## **Rajasekhara S**

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**PROFESSIONAL SUMMARY :**

**8+ years of experience in analysis, design, development, testing, delivery, and production support of application software. Over 6+ years of experience in Salesforce.com CRM Platform and Apex technologies, Sales Cloud, Service Cloud, Marketing cloud, 2 Years of experience with Lightning, 1 year in LWC and 2 years on JAVA.**

* Excellent knowledge on Apex development in creating Triggers, Apex Classes, Standard Controllers, Custom Controllers and Controller Extensions.
* Extensive work experience in defining and managing custom Objects, creating page layouts, designing of custom fields, role-based page layouts, custom Tabs, custom reports, report extractions to various formats and various other components as per the client and application requirements.
* I have provided Salesforce solutions to clients nationwide, ranging from Salesforce Commerce Cloud, **Sales Cloud, Service Cloud, Marketing Cloud Desk.com**, Salesforce1 Mobile, Salesforce Lightning Components and Lightning Apps.
* Experience using salesforce Lightning UI, lightning app builder, Lightning component framework, Lightning process builder.
* Experience in working with Eclipse IDE with Force.com Plug-in and Mavens Mate environment for writing Business logic in Apex Programming Language.
* Strong experience in working with Cloud computing / SaaS technologies.
* Experience in designing junction objects and implemented various advanced fields like Pick list, **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows**, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
* Experience in implementing security and sharing rules at object, field, and record level for different users at various levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
* Expertise in building lightning components using aura framework, creating Visualforce pages.
* **LWC and Lightning Components and Integration Specialist.**
* Mapped personal and professional caregiver networks with salesforce Health cloud.
* Good Understanding of Health cloud, Commerce Cloud, Field Service

Lightning and **Marketing cloud**.

* Knowledge on the **Field Service Lightning mobile app** how it works and aids on - site job management to a mobile workforce.
* Create and Maintain email reporting dashboards, conduct A/B testing and provide test

results to the marketing team to drive segmentation, delivery, and content decisions.

* Has Done many integrations and used the salesforce marketing cloud connect V5 to

connect to multiple salesforce Orgs.

* Created many Data Extensions to accommodate custom scenarios. Configured and designed Journey's using **journey builder.**
* Experience working on **Salesforce Cloud tools** like **Automation Studio, Email Studio, Mobile Studio, Web Studio, Data Studio, Advertising Studio, Social Studio, Journey Builder, Content Builder, Audience Builder, Segment Builder, Salesforce DMP (Data Management Platform) and Datorama.**
* Used**Datorama** to analyze the marketing performance of the campaigns and then

create reports and dashboards, customized it with control permissions for different

stakeholders in the later part of the project.

* Reporting on email campaigns (status and outcomes) for various stakeholders, cross-departmental collaboration on major projects and new initiatives.
* Used AMP Scripting to use data from Data Extensions. Used SOAP API in order to invoke triggers and create redundant data.
* Experienced Salesforce Health cloud data model. Creating roles for care team members.
* Experienced Health cloud limitations like Display limitations, Platform Encryption limitations, Behavior and access limitations and Localization limitations.
* Good knowledge on Set up field service features according to client unique business needs. This includes installing the **Field Service Lightning managed package** and Field Service Lightning mobile app.
* Understanding on how to Create service resources and service crews that represent
* your field **service technicians in Field Service Lightning** app and add details about their skills, service territories, and availability. Implementation of Salesforce Health Cloud including Field Service Lightning, Service Cloud.
* Experience on communities and classic to lightning migration.
* Working knowledge on ETL tools like Informatica Power center, SSIS and Reporting tools like OBIEE.
* Excellent Working knowledge on web 3.0 technologies like JavaScript, jQuery, Angular JS, HTML5 and CSS 3.0.
* Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits.
* Experience in the Product data management for controlling and tracking the records
* Experience with **Apttus CPQ to oversee design**, estimating, citing, rebates, motivating forces, and recommendations on any gadget.
* Proficient in data migration and integration using tools like Informatica on Demand, Data Loader, and Force.com migration Tool.
* Experience in designing skills with E-R Diagram and UML Diagrams.
* Working experience on tools like fisheye for reviewing the code, sensei for sprint retrospection and planning poker for estimating the story points.
* Created team specific agile process flow in JIRA to move tasks from one activity to another
* Experience in using **JIRA for issue tracking** issues
* Extensive experience in developing enterprise applications using Java technologies such as JSP, Servlets**, Spring MVC, XML, JDBC and CSS**.
* Good exposure to RDBMS, SQL, and PL/SQL, writing SQL scripts for efficient report generation.
* Worked on designing **SOAP/REST** APIs integration architecture to provide the programming interface to interact with Force.com.
* Great involvement in creating salesforce Lightning Apps, Components, Controllers and Events.
* Altered existing Visualforce to adjust to salesforce new Lightning UI encounter.
* Knowledge & experience working in teams implementing Agile Methodologies.
* Highly organized and dedicated with a positive attitude, capable of producing results immediately on hire.

