

**SANJAY RATHOD**

**Professional Summary:**

**Over 9 years of IT experience in various stages of Software Development which includes 5 years of experience as Salesforce Developer and Administration which involves Administration, Development, Integration, communities and lightning like classic to lightning migration and lightning component development. 4 Years of experience on Java.**

* Extensive experience in salesforce.com implementation cycle in Sales, Marketing, Service and Support modules.
* Strong Salesforce ecosystem knowledge and integration components (APIs, Apex controllers, Apex Web Services, data loaders, etc.) including performing multiple complex data migrations and integrations to Salesforce Actino Grid, developing macro's, creating widgets, customizing console components and using Flow.
* Extensive experience in application design, customization, development, support on Salesforce.com, Force.com platform and Web based application using Apex.
* Experience in SFDC Development in implementing Apex Classes, Controllers & Triggers and Visual Force.
* Experience in SFDC Integration using Web Service and Apex Programming, Sales force.
* Strong knowledge about Sales cloud, **Service cloud**, Market configuration and customization and good understanding with Client/Server architecture, Object-Oriented design techniques and web application design.
* Experience in defining the capabilities of the final product or service using Functional and Non-Functional Requirements.
* Created Functional Requirements Document (FRD) which consists of Functional Requirements, Logical Model and System Context Diagram.
* Developed Lightning Apps using Lightning Components and made them compatible with salesforce1 mobile App.
* Extensive experience in lead, Case management, web-to-lead, Web-to case, Email-to-case.
* Exposure to Custom Report Types, Visualforce Components, Custom Settings, Duplicate Management, Certificate and Key Management, Renewal Forecasting, ROI calculation, Inventory Graphs.
* Exposure to implementation, consultation, development, customization, integration, migration and support services for Salesforce, Salesforce1, Force.com, AppExchange apps and projects related to CRM modifications.
* Good understanding of Salesforce.com Governor Limits with an ability to optimize code to respect those limits. Experience in working with client specific solutions like Salesforce.com Sandbox deployments, Force.com IDE, Eclipse IDE, SOQL, SOSL and various production environments as well as the ability to efficiently analyze and interpret data using Salesforce.
* Exposure to Salesforce1 and Lighting components and working experience on the Salesforce App Cloud in designing the enterprise apps with the new Lightning Experience which combines the new Lightning Design System, Lightning App Builder and Lightning Component
* Executed technical requirements for a Salesforce Implementation and Lightning UI rollout.
* Experienced in migrating from proprietary legacy system to SFDC and setting up Lighting UI.
* Executing solution design activities such as data mapping, object modeling, page layout design and rule logic definitions as well as Developed and contributed to data migration and/or systems integrations strategy and developed data mappings.
* Worked on Static Resources which allow you to upload content that you can reference in a Visualforce page, including archives (such as .zip and .jar files), images, style sheets, JavaScript, and other files.
* Experienced in redefining revenue stages in Marketo Appand maintain Marketo user log and daily issues dealing with campaigns and lead nurturing.
* Expertise in SFDC Software Development Lifecycle (SDLC). Experience in Buddy Media, Radian 6 and Social Studio in different projects. Experienced in using Eclipse IDE, Force.com ANT, Developer console for development and debugging and query.
* Implementation experience in using Apex Language (Classes, Controllers & Triggers), Visual Force pages, Custom tabs, Custom Objects, S-Controls, Reports, Analytical Snapshots and Dashboards.
* Efficient in understanding the business requirements and creating custom apps, custom objects and fields, relationships, page layouts, validation and workflow rules.
* Experience with the enterprise integration to Salesforce.com. As well as experience in **Service Cloud** console including working with CTI adapters, mobile application integrations. And Working knowledge of ETL tools and integration leveraging SFDC web services API as well as data transfer using ETL tools.
* Experienced in mobile application development for a cross-platform JavaScript based solution using AngularJS as well as various Salesforce apps such as Roll up Helper, Field Trip and Jitterbit Data Loader also mobile apps such as Evernote for Salesforce, Cirrus Insight.
* Experience in deployment from Sandbox to Production using Force.com Migration Tools like Force.com IDE and Change Sets.
* Exposure to Data Import Wizard, Apex Data Loader, MuleSoft’s Dataloader.io, Jitter Bit Data Loader, Progress Data Direct, Starfish ETL, Talend Open Studio, Midas, Pentaho Community Edition, Apatar, Mass Effect, Dataloader.io, Informatica Data Loader and data migration tools
* Experienced in creating public, private and unlisted Chatter Groups to collaborate with other team members while working in a team.
* Extensive exposure to Black Box testing, Smoke testing, Usability testing, End-to-End testing, System testing, Regression testing and User Acceptance testing (UAT).
* Experienced working in Cross-functional teams, identifying business requirements and supporting sales/marketing efforts.
* Developed and Supported Extraction, Transformation and Load process (ETL) using Informatica.
* Strong understanding of Change Management and Release management processes
* Innovative, possess strong business acumen and the talent to be part of a team deploying complex Salesforce.com projects with major integration components using AppExchange, possess the ability to communicate effectively and help the company foster change.

