



B. Rajesh

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Professional Summary:

- Over 6 Years 2 Months of Experience in Information Technology.
- Relevant Experience 4 years and 1 months of experience in Salesforce.com CRM .
- Over 3 Years 1 Months of year Experience as Developer in Sales force in Sales cloud and Service cloud. (Apex, Triggers, Aura, Visual force)
- Over 1 Year 4 months Experience as Developer in Sales force Lightning Platform, LWC, Aura Components.
- Having 1 Year of Experience in Sales force Administration.
- Worked in ITC Info tech PVT Ltd as Sales force Application Developer.(August 2023)
- Worked for BLUEFIELD TECHNOLOGIES PVT LTD.(Oct 2022) for 5 years 2 months
- Worked on Triggers, Mule soft and REST Integrations.
- Having 2 Years 1 month of experience on various Software Testing Practices
- Testing Types: Manual Testing, Automation Testing, API Testing, User Acceptance Testing (UAT)
- Testing Frameworks: Test NG, Data Driven Testing using Apache POI, Page Object Model (POM) Test Management / Bug Tracking Tools: JIRA

Project #1: (ITC Infotech Pvt Ltd) 20th Jan 2023-11th Aug 2023

Project Title:	British American Tobacco (Development with LWC)
Role:	Sr Sales force Developer (Sales and Service Cloud)
Team Size:	33
Environment	SalesForce.com CRM, Data loader, Workbench Tool, sandbox Production, Service Now, Azure Devops, Mule soft
Project Description:	British American Tobacco plc (BAT) is a British multinational company that manufactures and sells cigarettes, tobacco and other nicotine products. The company, established in 1902, is headquartered in London , England. As of 2019, it is the largest tobacco company in the world based on net sales
Responsibilities:	<ul style="list-style-type: none">• Experience in working as Sales force Lightning Developer, includes experience in offshore - onsite model.• Involved in configurations, customization's, and Deployment activities of Salesforce.com.• Responsible in troubleshooting the defects in lower and higher environments.• Handling of Development and Service Issues using Service Now and AD Ops.• Handling issues in Sales cloud and Service cloud in Code development and Code fixing issues.• Deployment activates, preparing package XMLs.• Participated in production deployments & Release engineering activities.• Issue Fix in all sandbox environments & Production Support.• Used Mule soft for Integration.• Responsible in taking cases and resolve on time without breaching SLA's.• Email communications and verbal communication toward issue respective to stakeholders.



Project 2 : July 2020- Oct 2022 (Bluefield Technologies)

Project Title:	SKY Germany (Development with LWC)
Role:	Sr Salesforce Developer (Sales and Service Cloud)
Team Size:	17
Environment	SalesForce.com CRM, Data loader, Workbench Tool, sandbox Production, eclipse IDE
Project Description:	SKY Deutschland GmbH, branded as Sky, is a German media company that operates a direct broadcast satellite Pay TV platform in Germany, Austria and Switzerland (through SKY Switzerland). It provides a collection of basic and premium digital subscription television channels of different categories via satellite and cable television.
Responsibilities:	<ul style="list-style-type: none"> • Experience in working as Salesforce Lightning Developer, includes experience in offshore - onsite model. • Involved in configurations, customizations, and Deployment activities of Salesforce.com. • Involved in development of Lightning components and lightning applications. • Involved in doing POC's on Lightning framework. • Involves in preparing data dictionaries, KT documents & generating report dashboards. • Hands on experience on lightning experience framework & Salesforce classic. • Hands on experience between Sandboxes & production Environments. • • Hands on experience in managing and communicating with stakeholders about the new requirements and un-expected issues. • Handling issues in Sales cloud and Service cloud in Code • Developed Lightning Components and Lightning Design system. • • Designing Lightning pages using Lightning App Builder.

Project 3: Aug 2019-13 June 2020(Bluefield Technologies)

Project Title:	Salesforce Implementation – Telefonica (Admin & Development)
Client:	Telefonica S.A (Spanish Telecommunication Company)
Role:	SalesForce Consultant (Admin and Development))
Team Size:	14
Project Description:	Client is into Tele Communications industry, they need a customized tailor made Salesforce CRM system to sell their products to customers. Here it included community portal where the partners of the industry need a platform for all the Verizon Products. In the CRM platform, all the product catalogues and their structures are made available for the partner users. The project is actually divided into 3 tracks namely, Setup, Shop and Repair.
Responsibilities:	<ul style="list-style-type: none"> • Involved in Sales force Administration by creating Sandboxes, Creating profiles, users and configuring permissions. • Responsible in troubleshooting the defects in lower and higher environments. • Involved in all configuration changes, Customizations, Data management activities & Release manager activities. • Participated in production deployments & Release engineering activities. • Issue Fix in all sandbox environments & Production Support. • Used ALM, JIRA tools. • Responsible in taking cases and resolve on time without breaching SLA's. • Creating master- detail relationship, lookup relationship and junction object. • Apex classes and apex triggers and test classes.
	worked on schedule apex, creating custom buttons, list views

	<p>Rest API Implementation, Apex callouts.</p> <ul style="list-style-type: none"> • Configured sharing settings using OWD, Role hierarchy and Manual Sharing. • Hands on experience in managing and communicating with stakeholders about the new requirements and un-expected issues. • Handling issues in Sales cloud and Service cloud in Code. • Involved in Onsite & Office modal sprint agile structure.
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Project 4: June 2017-July 2019 (Bluefield Technologies)

Project Title:	RBC Investment Banking Solution (Testing)
Client :	RBC Capital Markets (USA)
Role:	Software Test Engineer
Project Description:	RBC Capital Markets is a global investment bank providing services in banking, finance, and capital markets to corporations, institutional investors, asset managers, and governments globally. Operating since 1869, RBC is the fifth largest in North America and the 11th largest bank globally as measured by market capitalization
Responsibilities:	<ul style="list-style-type: none"> • Create and execute comprehensive test cases, scenarios, and data for web applications. Develop automation using Selenium Web Driver and its associated tools. • Identify web elements using various locators and libraries. • Design and implement efficient and effective test automation frameworks. • Develop X Path of objects using Selenium to facilitate testing activities. • Apply knowledge of SDLC, STLC, and Defect Life Cycle to testing activities • Developed and executed test design approach and prepared comprehensive test strategy documents. • Created and reviewed detailed test cases and conditions for requirements. • Collaborate effectively with teams to ensure seamless communication and coordination

Skills:

Operating system	Windows family
Programming Languages	Apex, Core Java
Web technologies	Visual Force, HTML, JavaScript
Database	Oracle, SOQL, SOSL
Sales force CRM	Sales force CRM, Lightning, Apex Classes/Controllers, Apex Triggers, Visual force Pages/Components, Batch Apex, Schedule Apex, Workflows& Approvals, reports, Dashboards, Integration, REST, Mule soft, Einstein Chat Bot, Einstein Analytics, Service Now,.
Sales force CRM Tools	Apex Data Loader, Force.com IDE



Technical Skills: Salesforce Admin, Salesforce CRM, Lightning, LWC, Apex, Testing. Manual Testing, Automated Testing

CERTIFICATIONS

Salesforce Platform Developer I

EDUCATION DETAILS

- B.Tech in Computer Science from Raghu Engineering College – JNTUK-2016 with 64.2%.
- XII completed in Sri Chaitanya Junior College, Vishakapatnam.

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(B.Rajesh Kumar)