**EDUCATION**

* Bachelor’s in Engineering in Computer Science

**CERTIFICATION**

* Salesforce Certified Administrator-201.
* Salesforce Certified Platform Developer-1.

TECHNICAL SKILLS

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| --- | --- |
| Salesforce Technologies | Apex Language, Apex Trigger, Apex Scheduler, Batch Apex, Apex Class & Apex Web Service, Partner WSDL & Enterprise WSDL and Visualforce (Page, Component & Controllers) and Lightning Components and LWC. |
| Force.com tools | Apex Data loader, Force.com Apex Explorer, AJAX tool kit, Force.com Migration Tool, Force.com Excel connector and Force.com Eclipse IDE Plug-in |
| Programming Languages | Java, C, C++, VB, APEX and UML |
| Java/J2EE/Web Technologies | J2EE, JSP, JDBC, RMI, Applet, Java Script, XML, XSLT, DTD, XML Schema, HTML, DHTML, Shell Scripts and Web service |
| Database | MS SQL Server and MySQL |
| IDE | Eclipse, My Eclipse and Force.com Eclipse IDE plug-in |
| Tools | MS Visual Source Safe, HTML Dream weaver, Microsoft Project, Sub Version and MS Visio |

**PROFESSIONAL EXPERIENCE:**

**McKesson , Dallas , TX Oct 2019 to Present**

**Role: Senior Salesforce Developer**

**Responsibilities:**

* Created a framework using Apex flex queues to track a user process of granting login credentials to DASH (Customer portal).
* Configured Identity Confirmation and Login Restrictions, configured User Interface settings.
* Configured the Company Profile, customized Profiles and created custom fields.
* Enabled Aura Framework, by adding **Aura Attributes** and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
* Worked with standard objects, business processes and field-level security
* Working Knowledge on Sales Cloud, Service Cloud, Marketing Cloud Custom Cloud and Apex Programming on Force.com Platform.
* Responsible for requirements gathering from business users and prepare technical requirement specification document, Implemented Agile Methodologies in developing SDLC.
* Developed the Community Pages with **LWC Framework and Implemented** native features for the Mobile.
* Used Email to Case, Web to Case features and created a community where the customers can create, update, and manage their cases.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Perform mass update to update data in SFDC using Commerce Cloud (Demandware) Excel spreadsheets using Apex Data Loader .
* Migrated the **Components from the Lightning to LWC in Full Scale** when needed.
* Implemented the **LWC with the Apex integration** and embedded into the Lightning components.
* Implemented the LWC pagination to Navigate to the different pages by sequential number.
* Good insight into the Health Domain.
* Created Field Service Lightning Set up for multi-level service territories that represent the regions where agents and technician can work.
* Track the location and status of your product inventory, warehouses, service vehicles, and customer sites **with Field Service Lightning**.
* Delivering service everywhere through Field service lightning, omni Routing, Social Customer Service.
* Implementation of **Salesforce Health Cloud including Field Service Lightning,** Service Cloud.
* Implementation of Apex Triggers, Apex Class for automation of the business process on Account, Contact, Opportunity, and Custom Objects.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visualforce page by using new Lightning out feature by event-driven programming.
* Experience in modifying **Visualforce pages to be supported in Lightning** Experience and good understanding of lightning mode and its features.
* Involved in CPQ (Configure, Price& Quote) design and mapped to the Salesforce custom objects and involved in Apttus Advanced Workflow Approvals.
* Experience **working across various SFDC implementation**s that are covering Sales cloud, Service Cloud and Apttus CPQ.
* Responsible for setting up web service integrations.
* Triggered interface events by user interactions, which includes Lightning Component framework and involved in building Lightning Components using the aura framework.
* Experience Lightning Component Framework Components and extensions that allow you to build reusable components, customize the Salesforce1 Mobile App, and build standalone apps.
* Aura open source technology that powers Lightning Components and Aura namespace contains all the basic building blocks for defining components and applications.
* Implementation of Batch Classes, Scheduled Classes as part of the Business Requirement.
* Enhanced Communities by adding new fields, field sets using Salesforce lightning.
* Developed various **Apex Classes, Triggers, Controller classes** and methods for functional needs in the application compatible with lightning.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created Salesforce 1 mobile apps using Angular JS, Bootstrap, Apex and Visual force.
* Used App Cloud mobile to instantly deploy apps to users with Salesforce1. Build user friendly and native android IOS and windows app with the mobile SDK, design and run massively.
* Wrote an Apex Trigger on Contact for cross-object field update for reporting purposes.
* Enhanced Apex Class and Visual Force Page to create a custom Related List, showing activities for selected contacts or clients.
* Integrated Salesforce.com with external systems like Oracle and SAP using SOAP API and REST API.
* Visual Force Pages using Standard Controllers, Custom Controllers, Extension Controllers& Web Services API. Creating new User Interface using JavaScript, HTML and CSS in Visual Force Pages.
