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|  Phone: **+91-9380753603** E-mail:**rajatkalra137@gmail.com** |  | **RAJAT KALRA** |
|  Result-oriented IT professional targeting mid-level assignments in Salesforce|Vlocity Development with an organization of repute IT Skills* **Languages:** Apex, Visual Force / Components, SOQL, SOSL, JAVA
* **Web Technologies**:HTML, CSS, JavaScript, JSON
* **CRM:** Salesforce.com
* **Tools:** Jira, MS Office, SVN. Dataloader.io, Workbench, GIT
* **Application Tools:** Eclipse, Force.com IDE, Data Loader
* **OperatingSystems:** Windows NT/2000/XP/Vista, Windows Server 2000/2003/2008, Linux, UNIX

Soft SkillsCommunicator Innovator ThinkerInter-personal Negotiator | Executive Summary* **IT Professional** with **over 4.3 years** of rich experience including 3+ years in Salesforce and 2+ years in Vlocity CRM Development
* **Pioneer at** large engagements including complex IT Project Management, Delivery Management and People Management
* Skilled in overall **Salesforce Development Life Cycle (SFDLC)** including analysis and development of applications using salesforce.com CRM, Force.com platform
* Working on a software development process suitable for the company **(mixture of Agile and Traditional Methodologies)**
* Worked closely with various International clients.
* **Contribute know-how of** advanced system administration and configuration (**Objects, Reports, Dashboards, Security and Permissions**)
* **Insightful experience in:**
* Visualforce framework, Apex language (**Classes and Triggers**) and leveraging Force.com
* Eclipse IDE and Force.com Plug-in environment, Lightning Components
* Administration, development, configuration, customization and support of Salesforce CRM
* **Experienced in** developing customized solutions within the Salesforce platform to support critical business functions and meet project objectives, client requirements and company goals
* Exposure of working on **Batch Apex and Schedule Apex**
* Exposure of working on **Lightning Components**
* Exposure to **Vlocity components like Data Raptors, Integration Procedure, Omniscripts,Templates ,Document templates etc.**
* Exposure of **Working with Vlocity CPQ.**
* Possess basic understanding of **Web Services, WSDL, REST APIs and Force.com Callouts**
* **Keen analyst** **with excellence** in gathering and understanding requirements of clients & other multiple stakeholders (tactical levels), followed by translation into functional specifications
* **Strong problem-solving & technical skills** coupled with decision-making for enabling effective solutions for customer satisfaction

Knowledge Purview* Worked on:
* Declarative features such as Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, Process builder and email notifications consistent with business requirements
* Development of front-end and back-end cloud applications & configuration of the same
* Well versed in facilitating business process automation by working on Sales Cloud
* Vlocity Components like Data Raptors, Integration Procedure, Omniscripts,Templates ,Document templates etc.

Certifications* Salesforce Certified Administrator (Certification No: 20490247)
* Salesforce Certified Platform Developer I (Certification No: 20829950)
* Vlocity Platform Developer Certified (Certification No: 21342462)
* Coapdo Certified Administrator (Certification No: 002988)
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| Critical Strengths & Competencies

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| Salesforce Design & Development | Agile Methodology | Vlocity Components |
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|  Vlocity CPQ | Requirement Gathering & Analysis |  Client Engagements |
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| Apex/Trigger Development | Approvals/Reports/Dashboards/Custom Objects | Lightning Components |
| Education & Credentials **B.Tech. from M.M Engineering College, Maharishi Markandeshwar University, Mullana in 2015****12th from DAV Sr. Sec. Public School, CBSE Board in 2011** |  |  |

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| Timeline **10th from DAV Sr. Sec. Public School****Capgemini India Pvt. Ltd.****12th from DAV Sr. Sec. Public School**

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| **2009** |  | **2011** |  | **Since May’16** |  |
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| Professional Experience**Since May’16 with Capgemini India Pvt. Ltd., Bengaluru as Salesforce Developer****Key Result Areas:** * Creating workflow rules and defining related tasks, time triggered tasks, email alerts, field updates to implement business logic
* Leading configuration of Salesforce.Com Data Model using Objects, Fields Rollup, Lookup, Master Detail, Record Types and View through Page layouts
* Creating new Apex Class, Apex Triggers and Batch Apex
* Exposure toVlocity components like Data Raptors, Integration Procedure, Omniscripts, Templates, Document templates etc.
* Exposure to Vlocity CPQ.
* Managing daily support and maintenance of internal Salesforce instance, and conducting long-term improvement operations to ensure compatibility with evolving mission requirements
* Communicating with project managers, clients and other developers to design cohesive project strategies and ensuring effective collaboration throughout all phases of development, testing and deployment
* Maintaining a flexible and proactive work environment to facilitate a quick response to changing project requirements and customer objectives, and innovate ways to meet mission goals successfully
* Defining system architecture, identifying gaps between current and desired end-states, and delivering a comprehensive solution that will enable achievement of the desired business outcomes
* Functional knowledge of data integration tools and data flow
* Creating reports and dashboards as per the customer requirements and working on record types, validation rules, triggers and page layouts
* Regulating and developing new custom objects, assigned fields, custom tabs, components, custom reports and based on the business needs associated them to the dashboard Conceptualizing and building the workflow rules, page layouts, approval process, tasks, email alerts, field updates and outbound messages to manage the workflow & approvals