**TECHNICAL SKILLS:**

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| **Force.com** | Salesforce CRM, Salesforce SFA, Apex Language, Apex Classes, Apex Triggers, SOQL, SOSL, Visual Force (Pages, Components & Controllers), S-Controls, Veeva CRM, Apex Web Services, AJAX, Workflow & Approvals, Apex Data Loader, Dashboards, Reports, Analytic Snapshots, Custom Objects, Force.com, Eclipse IDE Plug-in ,Case Management Automation |
| **Business Process** | Service Requests and Activities, Opportunities, Quotes and Proposals, Order Management, Campaign Management, Case Management, Contract Management, Pricing, Approval, Partner Deal Registration, Data Cleansing and De-duplication, Agreements and Entitlements, Incident Management, Change Management through BMC Remedy. |
| **Salesforce Integration Tool** | Apex Data Loader, SOAP, web Services, WSDL, Eclipse Force.com IDE Plug-in, Connector, Informatica, Cloud Data Wizard, Data loader, Force.com Apex Explorer, Workbench, Cast Iron systems, Composite, Scribe, Force.com Platform (Sandbox and Production), Marketo, Maven Connector with Salesforce, Ant Connector with Salesforce, Force.com Excel Connector, Jitter bit Data Loader, Data Import wizard, Dataloader .io , Demand Tools. |
| **Visual Force** | Custom Visual Force Pages |
| **Database** | Microsoft SQL Server, MS Access, Oracle 8i/9i/10g, MySQL, UDB DB2, PL/SQL, RDBMS |
| **Methodologies** | Agile, Scrum, RAD, Waterfall. |
| **Web** | HTML, XML, CSS, JavaScript, Bootstrap |
| **Platforms** | Windows, Windows Server, Linux. |
| **Tools** | Force.com Data Loader, Force.com Workbench, Eclipse IDE. |
| **Operating Systems** | Windows 2003/XP/2000/NT/98/95, MS-DOS, UNIX |
| **Documenting Tools** | MS Office, Microsoft Project & Visio, Rational, Smartsheet, Rally, Jira, Basecamp, and Google Apps (Docs & Sheets), UML. |
| **Web Design Tools** | SQL Query Analyzer, SQL Profiler, Adobe Photoshop, Dreamweaver, MS Office, Visio 5.0, Adobe Acrobat Pro, Adobe Flex Builder. |

**Education:**

* **M.S, Information Technology, UNIVERSITY OF THE POTOMAC, Vienna, Virginia**
* **B.S, Computer Science, GUJARAT UNIVERSITY, Ahmedabad, Gujarat, India**