* Created Objects, Page Layouts, Record Types, Relationships, Validation Rules, Workflows and Approval Process.
* Using Data Loader and Import Wizard for Data Export, Updates and Backup for the organization.
* Working with **administration activities like Users, Profiles**, Permission Set Role, OWD settings and Sharing Rules. Designed and Developed Service Cloud and Integration.
* Created workflows for automated Lead Routing, Lead Escalation, and Alerts &Custom Coaching Plans.
* Implemented Single Sign-On with SAML on force.com
* Developing the Maintaining Large volumes of deadline-driven email campaigns and assets management of email channel calendar and Direct Mail.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* According to the business user’s requirement, creating Reports and Dashboards.
* Created Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce.
* Implemented Salesforce Service Cloud & Opportunity Management (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Wrote several **SOQL & SOSL queries in the apex coding** with consideration to Governor Limits for data manipulation needs of the application.
* Experienced in designing UI using Visual Force Pages. Wrote Test Scripts for various scenarios.
* Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
* Used Web Services like **SOAP API and Rest API** to integrate with external systems.
* Implemented Email-to-Case, Web-to-Case for automation of the case creation.
* Performed Unit, Integration, Regression and User Acceptance Testing.

**Environment: SalesForce.com CRM Application Platform, Salesforce lightning, Vlocity, Sales cloud, Service Cloud, Apex Language, Visual Force, HTML, JavaScript, Custom Objects, Tabs, Workflows, Approval Processes, Email, Messaging, Dashboards, Reports, Eclipse, Copado, Sandbox, Production environment, LWC, SSO, nCino,Sfd2sfdc**.

**Thermofisher, Pittsburgh, PA Jan 2018 – Oct 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Created **marketing campaigns** to improve regional Healthcare center’s image and overcome decades of negative public perception.
* Experienced Salesforce Health cloud data model. Creating roles for care team members.
* Created custom metadata settings to configure Health cloud. Created care plan template and managed the health cloud permissions.
* Integrated EDS (Expert Diagnostic System), **QSOL, SRT, INSITE, BMS, SIEBEL** (Warranty Information), WWSPS, Connected Diagnostics and Many more to CSS (Cummins Service System) using REST and SOAP web services.
* Designed and developed Validation Rules to maintain data quantity and data consistency.
* Supported in onboarding new locations through Account Creations, Role mapping and group access across the world (Australia, Mexico, Spain, France & Canada).
* Implemented **Salesforce Service Cloud & Opportunity Management** (Case Management, Entitlement Management, Product & Price Book, High Volume Customer Portal, Partner Portal, Visual Force Sites) for business support and technical support for its channel customers.
* Generated the quotation word document from Salesforce.com and using the feature of CPQ product.
* Implemented Quote-to-Cash solution using APTTUS CPQ. Good understanding of the Apttus CPQ.
* Customizing the Apttus product Configurator and quote application according to business needs
* Worked on Apttus Advanced Workflow approvals, Apttus order management, created agreement wizards, validation rules and contract templates
* Worked with **SOQL, SOSL queries with Governor Limitations** to store and download the data from Salesforce.com platform database.
* Worked on writing Apex Triggers & Apex Classes, Batch Apex and Scheduled Apex.
* Experienced in designing UI using Visual Force Pages. Wrote Test Scripts for various scenarios.
* Used CSS, HTML tags, media queries, calling a static resource on to the Visualforce page and
* many more for a grandeur application.
* Implemented Notes functionality, where in a user can edit and create his notes but cannot edit the
* other user notes, inside a custom defined popup.
* Worked on Translation workbench to translate and show the application in the selected language
* (Spanish, French, Portuguese and many more)
* Migrating Metadata from one sandbox to another sandbox using Force.com IDE tool.
* Implemented **Email-to-Case, Web-to-Case for automation** of the case creation.
* Implemented the bold functionality, which is like that of Gmail Inbox, where in the job turns bold
* when it is newly created and turns off if when it is clicked, to differentiate the jobs that are New and Old.
* Performed Unit, Integration, Regression and User Acceptance Testing.
* Managed user accounts and security - including new user account creation, profile, and role Management, sharing rules, and security controls.
* Developed and configured various Custom Reports and Report Folders for different user profiles based on the needs in the organization.
* Used either Change sets or ANT for deploying the metadata from one instance into various Salesforce instances.
* Used Data Loader to insert, update, and bulk import or export of data from Salesforce.com
* Proactively discover the underlying business goals and needs.
* Implemented Salesforce.com customizations and drove user acceptance testing (UAT).
* Conducted Training sessions for End users and testing team.
* Review AppExchange applications for functionality and security risks.

