Designed various **Webpages** in **Visual Force** for capturing various customer enquiries and implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Worked extensively in customization of **Service Cloud Console** by embedding Visualforce pages in custom console components, highlight panel and interaction log.
* Developed various **Apex classes, Controller classes** and **Apex Triggers** for various functional needs in the application.
* Administration of Control-M users via Control-M Security
* Converted and automated builds using **Ant**. Scheduled automated nightly builds using cruise control.
* Implemented Security access to the user profiles by creating **Object level security**, **Field level security** and **Record level** **security**.
* Developed Custom Objects, Custom Reports and configured the Analytic Snapshots to dump the data on regular basis for the **sales** performance and lead generation statistics.
* Worked on Agile and Scrum Methodology for Salesforce custom app implementation.

**Environment:** Salesforce.com platform, Salesforce Lightning, Service Cloud, Sales Cloud, Apex Language, Visual force (Pages, Component & Controllers), Pages, Data Loader, HTML, JavaScript, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Services, Security Controls, Sandbox data loading, Eclipse IDE Plug-in.

**Synopsys, Begumpet, Hyderabad, India.**

**Role: Salesforce Administrator/Developer June 2013 - Oct 2015**

**Responsibilities:**

* Involved in analyzed requirements and developed detailed design of Sales force integration.
* Create & customize Salesforce objects, workflows, page layouts, fields, validation rules, reports, dashboards & user profiles.
* Implemented on demand pricing and products configuration using Ajax and JavaScript.
* Developed triggers, apex classes, custom Controllers to achieve the complex business functionality in the application.
* Created new custom objects, S-controls and apex class to enhance the functionality of custom objects.
* Implemented S-controls to manage sales plan call sheets within Salesforce, capturing data and call activity.
* Created Visualforce email templates and also automated Email Process to send customers.
* Administration of various objects, fields, Page layouts, tabs, custom reports, report folders, report extractions to various formats.
* Created and deployed several reports, developed various workflows.
* Packaged and Deployed customizations from Sandbox to other environments using Eclipse.
* Provided post-implementation support to assist end users in administration tasks.
* Assisted with data migrations using Data Loader and Import Wizard.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment:** SFDC toolkit (Visualforce, Apex, S-controls, Triggers, Chatter), Data Loader, Eclipse IDE, Permission Sets.

**24/7 CyberSoft Pvt ltd.,Hyderabad, India**

**Role- Java /salesforce developer June 2011 - May2013**

**Responsibilities:**

* **Involved in software development life cycle phases like requirements gathering, analysis, design, development and testing.**
* Designed, developed and deployed various data gathering forms using **HTML**, **CSS**, **JavaScript**, **JSP** and Servlets.
* Developed java scripts for all client-side validation and developed User Interface (GUI) using JSP, CSS
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Implemented REST Microservices using spring boot. Generated Metrics with method level granularity and Persistence using Spring AOP and Spring Actuator.
* Implemented Zipkins for distributed Micro Service Monitoring. Integrated Swagger UI and wrote integration test along with REST document.
* Task team member of leaders implementing **ITIL** methodologies starting with Problem Management.
* Involved in the integration of spring for implementing Dependency Injection (DI/IOC).
* Designed and implemented the database interaction using JDBC and stored procedures using PL/SQL.
* Created test scenarios on Sandbox environment and used Force.com Component Deployment Wizard for migrating data between **Force.com IDE** and **Sandbox environment.**
* Created custom controllers implementing complex code for retrieval from Salesforce to Visualforce pages.
* Created Executive and other Dashboards using **wave Analytics.**
* Reviewing the test cases provided by the QA team and providing feedback.

**Environment:** Core Java,J2EE, JSP, HTML, JavaScript, CSS, Eclipse, EJB’s, Visual Force, Sandbox Data.