



**Mr. Saurabh P. Ratnaparkhi**

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#### CAREER OBJECTIVE:

Seeking a challenging and growth oriented position in a Salesforce development organization that will contribute to the growth of the company and enrich my professional career.

#### PROFESSIONAL SUMMERY:

**Keywords:** Force.com, Apex, Triggers, Batch Apex, SOQL, SOSL, Aura Components, Visualforce, Ajax, Lightning, LDS, SLDS, Integration, REST API, SOAP API

- Having around **2+ yrs.** of Salesforce experience in on-demand client side application development.
- Good Knowledge in **Configuration and Customization** of Salesforce.com.
- Experience in designing **Custom Objects, Custom Tabs, Custom Fields, Page Layouts**, and, **Record Types**.
- Good experience in **Object Relationships**.
- Involved in the automated business process by using **Workflow Rules** and **Approval Process** for automated email alerts, field updates, and assigns tasks as per the application requirement.
- Experience in creating **reports and dashboards** as per the client's requirement.
- Experience in configuring **users, profiles, roles** and **permissions** towards business requirements.
- Implemented **security and sharing rules** at object, field, and record level for different users at different levels of organization. Implemented Web services 3<sup>rd</sup> Party **Connected Apps, REST APIs** through **OAuth, SAML**.
- Good knowledge of understanding **Organization-Wide-Defaults (OWD)**.
- Good experience in **Apex Data Loader** and **Eclipse** tools.
- Good Working Knowledge in **SOQL & SOSL**.
- Experienced in the use of **Standard and Custom Controllers** of Visualforce in development of custom Salesforce pages as required by business requirements.
- Knowledge in writing **Test classes, Triggers, Apex classes and Visualforce Pages, lightning components**
- Proficient knowledge of **Governor limits**. Experienced in the optimization of existing code in according to the governor limits.

#### DOMAIN SKILLS/KEY DELIVERABLES:

- Developing software solutions by studying information needs, conferring with users, studying systems flow, data usage & work processes, investigating problem areas and following the software development lifecycle.
- Implementing a thorough understanding of Salesforce and documenting as well as establishing solutions by developing records, flowcharts, layouts, diagrams, charts, code comments and clear code.
- Preparing & implementing solutions by determining, standards & programming and efficiently maintaining customer satisfaction, client calls and project delivery on time.
- Writing complex program codes and implementing complex business logic and testing the production in controlled, real situations before going live.
- Responsible for determining operational feasibility of software by evaluating analysis, problem definition, requirements, solution development and proposed solutions.

#### TECHNICAL SKILLS:

CRM	: Salesforce.com CRM, Sales Cloud, Service Cloud
SFDC Technologies	: Apex, Visual force, Lightning, Apex Classes, Apex triggers, Visualforce Pages, Batch Apex, Schedule Apex, Workflows and Approvals, Integration, REST, SOAP

Languages	: Apex, C/C++, HTML, Core Java, Rational Rose
Database	: SQL, pl/SQL, SOQL, SOSL, MySQL, MS ACCESS
Web Technologies	: HTML, CSS, Java Script.
Operating Systems	: Windows 2000/XP
Tools	: Eclipse, Force.com IDE, Apex Data Loader, Github
Office Tools	: MS-Word, Excel, PowerPoint and Internet Tools, Desktop Tools

## PROJECT WORKED ON:

<b>Title</b>	: <b>Property Management (NAICS code 531311, SIC 68310 based)</b>
<b>Environment</b>	: Force.com IDE, Data Loader, Visual Force, Lightning, Apex, HTML and JavaScript.
<b>Team Size</b>	: 5
<b>SF cloud works on</b>	: Sales & Service
<b>Role</b>	: Salesforce Admin/Dev

### Overview:

With Property Compensation System, there's no need to invest time and money in complicated in-house software that you have to purchase and maintain. Instead, you simply log in from any web browser, anytime, anywhere, from any desktop or mobile device. It provides custom commission plans; users can automatically calculate splits, simplifying the real estate commission management process.