***Refer to Annexure for project details\****Annexure (Projects Undertaken)**Project Title**: Mass Customization**Client:** Telia (Sweden)**Role:** Vlocity and Salesforce Developer**Duration :** Dec 2018 - Present**Project Description:**Telia is a new generation telco, international, locally strong and media company. Building and operating telecommunications networks and marketing voice, mobile, internet access and pay television products and services. This is an implementation of Sales cloud. It includes Contract and Quote Management.**Key Result Areas:*** Performed in-depth analysis, design, and development of the CRM applications
* Vital role in creating and allotting the Profiles, Field level security, Roles and Public Groups for the users
* Worked on Vlocity CPQ
* Worked onVlocity components like Data Raptors, Integration Procedure, Omniscripts,Templates ,Document templates etc.
* Played a key role in creating new Visual force page, Apex class, Apex triggers and Batch Apex
* Resolved the issues workflow, Validation rule, Apex Triggers and Apex Classes
* Worked under the scrum process by utilizing JIRA for technical development of the project
* Gathered and understood the business requirements by engaging with the client

**Project Title:** CRM Fiber**Client:** Telia (Sweden)**Role:** Salesforce and Vlocity Developer**Duration** : Jan 2018 – Nov 2018**Project Description:**Telia is a Swedish telecommunications and media company, building and operating telecommunications networks and marketing voice, mobile, internet access and pay television products and services. This is an implementation of Sales cloud. It encompasses Contract and Quote Management.**Key Result Areas:*** Significantly gained extensive experience on Salesforce Administration, Profiles, Creating Roles, Page Layouts, Org-Wide default, Security, Sharing rules, Work Flows, Approval Workflow, Reports/Graphs and Dashboards
* Followed the Agile Methodology for smooth project execution
* Successfully developed custom objects, tabs and validation rules on the fields
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic
* Successfully migrated the data by working on Apex Data Loader/Import Wizard/DataLoader.io and ensured mass delete
* Designed the page layouts, search layouts to organize fields, custom links, related lists as well as various other components on a record detail and edit pages
* Led successful configuration of Salesforce.Com Data Model using Objects, Fields Rollup, Lookup, Master Detail, Record Types and View through Page layouts
* Extensively worked onVlocity components like Data Raptors, Integration Procedure, Omniscripts, Templates, Document templates etc.
* Participated in analysis, design, and development of the CRM applications
* Proactively created new Apex Class, Apex Triggers and Batch Apex
* Worked on JIRA for the scrum process to develop the technical tasks of the project

**Project Title:** Volvo Cars**Client:** Volvo(Sweden)**Role:** Salesforce DeveloperDuration: May 2017 – Dec 2017**Project Description:**Volvo Cars is a Swedish automobile company that manufactures SUVs, station wagons, sedans and compact executive sedans.**Key Result Areas:*** Significantly gained extensive experience on Salesforce Administration, Profiles, Creating Roles, Page Layouts, Org-Wide default, Security, Sharing rules, Work Flows, Approval Workflow, Reports/Graphs and Dashboards
* Followed the Agile Methodology for smooth project execution
* Successfully developed custom objects, tabs and validation rules on the fields
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic
* Successfully migrated the data by working on Apex Data Loader/Import Wizard/DataLoader.io and ensured mass delete
* Designed the page layouts, search layouts to organize fields, custom links, related lists as well as various other components on a record detail and edit pages
* Led successful configuration of Salesforce.Com Data Model using Objects, Fields Rollup, Lookup, Master Detail, Record Types and View through Page layouts
* Participated in analysis, design, and development of the CRM applications
* Proactively created new Apex Class, Apex Triggers and Batch Apex

**Project Title:** E2E Mass Market**Client:** Telstra (Australia)**Environment:** Siebel**Role:** Siebel Developer**Duration**: May 2016- April 2017**Project Description:**Telstra Corporation Limited is an Australian telecommunications and media company, building and operating telecommunications networks and marketing voice, mobile, internet access and pay television products and services.**Key Result Areas:*** Gained wide experience on Siebel EAI objects such as IO ,BO, Workflows, Web Services, WSDL, BS to accomplish the build related to four interfaces
* Successfully created ‘Error handling workflow’ in CCB-RCRM as part of IR 7401 to send the Error response to the external system in Async-mode
* Worked extensively on:
* RCRM Inbound and Outbound framework
* Various objects in Siebel including IOs , EAI Work Flows, WebServices ,Business Services, Dispatch Ruleset
* Releases 1201, 1202 and 1203
* Engaged in a wide variety of activities including build, AT, SIT and Production
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| Personal Details**Date of Birth: 29th March 1994Languages Known: English and Hindi****Current Address: Bengaluru**  |

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