**Professional Experience:**

**Client: ESRI, California July 2019 – Present**

**Role: Salesforce Developer**

**Responsibilities:**

* Worked with OKTA to give users the ability to sign in directly to different applications through Okta integration, using SSO.
* Performed the roles of Salesforce.com Admin, Salesforce.com Developer and Business Analyst in the organization.
* Interacted with various business team members to gather the requirements and documented the requirements.
* Developed and deployed Salesforce.com Unlimited edition in Sales Cloud Platform.
* Interacted with various business user groups for gathering the requirements for Salesforce implementation and worked on documentation.
* Performed detailed analysis of business and technical requirements and created solutions by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visual force, Force.com API, and Web Services.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs, Workflow rule and approval process including Field updates and email alerts.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Used Salesforce Lightning Inspector to debug the lightning components during development process.
* Created Web-to-Lead and Web-to-Case forms. Created Escalation rules to escalate the cases
* Imported data from excel sheets in to Leads, Accounts, Contacts and Opportunities using Data Loader and Import Wizard.
* Elicit requirements using interviews, document analysis, surveys, site visits, business process descriptions, use cases, business analysis, and task and workflow analysis.
* Developed Single Page applications in Salesforce using Java, AngularJS, REST APIs, HTML, CSS and Javascript.
* Migrating Metadata from one sandbox to another sandbox using ANT migration. Also worked on Classic to lightning migration.
* Developed and Supported Extraction, Transformation and Load process (ETL) using Informatica.
* Worked with admin team to create profiles and implemented Object and field level security to hide critical information on the profile users.
* Developed Apex Classes, Apex Triggers, Apex Controllers to develop custom business logic
* Participated in the bug review meetings with Testing Team and, updated requirements document as per business user feedback and change in functionality of the application.
* Experience with developing a Complete Case Management System using Lightning Components, Controllers, Helper Sheets, and Style Sheets.
* Integrated Apex controller methods directly with JavaScript functions using Force.com JavaScript Remoting feature and created Visualforce pages
* Exposure to Salesforce1 and Lighting components and working experience on the Salesforce App Cloud in designing the enterprise apps with the new Lightning Experience which combines the new Lightning Design System, Lightning App Builder and Lightning Components
* Executed technical requirements for a Salesforce Implementation and Lightning UI rollout.
* Experienced in migrating from proprietary legacy system to SFDC and setting up Lighting UI.
* Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data quality and integrity
* Analyzed and converted business workflows to Salesforce workflows and assigned workflow alerts.
* Performed the role of support engineer for the internal users and helped them in getting used to the application, generated reports and saved them for further access to the users.
* Performed Unit Testing and Regression Testing.
* Created custom controllers implementing complex code for retrieval from salesforce to Visual Force Pages
* Implemented minor enhancements on standard objects like Campaigns, Leads, Accounts, Contacts, Opportunities, Dashboards and Reports
* Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish connectivity among objects.
* Designed various HTML Email templates for Auto-Response to customers
* Redesign of home page using Salesforce Lightning Design System with multiple Lightning components for sales reps to increase more productivity by providing them interactive UI.
* Different functionalities which are needed by business to perform their tasks are built using Lightning components/apps.
* Worked on Community Cloud for creating Knowledge base portals and surveys, connected third party data into community cloud.
* Perform all kinds of major testing of application development as well as validating deployed changes.
* Worked with rolling out Distributors for more than 80 countries under the Distributors Community and giving them account, deals and EA sharing using role hierarchy as well as criteria based account sharing.
* Worked on restricting export report capabilities for International distributors and Internal Teams on profiles and permission sets using Salesforce Inspector tool.
* Performed SOQL queries to get information about profiles, permission sets and system permissions and deployed them through sandboxes and production using Security Zen tool.
* Researched about magic mover app and installed in our org to migrate notes/attachments to Salesforce files and enhanced notes.
* Worked with tool Target Process to handle creating and working on User stories based on sprints (Agile methodology).
* Worked with **Service cloud** team on Field Service Lightning to provide agents, dispatchers and mobile employees with all the information and resources they need to guarantee the best of customer satisfaction.
* Worked on **Service** **cloud** modules like Asset and Order Management, Service Analytics that helped improve team efficiency using prebuilt dashboards that monitor agent performance, key KPIs, and channel usage.
* Resolve **cases** faster by combining automated processes with easy access to the full details, context, and history of every case and customer interaction under **Service Cloud**.
* Worked on FSL features like Management of Work orders, Schedule and dispatch, Asset management & Monitoring, Manage and monitor, Mobile device access.
* This included making the portal fully responsive with minimum processing time on any activity. Achieved by minimizing server calls and utilizing the lightning components helper/controller methods to keep most of the processes on the client side.HTML/CSS gave desired look and feel.
* Developed custom Lightning Components on Lightning Pages utilizing Salesforce Lightning Design system, Aura Framework and JavaScript, enabling customer support workers to efficiently search customers and collect required information from them during interactions.
* Created various profiles and configured the permissions based on the organizational hierarchy requirements
* Built a call center application for service agents using Salesforce Console
* Responsible for migrating existing data (Accounts, Contacts, Events and Tasks) from legacy systems to Salesforce.com using data Loader.