### Responsibilities:

- Contributed to the development of Salesforce solution - Cloud Console Application for **tracking and resolving customer inquiries, meeting project scope and client expectations.**
- Involved in the **requirement gathering and creation of High- and Low-level Design document**
- Involved in the **setup of the application, standard objects and processes**
- Creation of **workflows** to automate the process
- Created **triggers** to **calculate the commissions** based on different scenarios
- Created a **Commission Approval process** based on the Agent and Sales Manager
- Creation of **Batch apex** to process Bulk of data
- **Import Data** of Properties, Agents, Sales Managers through Data Loader
- **RSEST API Integration, XML product list web service calls** connectivity
- Involved in **Deployments, technical assistance** and end-user **troubleshooting** for bug fixes, enhancements

<b>Project</b>	: <b>Sales and Distribution Management (NAICS Code 423390, 840, 541613-14)</b>
<b>Environment</b>	: Apex, Visual force, Trigger, Security setting, Designing of custom Objects, Custom report
<b>Team Size</b>	: 5
<b>Role</b>	: Salesforce Admin/Dev

### Overview:

This is basically a **NAICS Code 423390, 840, 541613-14** sales and distribution application. This application is designed to maintain various stages of partner, distributor, Sub distributor, and retail channels. It is involving the smooth conduction of the entire sales cycle through automation. Track key business information for the stakeholders with reports and dashboards. Runs separate business processes, apply for workflows and approvals. Level based order management, dynamic sharing of ownership of records, sending email notifications, assigning tasks to the internal users, promotional emailing to be done for customers. Showcasing of company product information, festivals updates, discounts, automated web-to-lead purchase funnel implementation.

### Responsibilities:

- Worked on various Salesforce.com customizations – the creation of **customized business objects**
- Worked on **Validation rules, Workflow Rules, Page layouts** to suit the needs of the application.
- Worked on **custom fields and validations** to new and existing objects and added custom functionality using **custom controllers.**
- Defined **Lookup and Master-Detailed relationships** on the objects
- Configured **Data Loader** and uploaded data in **CSV files** into the Salesforce, checking for the correctness
- Design **automated approval process, email messaging** services for customers
- **RSEST API Integration** done for 3<sup>rd</sup> Party application
- Creating different **visual force pages and Apex classes, Batch Apex, Test Classes.**
- Working on various **Triggers** for various functional needs in the application

<b>Project</b>	<b>: E Health Record Administration</b>
<b>Environment</b>	: Salesforce.com configuration, Apex Data loader, Apex, Visualforce.
<b>Team Size</b>	: 5
<b>Role</b>	: Salesforce Admin/Dev

**Description:**

I worked as a Salesforce administrator doing production support activities. This system provides Patient Administration, Billing and Pharmacy Management functions for the hospital. The major functions of Patient Administration module included Allocating Registrations, Recording Personal Details, Handling Hospital Admissions, Assigning Insurance Details, and Recording Transfers within the hospital and Creation of Discharge Summary. The Billing module allowed Billing and receivables, looked into multiple modes of Payment and Rates Definition for Services.

**Responsibilities:**

- Worked as team member and performed the roles of Salesforce.com Administrator in the organization.
- Developed **custom objects, workflows, Data management.**
- Involved in Setting up **Users, roles, profiles and Security settings.**
- Designed and developed various functional needs in the application.
- Involved in **data mapping and migration** of data from legacy systems to Salesforce.com **Objects and fields.**
- Customized **page layouts** for Contacts and Accounts depending upon client requirement.

**EDUCATION QUALIFICATION:**

- **M.Tech** in “Computer Science & Engineering”, with **RTMNU, BATU & AICTE** Affiliated Institute having **NAAC & NBA, Grade “A”** Accreditations in 2016.
- **B.E.** in “Computer Engineering”, with R.T.M. Nagpur University **3<sup>rd</sup> Rank** in Final Year (**81.33%**) in 2008.

**PROFESSIONAL EXPERIENCE:**

(Total IT Exp. → 7.2 Yrs.)

Sr. No.	Name of Company	Designation	Duration	Exp. (In Years & Month)
1	Advent Software Pvt. Ltd., Pune	• Salesforce Developer	Oct. 2018 – Till now	<b>2 yr. 01 mon.</b>
		• Software Developer	Dec. 2016 – Sept.2018	1 yr. 10 mon
2	Crypto Forensic Technology, Nagpur	• Software Analyst	Apr. 2013 – June2014	1 yr. 2 mon
3	Shalom ERP Technologies, Pune	• Software Analyst/Developer	Jan. 2010 – Feb. 2012	2 yr. 1 mon

**PERSONAL DETAILS:**

Date of Birth : 06/12/1983  
 Language known : English, Hindi, Marathi  
 Nationality : Indian  
 Marital Status : Married  
 Blood Group : AB +ve  
 Hobbies : Traveling, Biking

*Saurabh P. Ratnaparkhi*