Nakka Rajkumar
Mobile: 9347198489
Email: nrajkumar7799@gmail.com

PROFESSIONAL SUMMARY:

- Having 4 years of IT experience with over 4 years of experience in Salesforce CRM Implementations: Analysis, Design, Development, Administration, Integration, supporting the cloud applications, communities, and migration from classic to lightning, lightning component development in CRM applications.
- Strong experience with Salesforce.com CRM full implementation, migration of Sales, Service clouds, Communities and Force.com platform.
- Proficient with understanding of CRM business processes - Account, Contact, Opportunity, Lead, Campaign and Case Management.
- Strong salesforce development experience with Apex Classes, Apex triggers, Batch Apex, Schedule Classes, Visualforce pages and integrating with external source by developing SOAP, RESTful Apex Web Services and Force.com API in CRM applications.
- Sound experience in writing, tuning of SOQL, SOSL queries, relationship queries in Apex Triggers, Controllers and used Statements and Database methods for performing DML operations.
- Worked extensively in developing, customizing of Visualforce pages with Visualforce components, Custom, Extension controllers and developed dynamic components.
- Hands on experience with Inbound and Outbound Integration of salesforce with external systems by developing custom Apex SOAP, RESTful classes for inbound class and written Apex callout for invoking outbound applications.
- Good experience in rollout of Saleforce1 for mobile and customized visualforce pages with Aura components.
- Worked on customization of visualforce to have lightening experience for desktop and mobile applications.
- Proficient in building business logic using salesforce declarative programming like Validation rules, Formula Fields, Workflow Rules, Approval process and its actions Field update, Email alert, Outbound message and Creating Task.
- Strong experience in implementing salesforce new features like Process Builder and performed actions Creating Records, posting a Chatter post, Email Alert, Invoking an Apex Class.
- Hands on experience in building Reports, Dashboards, Analytics Snapshot using Standard and custom Report types for the business users, management for higher visibility.
- Proficient in dealing with the functionalities related to the Service cloud and Sales Cloud.
- Build Lightening controllers with the AURA framework.
- Experience in building re-usable Lightning web components and using Lightning Framework.
- Involved in developing salesforce Lightening Apps, Lightning Web Components, Controllers and Events.
- Good experience in developing salesforce Lightning Apps, Lightning Web Components, Controllers and Events.
- Implemented Salesforce Lightning Web Components for small set of users within the organization.
- Worked on both lightning frameworks Aura and LWC.
- Involved in developing salesforce Lightening Apps, Components, Controllers and Events.
- Good experience in developing salesforce Lightning Apps, Components, Controllers and Events.
- Customized existing Visualforce to align with salesforce new Lightning UI experience.
- Performed data analyst roles and used tools: Apex Data Loader, Informatica, Demand Tools, Import Wizard, Workbench and Excel for data analysis, transforming, importing and exporting.
- Proficient with tools Eclipse IDE (Force.com Plug-in), Developer Console for developing, customizing of Apex Class, visual force pages and changing meta-data components; Force.com Explorer and Workbench Querying and testing REST web services.
- Deployed salesforce components from Sandbox to other Sandboxes and Production instances using Force.com Migration tools (Ant based), Change set and Eclipse IDE.
- Experience in Use Jira for project management and bug tracking, and Jenkins for deployment and continuous integration.
- Configured and integrated Jenkins with salesforce to run automate jobs.
- Troubleshoot and fix production issues and help prioritize against existing backlog based on severity and impact
- Ability to build and demonstrate prototypes in Salesforce and data migration tools.
- Experience leading and implementing the charge within the Salesforce ecosystem, including SDLC and Agile experience.

CERTIFICATIONS:
- Salesforce Certified Administrator
- Salesforce Certified Platform Developer 1.

EDUCATION:
Master of Business Administration in JNTU University 2018.

TECHNICAL SKILLS:

CRM	Salesforce CRM, Siebel CRM, Microsoft Dynamics CRM
Salesforce	Apex, Visualforce, Controllers, Triggers, Batch & Schedule classes, Salesforce1, Lightning (Components, Apps, Events), Web Services, SOAP, REST, Sales cloud, Service cloud, Force.com Platform, Sites, Knowledge, Article Management, SOQL, SOSL, Reports, Dashboards.
SFDC Tools	Eclipse, Developer Console, Workbench, Force.com Migration tool (Ant based), Force.com Explorer, Data Loader, Excel Connector, Command line Data loader, Cast Iron
Other tolls	Visual studio, Jira, GITLAB
Databases	SQL, PL/SQL, Oracle 11g/10g/9i, SQL Server 2008/2005, MySQL

PROFESSIONAL EXPERIENCE

Client: IBE, Eteam inc.   March 2022 to till Date
Role: Salesforce Lightning Developer
Roles & Responsibilities:

- Developed multiple number of Lightning web components (LWC) regarding service case console page.
- Created multiple Lightning Web Components, added CSS and Design Parameters from LDS (Lightning Design System) that makes the Lightning component look and feel better.
- Experience in Force.com Apex Classes, Apex triggers Integration, Visual force and Force.com API. Development using custom lightning web components (Aura and LWC).
- Created Lightning web components (LWC) and apps combining Lightning Design system, Lightning App Builder and Lightning Component features.
- Implemented Salesforce Lightning web components (LWC) for small set of users within the organization, developed Lightning components and server-side controllers to meet the business requirements.
- Integrated Salesforce CPQ system with Salesforce CRM.
- Worked on Salesforce.com customizations for the Salesforce CPQ model.
- Developed Customized login screen for community user and functionality to redirect user from Salesforce to APTTUS CPQ Quote creation using APTTUS API's
- Worked on Salesforce CPQ configuration and integration.
- Integrated CPQ system with multiple CRMs like Salesforce and CRM On Demand.
- Supported and improved sales cycles by implementing CPQ solutions effectively.
- Implemented Single Sign-On on force.com.
- According to the business user's requirement, creating Reports and Dashboards.
- Worked with various salesforce.com objects Lead, Account, Contact, Opportunity, Campaign, Cases, Solutions Standard objects & Custom Objects.
- Created Public Groups, Queues, Permission Sets, Profiles, Users &Security Settings based on role hierarchy. Involved in Data Migration from three Legacy Systems to Salesforce CRM applications.
- Deployed the code from sandbox to different environment using Jenkins build and with part of release activities and UAT.
- Migrating components from on sandbox to another sandbox using ANT, Jenkins, Git and Force.com IDE.
- Managing the overall flow of salesforce automation process and successfully enforced a smooth build and deployment through the aid of tools like Jenkins and ANT migration tools.
- implemented continuous integration leveraging Jenkins with automated continuous unit test runs and automated deployments to QA, UAT and production Maintenance of installed Managed Packages in Lightning using Apex.
- Experienced in using Data Migration tool called Data Loader.
- Used field level security along with page layouts in Lightning to manage access to certain fields.
- Implemented the Web Services through WSDL in the Salesforce.com for outbound messaging.
- Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
- Involved in daily standup meetings, Scrum. This resulted to bring good solution to the business requirement. **Environment**: Lightning experience, Lightning Components, CRM, Sales Cloud, Apex classes and Controllers, Salesforce.com Platform, Force.com, Salesforce CPQ, Force.com Eclipse IDE, Jenkins, ANT, CICD,

HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Scrum, Custom objects, Custom fields, Web Services, SOAP API, REST API.

Client: SIE - Persistent.   Sep 2019 to Feb 2022
Role: Salesforce Admin/Developer
Roles & Responsibilities:

- Created new Apex Triggers, Apex Classes, Batch Classes and Schedule Classes, Email Services According to the Project Requirement
- Worked with the user group for requirement gathering throughout the planning and implementation.
- Created new User Accounts and assigned Profiles as per their role in role hierarchy.
- Customized Page layouts for Standard/Custom objects and assigned Record Types.
- Performs day to day administrative tasks and addressing production support issues (unlocking / re-setting passwords, modifying data, and creating ad hoc reports)
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects
- Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Opportunities, Products, Price book, Cases, Entitlement, Reports and Dashboards
- Provides training to department employees on the use of the company website and all related systems and processes
- Created Data Validation rules and Formulas as per business requirement.
- Created Workflow Rules to automate Tasks, Email Alerts, Field Updates, time-dependent actions and Outbound API Messages.
- Performs day to day administrative tasks and addressing production support issues.
- Created Reports and Dashboards to track Opportunity pipeline/Stages for Management visibility.
- Worked with groups, participated in Requirement Gathering Sessions & JAD Sessions to define their needs and developed an action plan and specification document.
- Designed various Webpages in VisualForce for capturing various customer enquiries and Implemented logic for migrating cases to different queues based on the type of customer enquiry.
- Created and used Email templates in HTML and VisualForce.
- Used SVN Subversion as Code Repository.
- Created Custom Buttons Using JavaScript. Implemented Single Sign On in salesforce.
- Developed reports, dashboards, and processes to continuously monitor data quality and integrity
- Experienced with salesforce to outlook, Web analytics, Desk.com, JIRA, ASANA, Slack, Tibco.
- **Environment**: Saleforce.com, Sales cloud, Service Cloud, Apex Classes, Controller Classes, Triggers, Visualforce, Salesforce.com Data Loader, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Page layouts, Email Services, SOQL, SOSL, Sandbox, Force.com IDE

Project: MOBILE MINI INC.   July 2018 to August 2019
Role: Salesforce Admin
Responsibilities:

- Administered and supported CRM application for 500 users in marketing, customer service and sales.
- Designed junction objects and implemented various advanced fields like Pick list, Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts.
- Created Profiles, Roles based on Organization role hierarchy and implemented Record-Level and Field-Level security and configured their sharing settings.
- Managed Auto response rules if customers approached beyond the business hours.
- Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
- Used Apex Data Loader to migrate data such as accounts, campaigns from different legacy systems. Implemented Standard and Custom Apex Controllers to handle business logic and used debug logs to trace the execution.
- Used Data Loader for insert, update, and bulk import or export of data from Salesforce.com Objects. Used it to read, extract, and load data from comma separated values (CSV) files.
- Developed Salesforce.com sites and customer portal for various organizational units and partners.
- **Environment** Salesforce.com Enterprise edition, Sales cloud, Eclipse IDE, SOQL, SOSL, Custom Objects, Custom Tabs, Windows.