B. Rajesh

Email: rajeshkumarb.2395@gmail.com

Contact: +91 9704697623

Professional Experience

- **Overall 6.2 years of experience in Information Technology. Having relevent 4.1 years of Experience in salesforce.com**
- Experience in **Configuration, Customization** and **development** of Salesforce CRM and Force.com platform using **Visual force** and **Apex.**
- Experience in creating **custom objects**, custom tabs, custom fields, **Record Types** and **Page layouts,** picklist, **Validation rules,** Roles, Profiles, according to application requirements.
- Having good experience with formulas, **Workflows & validations**, Flow Builder.
- Implemented **Security** and **Sharing rules** at Object, Field and Record levels for different users in the organization.
- Able to handle data management inclusive of data load, data translation, **data migration** usin**g Apex Data Loader.**
- Having Experience on developer tool kit, **Apex Classes** and **Visual Force Pages**.
- Having Experience in Automation Processes as **Workflows , Process Builder & Lightning Flows.**
- Experience in setup and configuration, roles, profiles, **Reports & Dashboards.**
- Good development experience with Apex Language**, Apex Triggers, ApexScheduler, Aura, Batch Apex.**
- Knowledge in **Sales Cloud** concepts like Campaign management, Lead management and web to lead, Forecasting etc...
- Knowledge in **Service Cloud** concepts like Case management, Escalation rules, Assignment rules, Auto response rules, Email to case, Web to case, Communities.
- Having Experience on Lightning , **Lightning Web Components(LWC).**
- Having Experience on **Omni-Channel** strategy development and implementation.
- Development in implementing VF Customization, Force.com IDE, SOQL, and SOSL.
- Self-motivated and quick learner. Ready to explore and learn new technologies.

Educational Status

- Highest Qualification   : B.Tech Graduation(Computer Science)
- Year of Passing   : 2016

Work Experience

➢ Worked as Software Development Analyst at ITC INFOTECH PVT LTD. (January 2023 – August 2023)

➢ Worked as Associate Software Engineer at BLUE FIELD TECHNOLOGIES PVT LTD. (June 2017- October 2022)

Technical Skills	
Salesforce Technologies	Force.com Apex Classes, Apex Trigger, Visual Force, Force.com Apex deployment Tools, Data Loader, Salesforce.com Workflow Rules, Role Hierarchy, Validation Rules, Formulae, Custom objects, Page Layouts, Record Types, Lightning Flow, Lightning Web Components, integrations(Rest API)
Salesforce Tools	Data Loader, Workbench
Web Development	HTML, CSS, Visualforce.
Languages	SQL, Apex, Java Script.
GUI and Other Tools	Visual Studio Code, Force.com IDE, Apex Data Loader, workbench.

Key Skills

✓ Salesforce Configuration
✓ Salesforce Customization
✓ Salesforce Administrator

Project : British American Tobacco

Project	: **British American Tobacco**
Client	: **British American Tobacco**
Role	: **Salesforce Developer**

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:

- 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 : Pfizer Connect

Project	: **Pfizer Connect**
Client	: **Pfizer**
Role	: **Salesforce Developer**

Description:

Pfizer is indeed a multi-national pharmaceutical and biotechnology corporation known for producing a wide range of medicines and vaccines for various diseases. Pfizer uses customer relationship management (CRM) software, and Salesforce is a popular choice for this purpose. Through Salesforce application Pfizer manages their interactions and relationships with customers in streams like healthcare and pharmaceutical products.

Responsibilities:

- Involved in **gathering requirements** from the business and implementing those in Salesforce.com
- Worked on **Standard objects** like Service Resource, Service Territory, Service Territory, Service Appointments, Work Order and Contacts etc.,
- Created multiple **custom objects, custom fields**, **relationship** between two objects, **page layouts** and **record types**
- Developed different **Validation Rules** to ensure that the valid data is being entered intothe organization.
- Developed **workflow rules** and **approval processes** to automate the business process.
- Applied many logics into sending out **email templates** firing through **Workflow** based on the requirement
- Designed and developed **Apex Triggers, Lightning Web Components , Apex Controllers, Flows, Aura Components** for various functional needs in the application.

- Worked on Omni Channel Configuration.
- Worked On **Integration** of Salesforce with AWS.
- Designed the Record pages with the custom lightning components and record types.
- Deployed the changes from developer sandbox to Full copy sandbox for QA testing andthen finally to Production organization.
- Worked as Support Engineer to providing timely resolutions to the issues (cases) roseby the business users.

Project : VinFast Europe

Project	: **VinFast Europe**
Client	: **VinFast**
Role	: **Salesforce Developer**

Description:

VinFast is a leading Vietnamese electric car manufacturer that promises to bring affordable & luxury electric cars with powerful engines.as part of this project we provided service for the vinfast Europe region from order to delivery based on customer requirement.

Responsibilities:

- Followed agile methodology during development of the project and oversee the software development in Sprints by attending daily stand-ups.
- Participated in KT sessions with associates working with SFDC.
- Designed and developed **Apex Triggers, Lightning Web Components , Apex Controllers, Flows, Aura Components, Integration** for various functional needs in the application.
- Used **SOQL** with consideration **to Governor Limits** for data manipulation needs of the application using platform database objects.
- Assigned **different types of permissions** for downscaling opportunities for different users.
- Created different **Profiles.**
- Implementation with Objects, Fields, Page Layouts, Relationships, Validation Rules.
- Involved in writing **Test classes** for code coverage
- Worked with deployment tools like Change Set.

Declaration

I hereby confirm that the above-mentioned information is true. If given an Opportunity to be a part of your esteemed concern. I will discharge my duties with seniority and diligence.

B Rajesh