**Environment:** Saleforce.com platform, Force.com ide, Apex, Visual Force (Pages, Component & Controllers), Pages, Data Loader, HTML, Doc E-sign, Java Script, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Sales Cloud, Email Services, Security Controls, SOAP, REST, Sandbox data loading, ANT tool, Agile, Rally

**Client: Morgan Stanley, New York April 2018 – June 2019**

**Role: Salesforce Developer**

**Responsibilities:**

* Involved in various activities of the project like Information Gathering, analyzing the Information.
* Designed and Developed Visual Force pages based on Business Requirements.
* Once the code is deployed in testing environment, need to run database queries in both DB2 and SQL server for Test data into SD and Salesforce.
* Designed, Developed and Deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs of the application.
* Support release engineering teams with deployment of components between sandbox and production environments
* Gained basic knowledge on Lightning App Builder to develop apps visually, without code using Custom-Built Lightning Components.
* Developed component using Lightning Aura Framework which also included client–side Angular JS.
* Designed and Deployed Custom Objects, Custom tabs, Validation Rules and Auto-Response Rules.
* Created several Work flows and Approval Processes needed in different stages of Application.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Integrated Multi-dimensional business data into Callidus cloud application.
* Experience implementing the Callidus solution.
* Worked on different Integration Issues and worked on developing Visualforce pages and Apex controller classes.
* Experience in providing production support, analyzing the cause and fixing it.
* Created Custom Reports to track the Cases, assets to be available to different levels in the organization based on their Profiles.
* Good experience in designing Front-end using Dynamic Visualforce pages, Components, HTML5, CSS 3, JavaScript, JQuery, Bootstrap, angular JS, Media Queries.
* Wrote Apex Triggers to implement business logic which sends E-Mails to the customers.
* Used Salesforce Developer Console to execute Apex Codes and SOQL Queries to verify Salesforce data.
* Executed various levels of Unit, Integration, User Acceptance and Operational Acceptance testing to prove that system conform to specifications of business and Quality Requirements.
* Developed and configured various Reports and Report Folders for different user Profiles based on the need in the organization.
* Involved in end to end testing and configuration enhancements for the CPQ and CLM functionalities.
* Articulate APTTUS core CPQ capabilities, Foundation concepts of Products, Pricing, Categories, Advanced concepts of product selection and pricing scenarios, also categories, Price List, Products and Selection, Bundles, Options and Option Groups, Product Selection using Constraint Rules and Attributes and Pricing Extensions (Price Dimensions, Price Matrices and Price Rule sets).
* Implemented CPQ solution using Apttus CPQ & Contract Management (CLM) for various customers in industries.
* Expert in APTTUS Product Configuration and Pricing Configuration with some advanced functionality of SFDC. Good with Product configuration, Price Rules, Constraint Rules, Categories, Price list, Quote.
* Using Apex Data Loader for Migrating Records to Sources and Loaded data into Call Centre application.
* Attended daily Meetings, weekly Scrum Meetings and Sprint review Meetings.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Involved in integration of Salesforce with REST and SOAP Web Services.
* Tested apps by appending multiple components to a Lightning Application thereby deployed Applications from Sandbox to Production.
* Hands-on backend development of Java and Mule soft based application with teammates.
* Used refined global search in Lightning by developing Apex classes and Controllers.
* Agile Development Methodology was followed for the implementation
* Used the sandbox for Testing and Migrated the code to the Deployment instance after the Testing.