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

**Dell Emc, Roundrock, TX June 2017– Jan2018**

**Role: Salesforce Developer**

**Responsibilities:**

* Implemented mass data loads and pre-deployment testing.
* Worked as enhancement developer, performed the roles of Salesforce.com Developer and Administrator in the organization.
* Executed SOQL queries in workbench and Data loader to verify Product/Pricing staging data in SFDC.
* Administrated SFDC communities, created Case Management Process including creating support process, record types.
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
* Worked on Apttus products when interfacing with engineering and product development team members.
* Developed Visualforce pages which rendered based on Salesforce1 App or Web.
* Maintain and developed the Custom objects, Custom fields, Custom tabs, and Validation rules and S-Controls HTML & JavaScript.
* Worked on Exact target/Marketing cloud.
* Managed user accounts and security - including new user account creation, profile, and role management, sharing rules and security controls.
* Setup, maintain and optimize **Email marketing campaign** utilizing Exact Target/**Salesforce Marketing Cloud.**
* Involved in deploying the AppExchange applications and integrating with third-party applications.
* Support the **Email Marketing Manager** in the development of new business requirements.
* **Implemented CPQ solution using Apttus CPQ and Contract** Management (CLM) for various customers in industries
* Implemented Sales cloud and incorporated the enhanced features as required to streamline the business process.
* Designed and developed Service cloud and integration.
* Using Apex Data Loader and Import Wizard for migrating records to sources and loaded data into Call Center application and for cleaning of data.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.
* Customized different page layouts and assigned them for different profile users.
* Implemented Marketing Sales, Customer Service, Call Center & Support Administration.
* Involved in data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.

**Environment: Salesforce.com, Visual force, Force.com, App Exchange, Service cloud, Sales cloud, Cast Iron, Custom objects, Tabs, Roles, Pick lists, Apptus CPQ, Dashboards, Data Loader, Data Migration, Sandbox, Windows.**

**Nationwide Insurance, Columbus , OH Dec 2015-June2017**

**Role: Salesforce Developer**

**Responsibilities:**

* Performed the roles of Salesforce.com Admin and Developer in the organization.
* Worked on various salesforce.com Standard objects, Custom Objects, Triggers, Classes, Pages, Reports and Dashboards.
* Designed, developed, and deployed the Custom objects, Page layouts, Custom tabs, Components, Visual Force Pages to suit to the needs of the application.
* Designed, developed, and deployed Apex Classes Extension Classes to support Visual Force pages’ development, Test Classes for Unit testing and Apex Triggers for various functional needs in the application.
* Created workflow rules and defined related tasks, time triggered tasks, Email alerts, filed updates to implement business logic.
* Used SOQL & SOSL for data manipulation needs of the application using platform database objects.
* Designed, developed, and deployed Apex Classes, Controller Classes and Apex Triggers, packages for various functional needs in the application.
* Designed and deployed validation rules, Approval Processes and Auto-Response Rules for automating business logic.
* Designed, and developed the Custom objects, validation rules, Page layouts, Components, Visual force Pages to suit to the needs of the application.
* Integrated external financial systems for synching data in Salesforce.
* Implemented pick lists, dependent pick lists, lookups, master detail relationships, and formula fields to the custom objects.
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Developed Visual Force Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Created Visual force mail templates and automated Email Process to send installation instructions to new and existing customers.
* Developed and configured various Reports and Report Folders for different user profiles based on the organization initiatives.
* Worked with admin team to create profiles and implemented Object and field level security to hide critical information on the profile users.
* 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.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.

