Raj Ojha

❖ **Email: ojharaj26@gmail.com**
❖ **Mobile no: +91-7745857445**

Objective:

Self-motivated and hard-working employee with proven leadership and organizational skills. Seeking to apply my abilities to fill the **Salesforce Developer Role** in your company. I am a dedicated team player with excellent problem solving skill and can be relied upon to help your company achieve its goals.

Profile & Skills Summary:

➢ **3 years of IT experience in Salesforce CPQ as a Business Application Analyst II**
➢ **Professional Salesforce Developer/ Advanced Admin/ CPQ Certified.**
➢ **Hands on experience on Salesforce Configuration and Customization as follows:**
   • Developing and **Administrating** projects on Salesforce platform.
   • Have been in a **direct client facing role**.
   • Mastery of Salesforce 'Button-Click Admin' concepts and tasks in SFDC Administration which includes creating Profiles, Roles, Page layouts, Sharing Rules, Approval Process, Workflows, Validation Rules, Process Builder, Approval Rules**,** Escalation Rules and Assignment Rules, Security Permissions.
   • **Expertized in Salesforce CPQ Product Configuration, Price Rules, Configuration Attributes Price Rules and Product Rules.**
   • Customization in salesfoce.com development including Visualforce pages, Apex classes and Apex Triggers, Unit Test various functional needs in the application.
   • Good knowledge of data security model in salesforce.
   • Used custom labels, custom settings.
   • Generating Reports, Dashboards also customized reports and analyzing the data in Salesforce.
   • Proficient in Data Migration using Data loader and Import wizard.
   • Designed Assignment rules for automating business logic.
   • Hands on experience Salesforce Objects like Leads, Orders, Entitlements, Asset, Subscriptions, Cases, Knowledge Article, Campaign, Products, Quotes, Contracts.
   • Created workflow rules and defined related tasks, email alerts, and field updates.
   • Implemented pick lists, dependent pick lists, lookups/master detail relationships and Record Types.
   • Created Sharing rules for user groups and day to day permission to the users and support issues.
   • Capable of collecting and defining business requirements and architecting a technical solution design for implementation that covers all aspects of the requirements**.**

Professional Experience

➢ **Project 1 - SFDC CRM Simplification   (Feb 2018 – Jun 2018)**

- Project based on Agile methodology
- Experienced in System testing, Functional testing, UI testing, Regression testing, Smoke testing
- Experience in Test Management tools like JIRA
- Excellent understanding of Software Development Life Cycle, Software Test Life Cycle from Project definition to post-deployment documentation.
- Expertise in designing and developing strategic Test cases, Test Scenarios, Test Reports

➢ **Project 2 - Salesforce CPQ Application Analyst   (Jun 2018 - Present)**

- Experience of handling tickets raised in Salesforce cases and Service Now Incident Management Tool
- **Requirement Gathering from Business Stakeholders.**
- Requirement Analysis and Design
- Development using Salesforce configuration along with customization using Apex
- controllers, visualforce pages,
- **Creating and Maintaining reports and dashboards for Incidents/Cases raised. Analyzing the resolution code and time taken to provide the resolution**
- Requirement Gathering from Business users/owners
- Data Migration, Bulk Data update
- **Worked on Salesforce Steelbrick CPQ**
- **New Product Introduction Requests, Product Rules, Product configuration, Price rules, Option Constraints.**
- **Quote Creation, Order Generation, Contracts Renewal.**
- **Expertise in Product Licensing, Asset and Subscription Management.**
- Worked on partner and customer portal enhancement.
- Handled the client calls to understand Client's Business and its process. Provided appropriate solution by mapping client's business process
- Handling Deployment Activities for weekly/bi-weekly.

Project Management:

➢ Experience in handling the client calls and efficient team player.
➢ Proven Technical Writing/Documentation (high level and detailed requirements) skills.
➢ Strong computation, analytical, problem solving, incident handling, timely decision making skills.

Tools:

- ❖ Developer Console
- ❖ Data Loader
- ❖ JIRA
- ❖ Import wizard

WORK SUMMARY

Company	Role	From	To
Accenture Solutions Pvt. Ltd., Pune	Application Development Associate	November, 2017	November, 2019
Accenture Solutions Pvt. Ltd., Pune	Application Development Analyst	December, 2019	Till Date

Educational Qualification

Degree/Diploma Title	Institute/University	Percentage/Class
B. E. in Information Technology	SKN College Of Engineering, Pune	First Class
HSC	Agarwal VidyaVihar, Surat	70%
SSC	Agarwal VidyaVihar, Surat	8.6 CGPA

CERTIFICATIONS

- ❖ Platform Developer I
- ❖ Salesforce Administrator
- ❖ **Salesforce Advanced Admin Certified**
- ❖ **Salesforce Certified CPQ Specialist**

Personal Information

- **Name:** Raj Ojha
- **Permanent Address:** A-201 Shikha Complex, Althan Road, Surat - 395017
- **Date of Birth:** 26th April, 1994

Place: **Raj Ojha**