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RAJAT KALRA

Result-oriented IT professional targeting mid-level assignments in Salesforce|Vlocity Development with an organization of repute

Executive Summary

- IT Professional with over 5.1 years of rich experience including around 4 years in **Salesforce |Vlocity** 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 (**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, Omniscritps, VlocityCards, Templates, Document templates ,Calculation Procedure, Calculation Matrices 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

IT Skills

- Languages:** Apex, Visual Force / Components, SOQL, SOSL, JAVA
- Web Technologies:** HTML, CSS, JavaScript, JSON
- CRM:** Salesforce.com, Vlocity
- Tools:** Jira, MS Office, SVN. Dataloader.io, Workbench, GIT, Bitbucket
- Application Tools:** Eclipse, Force.com IDE, Data Loader
- Operating Systems:** Windows NT/2000/XP/Vista, Windows Server 2000/2003/2008, Linux, UNIX

Soft Skills



Communicator



Inter-personal



Thinker



Innovator



Negotiator

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 **LWC Omniscritps, Flexcards, Data Raptors, Integration Procedure, Omniscritps, 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)
- Vlocity Communications CPQ Developer 1 (Certification No: 21471855)
- Coapdo Certified Administrator (Certification No: 002988)

Critical Strengths & Competencies

Salesforce Design & Development

Vlocity CPQ

Apex/Trigger Development

Agile Methodology

Requirement Gathering & Analysis

Approvals/Reports/Dashboards/
Custom Objects

Vlocity Components

Client Engagements

Lightning Components

Education & Credentials



B.Tech.(Computer Science) from M.M Engineering College, Maharishi Markandeshwar University,Mullana in 2015

12th from DAV Sr. Sec. Public School, CBSE Board in 2011

Timeline



Professional Experience

Since Nov'2020 with Tata Consultancy Services., Bengaluru as Salesforce/Vlocity Developer

From May'16 to 3rd Nov,2020 with Capgemini India Pvt. Ltd., Bengaluru as Salesforce/Vlocity 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 to Vlocity components like Data Raptors, Integration Procedure, Omniscritps, 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: LASER

Client: Prudential Financial (United States)

Role: Vlocity and Salesforce Developer

Duration: Nov 2020- Present

Project Description:

Prudential Financial, Inc. is an American Fortune Global 500 and Fortune 500 company whose subsidiaries provide insurance, investment management, and other financial products and services to both retail and institutional customers throughout the United States and in over 40 other

Key Result Areas:

- Performed in-depth analysis, design, and development of the CRM applications
- Worked on LWC Omniscripts and FlexCards
- Worked on Vlocity components like Data Raptors, Integration Procedure, Omniscripts, Templates, Document templates etc..
- Proactively Created new Lightning Web Components
- Played a key role in creating new 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 V1 for technical development of the project
- Gathered and understood the business requirements by engaging with the client

Project Title: Mass Customization

Client: Telia (Sweden)

Role: Vlocity and Salesforce Developer

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 on Vlocity components like Data Raptors, Integration Procedure, Omniscripts, Templates, Document templates etc.
- Worked on Vlocity Calculation Procedures, Vlocity Calculation Matrices.
- Proactively Created new Lightning Components
- 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

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
- Exposure of working Lightning Components
- 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 on Vlocity 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 Developer

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:Telia

Environment: Siebel

Role: Siebel Developer

Project Description:

Telia is an Swedish 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

Personal Details

Date of Birth:29th March 1994

Languages Known:English and Hindi

Current Address:Bengaluru