**Environment: Agile, Salesforce.com platform, Apex Language, S-Objects, SOQL, SOSL, Visual Force Pages, Data Loader, Custom Settings, CSS, Web Services API, Sales Cloud, Service Cloud, Workflow & Approvals, Custom Objects, Sandbox data loading, Eclipse IDE Plug-in, Java Script, CSS, Test Classes, Test Scripts, DML Queries.**

**MasterCard, O’Fallon, MO July 2014 – Dec2015**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Worked as enhancement team member and performed the roles of Salesforce.com Developer in the organization.
* Implemented web-based case management automation - Web to Case (on Case Object) to track and solve customer's issues.
* Designed various Webpages using VF Pages for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
* Designed, and developed Apex Classes, Controller Classes, extensions, and Apex Triggers for various functional needs in the application.
* Worked on various Salesforce.com standard objects like Accounts, Contacts, Cases, Opportunities, Products, Opportunity Line Items, Leads, Campaigns, Reports, and dashboards.
* Designed, and deployed the Custom objects, Custom tabs, Entity-Relationship data model, validation rules, Workflow Rules, Auto-Response Rules, Page layouts, Components, Visualforce Pages to suit to the needs of the application.
* Designed, and deployed the Custom objects, validation rules, Custom tabs, Components, Visualforce Pages to suit to the needs of the application.
* Worked with Apex Data Loader tool to perform DML operation using CSV files.
* Responsible for Data load operations using Salesforce Apex Data loader.
* High End Process and Application Customization using Apex & Visualforce.
* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user roles, and groups.
* Generated Queries using Apex Explorer and WSDL application to connect with different servers.
* Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com. Used it to read, extract, and load data from comma separated values (CSV) files.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Developed and configured various Reports and Report Folders for different user profiles based on the need in the organization.
* Performed Unit, Integration, Regression and User Acceptance Testing.
* Defined documentation review cycles for the project and assign review tasks to the project team. Follow-up with reviews to see them through to completion.

**Environment: Salesforce Unlimited Edition, Salesforce.com / Visualforce, Custom/Standard Objects, Case Management, Custom Tabs, Page Layouts, Workflow & Approvals, Reports, Eclipse, Force.com Eclipse Plug-in.**

**HSBC May2012 - July2014**

**Role: Java Developer**

**Responsibilities:**

* Developed the web interfaces for Process Flow using JSP technology, which provides flexibility in page design and makes easy for maintenance and modifications.
* Involved in Unit Testing of the specified Modules.
* Implemented in various design patterns in the project.
* Involved in Debugging of the application.
* Involved in System Testing and integration testing of the application.
* Wrote test cases based on Use Cases and data flow diagrams for testing validity of data.
* Involved in Bug fixing of the application.
* Created RESTful web services interface to Java-based runtime engine.
* WebSphere used as IDE.
* Worked on core Java, Multi- threading, and Collections framework.
* Object oriented analysis, design (OOAD) and implementation using Java/ J2EE Technologies.
* Worked on J2EE design patterns like DAO and Business Delegate to handle the business flow.
* Angular JS, Bootstrap and Web Services used for random dashboard monitoring.
* Persistence layer developed using Hibernate and implemented DAO to handle the data base interaction.
* Experienced in using XML Technologies and client side designing and validation using HTML, DHTML, JavaScript and JSP.
* Experienced in using ANT for generating system builds.
* Used JUnit test cases to test the application.
* Worked on Log4J for tracking errors and debugging the code.

**Environment: SQL, PL/SQL, DB2, Apache Tomcat, XML, CSS, Windows XP, Linux, Java1.7, Struts, EJB 2.0, Java/J2EE coding, J2EE patterns, Bootstrap, Angular JS, Web service, JDBC, Spring, WSDL, jQuery, Hibernate**