**Environment:** Saleforce.com platform, Salesforce.com Data Loader, Force.com API, Workflow & Approvals, Reports, Custom Objects, Batch Apex Interface, Custom Tabs, Email Services, Security Controls. Apex Language, Triggers, Visual Force (Pages, Component & Controllers), Sandbox Data loading

**Client: AutoGravity, Irvine, CA Nov 2017 - March 2018**

**Role: Salesforce Admin/Developer**

**Responsibilities:**

* Extensive experience in building portals using Custom pages and Salesforce Sites. Also created and maintained communities, surveys and portals.
* Worked with Salesforce analytics program to help business to implement rapid, iterative exploration of data, with results displayed via layers of dynamic visualization over underlying data sets.
* Written Apex Triggers on Account, contact and opportunity to automate business process. Worked on standard salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Dashboards and Reports. Implemented complex approval processes to ensure proper authorization.
* Responsible for understanding the business needs and analyse the existing system for determining the information gaps and deficiencies, as well as evolving information needs.
* Developed Single Page applications in Salesforce using Java, AngularJS, REST APIs, HTML, CSS and JavaScript.
* Customized page layouts for Campaigns, Leads, Opportunity, Contacts, Cases and Accounts depending upon user roles, and groups.
* Performed detailed analysis of business and technical requirements and designed robust, secure and scalable the solution Maintenance of installed Managed Packages in Lightning using Apex.
* Designed and deployed the custom objects, custom tabs, validation rules, workflow rules, auto-response rules to suit the needs of the application.
* Worked on PostgreSQL Relational database and Writing relationship Sql queries according to the business requirement.
* Developed Visualforce pages using standard controller, Custom controller and extension controller.
* Good knowledge of Salesforce configuration, Data migration, and System integration Testing, Unit testing, Regression testing, UAT, Smoke testing.
* Worked on Process builder for automating the actions such as creating and updating the custom object records. Created Custom Objects and defined lookup and master-detail relationships on the objects. Also created junction objects to establish many-many connectivity among objects.
* Worked on Visual flow for achieving the user triggered actions for displaying customer information on the screens.
* Using Metadata API to retrieve, deploy, create, update or delete customization information, such as custom object definitions and page layouts, for your organization.
* Responsible for weekly and monthly data export, updates, and backup for the organization.
* Used Apex data loader, import wizard to Inset, Update, and Import data from Microsoft Excel into Salesforce.com.
* Worked on FSL features like Management of Work orders, Schedule and dispatch, Asset management & Monitoring, Manage and monitor, Mobile device access.

**Environment:** Jira, Visual force, Apex Classes, SOQL, Lightning Components, Apex triggers, Pages, Batch Apex, Schedule Apex, SOAP, REST, Workflows and Approvals, Data Warehousing, Automation, Sandbox testing.SalesForce.com Platform, Salesforce.com Custom Objects, HTML, Java Script, Workflows, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox.

