

RAJI GRACE VUBA

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Education

Mahatma Gandhi Institute of Technology, Hyderabad

Bachelor of Technology

Electrical and Electronics Engineering

Percentile: 79.09%

Certifications

- Certified Salesforce Administrator (ADM 201)
- Certified Platform Developer I
- Certified Salesforce Sales Cloud Consultant

Professional Summary

- Developer with 4+ years of experience in Salesforce CRM.
- Worked as Software Engineer in EPAm Systems India Private Ltd.
- Worked as Systems Engineer in Tata Consultancy Services Ltd.
- Experience in Salesforce Customization, Security Access, Workflow Approvals, Data Validation, Sales, Customer Service, Lightning- Aura and Support Administration.
- Experience in Administration, Design, Development, Configuration, and Implementation and Support experience with salesforce.com platform.
- Involved in the full systems life cycle (FSLC) and is responsible for designing, coding, testing, implementing, maintaining and supporting applications software.
- Experience in implementation using Visualforce Pages, Apex Language, Classes, Controllers, Triggers, Web Services API, Tabs, Custom Objects, Reports, Custom Settings and Custom Labels.
- Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like custom objects, creating the relationships/junction objects like Master-Child and many-to-many relationships, lookups, Entity Relationship data model, Pages, Classes, Interfaces, Workflows & Workflow rules, triggers, Email alerts and business logic.
- Proficient in Data Migration from Traditional Applications to Sales Force Using Data Loader Tool and Informatica on Demand.
- Worked closely with QA teams and experienced in reviewing and updating QAtest cases.
- An effective team player with excellent problem solving and interpersonal skills.
- Strong written and verbal communication skills.

Technical Skills

Salesforce.com CRM	<ul style="list-style-type: none">• Sales Force CRM, Apex Language, SOQL, SOSL, Visual Force Pages, Apex Web Services, Workflow, Visual Workflow & Approvals, Lightning - Aura Components, Outbound Messages, Reports & Dashboards, Customization, Data Loader
Web Technologies	<ul style="list-style-type: none">• JavaScript, Web Services, XML, CSS, HTML
Languages	<ul style="list-style-type: none">• Apex• PL\SQL
IDE/Tools	<ul style="list-style-type: none">• Force.com IDE• Apex Data Loader, Workbench, Import Wizard• Eclipse• Visual Studio Code• Git
ETL	<ul style="list-style-type: none">• Informatica• Data loader
Methodologies	Agile, SCRUM

Professional Experience

Worked with Tata Consultancy Services (TCS) from June 2015 – May 2019 and EPAm Systems India Private Ltd. From June 2019 – June 2020 with reputed clients for three different projects with below mentioned responsibilities

Organisation	EPAm Systems India Private Ltd.
Customer	CLEAResult Consulting Inc.
Role	Salesforce Application Developer
Period	June-2019 – June-2020
Technical Skills	Salesforce.com Customization and Configuration
Responsibilities	<ul style="list-style-type: none"> Effectively interacted with the Business Users to understand the Business Flow and Organization Structure of the Firm. Configured and customized sales cloud, Standard objects like Accounts, Contacts, Opportunities, Events, Tasks, Cases. Configured Force.com Sites and developed, Visualforce Pages, Custom Controllers and Lightning Aura Components Developed Apex Classes, Apex Triggers and Trigger Handler Frameworks to customize application according to the functional needs. Written Apex Test classes to Unit test Apex classes before Production deployment Experience with Migration tools like Apex Data loader. Created Custom Objects, Custom fields, Tabs, Custom Setting, Custom Meta data, Lightning Service Console app Implemented record types wherever necessary. Created page layouts, custom links, related lists and other components on a record detail and edit pages. Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic Created Approval Process Developed Email templates in Text, HTML for setting up email alerts for auto response and data updates Written apex REST web service classes for inbound calls to Salesforce Created and maintained the documentation for Design, Migration and Integration
Description	CLEAResult Consulting Inc. provides energy management services. The Company designs and implements energy efficiency and renewable energy programs, education, technical assistance, and financial guidance to reduce energy costs. CLEAResult Consulting serves customers in the United States

Organisation	Tata Consultancy Services
Customer	BT Retail (British Telecommunications plc.)
Role	Salesforce Application Developer
Period	May-2016 – May-2019
Technical Skills	Salesforce.com Customization and Configuration

Responsibilities	<ul style="list-style-type: none"> Effectively interacted with the Business Users to understand the Business Flow and Organization Structure of the Firm. Configured and customized sales cloud, service cloud, Standard objects like Accounts, Contacts, Opportunities, Products, OpportunityLineItems, Leads, Campaign, Events, Tasks, Cases. Developed Visualforce Pages and Controllers Developed Apex Classes, Apex Triggers and Trigger Handler Frameworks to customize application according to the functional needs. Written Apex Test classes to Unit test Apex classes before Production deployment Experience with Migration tools like Apex Data loader. Implemented validations using apex for ensuring data cleanliness. Created Custom Objects, Custom fields, Tabs, Report Types, Custom Setting, Report Types Implemented record types wherever necessary. Created page layouts, custom links, related lists and other components on a record detail and edit pages. Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic Developed Email templates in Text, HTML and Visualforce for setting up email alerts for auto response and data updates Written apex REST web service classes for inbound calls to Salesforce Created outbound messages for data integration Created and maintained the documentation for Design, Migration and Integration
Description	BT Retail is the consumer and small business sales arm of Britain's BT Group. BT Retail is responsible for selling consumer services such as PSTN, BT Total Broadband, BT Vision, and business networks and telephony services to businesses. BT Retail itself gets many of these services from BT Wholesale, BT Global Services and Openreach. It also sells other vendor's products and services such as Avaya IP Office business telephone system.

Organisation	Tata Consultancy Services
Customer	E.I. duPont
Role	Salesforce Administrator
Period	Jan-2016 – April-2016
Technical Skills	Salesforce.com Customization
Responsibilities	<ul style="list-style-type: none"> Created Custom Objects, Custom fields, Tabs, Record Types, Report Types Experience with Migration tools like Apex Data loader. Implemented validations using apex for ensuring data cleanliness. Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic Developed Email templates in Text, HTML and Visualforce for setting up email alerts for auto response and data
Description	DuPont is a world leader in Market-Driven Innovation and Science. DuPont is responsible for selling customers products such as seeds, Agrochemicals and Services

Achievements

Received e-rewards, e-cards and appreciation mails from the clients for handling the work efficiently