Name : Rajesh Gajula

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Objective:

       Seeking a position to utilize my skills, abilities, knowledge and exercise the same for the benefit of my career and the growth of organization.

Experience Summary:

- Having 3.8 years of experience in Force.com platform and Salesforce.com playing multiple roles, acting as a fulcrum between business and implementation, depending on need - Administrator, Developer.
- Experience in **Integration** (Web services/callouts – **REST Apex**).
- Proficiency in SFDC configurations related to Data modeling, Data security (**profiles, OWD** etc.), Automation process (**workflows**, approval process and **process builder**)
- Extensive experience on **Apex Triggers** and handled recursive triggers.
- Experience on **Apex Classes** (**Controllers** and controller **extensions**) for custom logic.
- Have good experience in writing **SOQL and SOSL** queries.
- Strong knowledge on **DML Operations, Batch Apex, Schedule Apex** and **Future Method.**
- Experience in writing **Test Classes** for generating Code Coverage.
- Designed various Webpages in **Visual Force** for functional needs within Salesforce.
- Having experience on Custom labels, **Custom settings** and custom metadata.

Educational Qualification:

  M.C.A Sri Indu PG College from O.U Hyderabad.
  B.C.A Karnatak College of Science & Art College, Bidar, Karnataka from G.U Gulbarga .

Technical Skills:

Programming Languages	:	APEX (Sales force).
Web Technologies	:	Visual Force, HTML, CSS, Java script, Lightning.
Tools	:	Force.com IDE (Eclipse), Apex Data Loader, Work Bench
Database System	:	SOQL, SOSL.

Work Experience:

Worked as Software Engineer at **IBM,** Bangalore from March 2017 to till date

Project #1:

Title	:	**BRM (Billing and Revenue Management)**
Client	:	**DEX-YP**
Role	:	**SFDC Developer**
Environment	:	**Force.com, Salesforce CRM,**

Lightning Description:

The goal of the project is to solve for DEX-YP business processes using Oracle BRM with the intention to maximize the use of "out of the box" functionality, and to absolutely minimize costly customizations.

➢ SFDC to provide front end and approval work flow (for adjustments).
➢ The adjustments, refunds approval/permission/authorization/processing done from BRM applications (Billing Care/Customer Centre). Requirements related to the approval process will be taken while building this functionality.

Roles & Responsibilities:

● Created and managed User Roles, Profiles, and Role Hierarchies, Public Groups, Security Controls, and Shared Settings
● Customized Applications, Page Layouts, Lookup Fields, Standard Related Lists, Tabs, and defined dependent Pick Lists.
● Defined Workflows and set up Workflow Rules, Tasks and Email Alerts and created Workflow Approvals.
● Customized Dashboards to track usage of productivity and performance of business centers and sales teams.
● Designed and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.

Project #2:

Title	:	**Customer care portal**
Role	:	**SFDC Developer**
Environment	:	**Force.com, Salesforce CRM, Eclipse**

Description:

Customer Care Portal (CCP) Provides to log, track and resolve the Inquiries
raised by the Customers. CCP contains all detailed information about the Inquiries. These
Inquiries creates through IVR, E-mail, Phone and Letters. This system used by the CSR's

(Customer Service Representatives). It is Service Cloud Console Application used by customer care executives to manage customers, work on cases and track the task. Cases will be loaded in Salesforce through SOAP with the help of Data power. It uses Cipher cloud for data encryption. We implemented the complete, end-to-end CRM solution for their business needs using Salesforce.com CRM and the Force.com platform.

Roles & Responsibilities:

- I involved in Administration (configuration changes), Development (Customizations) and Deployment activities of Salesforce.com, Lightening experience & Lightening Component framework.
- Engage in understanding requirements of the application module, their analysis, design and development.
- I supported to Integrations for few module (Lead integration, Account Integration, Opportunity Integration) in the current assignment.
- I have done few POC's on lightning Component framework.
- I involved in preparing KT docs and data dictionaries for my modules.
- Worked on Sandbox and Production, Resolving production issues within the given time line with proper unit testing.
- Writing apex classes, Visual force page, triggers according to the requirement
- Worked on Apex Data Loader for doing various data migration activities.

Project #3:

Client	:	Philips Health care
Role	:	Salesforce Developer & Administrator
Environment	:	Force.com, Salesforce CRM, Eclipse

Description:

Philips health care uses CRM systems to help sales representatives in health care service sales division. Salesforce.com CRM application provides higher levels of service to clients and improves overall. Productivity by managing leads and opportunities and decreasing administrative tasks.

Responsibilities:

➢ Understand business requirements and translate them into design specification document.
➢ Creation or customization of custom or standard objects which include leads accounts, contacts Opportunities, Products and Cases.

- Communicated with executives to gather clear business requirements and designed theoretical workflows based on requirements.
- Created custom objects, custom fields, page layouts, role hierarchy record types based on the business requirements.
- Worked on profile, roles, field level security, field accessibility, permission sets and sharing settings.
- Created and modified sharing rules.
- Modified page layouts and maintained field level security as required.
- Replaced logics of validation rules and a workflow process for various custom and standard objects.
- Created campaigns, mass e-mailers, survey data collection and contact management.
- Created APEX Classes, Controller Classes and APEX Triggers for various functional needs.
- Implementation of business logic as per the requirements.
- Customized financial reports, Forecasts and Dashboards to the executive office.

Personal Details :

Name   :   Rajesh Gajula
Location   :   Bangalore
Languages :   English, Hindi & Telugu