**Client: Quess Corp – India April 2013 - May 2015**

**Role: Jr Salesforce Developer**

**Responsibilities:**

* Involved in developing and deploying Apex Classes, Controller Classes, Apex Triggers and Visualforce pages.
* Developed Single Page applications in Salesforce using Java, AngularJS, REST APIs, HTML, CSS and javascript.
* Created page layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Created various Custom Objects, Custom Settings, Custom Labels, Validation rules, Record types, Custom Tabs for Online Job platform.
* Workflow rule and approval process including Field updates and email alerts.
* Worked with standard Salesforce.com objects like Accounts, Contacts, Leads, Cases and Opportunities.
* Defined the lookup relationship and master-detail relationship on the objects that helps in associating the records and defining a parent-child relationship in which the master object controls certain behaviors of the detail object respectively.
* Created various Custom Reports and Dashboards for standard objects as well as custom objects to give complete detail overview of Opportunity pipeline.
* Actively involved in the implementation of Data.com and Chatter.
* Used the full copy sandbox for testing and migrated the code to the deployment instances.
* Good knowledge of Salesforce configuration, Data migration, and System integration Testing, Unit testing, Regression testing, UAT, Smoke testing.

**Environment:** Salesforce.com, Apex, Visualforce, triggers, test method, workflow, validation rules, SOSL, SOQL, AppExchange, data loader, report, dashboard, Force.com IDE.

**Client: Aspire Software Solutions, India Aug 2010- March 2013**

**Role: Java Developer**

**Roles and Responsibilities:**

* Involved in various stages of Enhancements in the Smartphone Tracking Application by doing the required analysis, design, development and testing.
* Involved in the creation of Use Cases, Class Diagrams and Sequence Diagrams for analysis and design of Retail Management application.
* Developed web-based user interfaces using Servlets, JSP, HTML and XML based client and server application.
* Performed client-side validation using JavaScript.
* Used AJAX to make asynchronous calls to the project server to fetch data on the fly.
* Involved with bug fixing on functionality, performance and designing issues with JavaScript and jQuery.
* Followed agile methodology for the software development.
* Responsible for proactively monitoring performance, diagnosing problems and tuning queries and databases.
* Created SQL queries and stored procedures for CRUD (create, read, update and delete) operations on database.
* Wrote SQL queries and PL/SQL stored procedures to access the asset information and rates from database.
* Used JDBC to communicate with database.
* Involved in Testing and fixing bugs and documented the application step-by-step process.
* Worked in all phases of SDLC, including requirements analysis, design and development, bug fixing, supporting QA teams and debugging production issues.

**Environment**: HTML5, JavaScript, CSS3, AJAX, jQuery, SQL Agile, SDLC.

**Client: Pinesoftek - India Aug 2008 -July 2010**

**Role: Java Developer**

**Roles and Responsibilities:**

* Wrote and customized several Java Programs for different apps like bulk sms, bulk email, invoice printing, check printing and label printing, Accounting and Payroll manager.
* Web Tier was developed by using Struts Frame Work.
* Involved in Application development with IDE Tool Eclipse and web server Tomcat.
* Developed web applications in Java and AngularJS, also worked on creating UI. Worked with REST APIs integration with Angular.
* Designed and developed User Interfaces, Menus using HTML, CSS, DHTML, JSP, JavaScript and client-side& server-side validations.
* JavaBeans were developed for using them among various modules of the application.
* Used PL/SQL, Stored Procedures and table level and system level triggers for handling database processing and for generating analysis reports from MS SQL Server.
* Involved in writing XML parser handlers for parsing XML files and filling JavaBean Objects.
* Used SVN for Source Control and Version Management.
* Involved in Module and Unit Level Testing with JUnit.

**Environment:** Java/J2EE, J2SE, Struts 1.1, XML, DOM, SOAP, Eclipse, SVN, WebLogic 8.1, Tomcat, MS SQL Server, PL/SQL, JUnit.