RIJO FRANCIS

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Building a career in a challenging environment with a scope to gain ample knowledge and new skills sets and make substantial contributions to the organization

PROFILE SUMMARY

- Expertise in SFDC development using lightning application, Apex language, Classes, Controllers, Triggers, Tabs, custom objects, profiles, page layout.
- Experience working with sales and service cloud.
- Hands on experience in implementing security at object, field, and record level.
- Hands on experience in writing queries using SOQL and SOSL.
- Experience in scripting languages like HTML, CSS and java script.
- Involved in various stages of software development life cycle including analysis, development and deployment.
- Excellence in managing the onsite-offshore model projects and supporting production systems and skills to identify and resolve root cause of software failures with knowledge of end to end functional and technical flow.
- Excellence in understanding test requirements, test case design and test case execution.
- An effective communicator with excellent analytical / logical skills with ability to work independently as well as in team oriented, collaborative environment.

WORK HISTORY

Project 3 | Salesforce Lightning Developer | Team Size: 12 | Wipro Technologies | June 2020 – Present
Starting from June 2020, I began to work with one of the international leading telecommunication company as a Salesforce lightning web component developer to enhance Salesforce lightning application using lightning component, controllers and events. Key activities:

- Developed and deployed lightning web components.
- Developed APEX Triggers, APEX classes and Test methods.
- Written numerous SOQL and SOSL queries
- Create and manage custom objects, custom fields, relationship, dependent pick list, validation rule, record types, field dependency, and formula fields.
- Create and manage permission set.
- Implemented security using profiles and permission set.
- Created events to communicate the data between the components.
- Involved in the SDLC using agile methodologies
- Worked closely with business analyst to gather the business requirement in the form of user stories and delivered it on time.

Project 2 | QA Tester | Team Size: 8 | Wipro Technologies | November 2018– May 2020
I worked for one of the major Indian automobile manufacturer as a quality assurance tester to ensure software reliability and performance by conducting quality assurance, including test case development and execution, implementation test plan and bug tracking. Key activities:

- Understand Test Requirements and Test case design.
- Interact with Functional Consultant or lead for ensuring the complexity of the changes
- Execute the Test case and Report.
- Identified and logged technical and functional software defects.
- Developed test data for use in executing the test case.
- Performed web service testing using ARC and Postman tools to make sure the API's are working as expected.
- Prepared user manual for all the changes which are going to production.

Project 1| Analyst-Application Support | Team Size: 15| Wipro Technologies | April 2017 – October 2018

I worked for one of the international oil company as a technical analyst for solving technical issues and overseeing enhancements for a team that handles client's downstream applications. Key activities:

- ITIL Incident, Problem, Change and Knowledge Management (KM).
- Make the necessary changes in the DB objects like Procedure, functions & Triggers based on the change request and bug fixing.
- Completed enhancements and adding features for applications using .Net and SQL.
- Created and Managed SQL jobs
- Designed and created SQL Server tables.
- Analyzing the issues raised by customer and providing data fix based upon the priority
- Continues improvement – To help the business and reducing the operational efforts, proactively find / develop solution & implement (Process Automation) where continuous and large manual effort needed.
- Deploying the patch in UAT and performing an internal testing with all third party applications.
- Integrating and deploying the patch in Integration environment and performing Internal testing between the Portal and Back end (DB) application.
- Health Check of the application and application servers and do the necessary actions.
- Responsible for UAT and Production deployments.

Asp.Net trainee| Wipro Technologies | Dec 2016 – March 2017

- Training on Asp.Net, MVC, C#, SQL.

PROGRAMMING LANGUAGES/TOOLS

Salesforce (SFDC), lightning, Apex, Trigger, C# .Net, JavaScript, HTML, SQL, MySQL, ServiceNow, Putty, WinSCP, Eclipse, Oracle SQL Developer, Jira, GitHub, Bitucket

EDUCATION

Master of Technology in Software Engineering | 2016 - 2020
Birla Institute of Technology and Science, Pilani | Work Integrated Learning Program

Bachelor of Computer Application | 2013 - 2016
Mahatma Gandhi University, Kerala

PERSONAL DETAILS

Date of Birth   : 24th June, 1995
Languages Known   : English, Malayalam
Permanent Address : Ponmala (House), Avoly(Post), Ernakulam (Dist.), Kerala, India.
Experience   : 6 Year 01 Month
Email   : rijofrancis95@gmail.com.

CERTIFICATES

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

DECLARATION

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

Place: Kochi
Date: 10-Feb-2023   (Rijo Francis)