

**Kshitiz Sharma**

[Sharmakshtiz201@gmail.com](mailto:Sharmakshtiz201@gmail.com) | +91-9818099649

<https://in.linkedin.com/kshitiz-sharma-35390248>

**Professional Summary**

* Currently working as Senior Associate at Accenture Services Pvt Ltd.
* A Salesforce certified developer with 5 years of relevant experience into Salesforce-CRM application. Overall 6 years Information Technology experience in various industry verticals such as Automobile and Banking.
* Worked on various CRM implementations with maximum exposure in Analysis, Design, Development and Integration. Good Techno-functional knowledge of CRM processes across different departments like insurance industry, wealth management etc. Have good communication skills, self-motivated and organized in delivering high quality software solution.
* Good Knowledge in software development. Applying end to end configuration in Salesforce using Salesforce.com Tools and Technologies such as Apex, Visualforce, Rest services and Salesforce lightning.
* Worked on Salesforce lightning components. Movement of CRM functionalities from Salesforce classic to Salesforce Lightning.
* Worked on basic Marketing Cloud implementation using journey builder, campaign and email studio.
* Worked on effort estimations in Agile Sprint user stories. Successfully handled the offshore-onsite module, team motivation in terms of providing input to strategize the approach for release planning, application deployment, Test planning and Training.

**Skill Summary**

**Technical**

|  |  |
| --- | --- |
|  |  |
| Implementations | |  | | --- | | Sales cloud, Service cloud. | | Worked on Salesforce Knowledge Base. | | Salesforce Security/Sharing implementation of the application by configuring organization wide defaults. | |
| Web Technologies | Visual Force Pages |
| Salesforce CRM | Apex Classes, Triggers, Visual Force Pages, Workflow, Validation Rules, Reports, Sharing & Settings, Profiles, Web service SOAP/REST, Salesforce Lightning |
| Salesforce CRM Tool | Eclipse IDE , Apex Data Loader, Developer Console |

**Certifications**

|  |
| --- |
| * Salesforce Certified App Builder. * Salesforce Certified Platform Developer I. * Salesforce Certified Admin |

**Professional Experience**

**Project**: PMI TEN TMS(PHILIP MORRIS INTERNATIONAL)..

**Domain**: Tobacco Industry

**Role**: Senior Developer

**Project Description:**

Philip Morris International is a leading international tobacco company,  
with a diverse workforce of around 73,500 people who hail from every corner of the globe.

**Responsibilities**:

* Provide support and solutions to the client for various systems involved.
* Provide effective design based on new Salesforce Lightning model.
* Worked extensively on design and implementation of Lightning Apps, Lightning

Components and lightning events to cross communicate between components.

* Communication with business leads to understand the requirements and execution.
* Agile sprints execution. Involve in Sprint Grooming, estimation, planning and execution
* Contribution to Salesforce Customization and Configuration. Contribution as a Senior Salesforce Developer
* Ticket resolution and chatter queries response.
* Handle the daily bridge calls with the Clients to understand the requirements along

with offshore daily status calls for delegating and managing the work among the

team.

**Project**: The State of Louisiana

**Domain**: Health Management

**Role**: Senior Developer

**Project Description:**

Louisiana health officials are hoping to hire about 700 contact tracers to help identify people who may have been exposed to COVID-19.Officials with the Louisiana Department of Health (LDH) say contact tracing is critical to help slow the spread of the virus and is necessary in order to safely reopen the economy. Simply put, contact tracing is a process in which those who have been infected with COVID-19 are interviewed to identify with whom they may have come into close contact so those people can be notified and can self-quarantine. Close contact is defined as household members, sexual partners, or those who may have been within six feet of an infected person for more than 15 minutes.

**Responsibilities**:

* Provide support and solutions to the client for various systems involved.
* Communication with business leads to understand the requirements and execution.
* Agile sprints execution. Involve in Sprint Grooming, estimation, planning and execution
* Contribution to Salesforce Customization and Configuration. Contribution as a Senior Salesforce Developer
* Worked on lightning flows and done deployment through Copado org.
* developing Workflow rules, Apex Triggers, Batch Apex.
* Analytics (Reports and Dashboards).
* Handle the daily bridge calls with the Clients to understand the requirements along

with offshore daily status calls for delegating and managing the work among the

team.

**Projects:-HCL TECHNOLOGIES**

**Project A**: Salesforce Development Support

**Client:** Salesforce

**Software/Tools/Database**: Apex, Visualforce, SOQL, Changeset, Workbench etc.

**Environment:** Salesforce.com

**Roles**: SFDC Admin and SFDC Developer

**Project Description:**

Customer relationship management (CRM) is an approach to managing a company's interaction with current and potential future [customers](https://en.wikipedia.org/wiki/Customers). The CRM approach tries to [analyze data](https://en.wikipedia.org/wiki/Data_analytics) about customers' history with a company, to improve business relationships with customers, specifically focusing on customer retention, and ultimately to drive sales [growth](https://en.wikipedia.org/wiki/Economic_growth).

**Responsibilities:**

Being a support team member, I works with the end users of salesforce CRM product to resolve their coding related issues in the existing implementation or fresh development.

Also involved in direct interaction with end users to provide them solutions or possible workaround.

Areas of Expertise:

* Development experience on Salesforce.com using the Force.com platform and a good   
  Understanding of the CRM along with Development life cycles.
* Rich hands on experience in developing Workflow rules, Apex Triggers, Visualforce pages, Batch Apex.
* Setup and Customization (Fields, Record Types, Page Layouts, etc.)
* Process Automation (Workflows , Validation Rules and Assignment Rules)
* Analytics (Reports and Dashboards)
* Data Management (Import/Export, Sandbox Creation and Maintenance)
* Designed and developed regularly with Apex, Visualforce, and Lightning Components
* Good Experience on **Salesforce Lightning.**
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.

**Client**: Axalta AD T&M

**Software/Tools/Database**: Apex, Visualforce, SOQL, Changeset, Workbench etc.

**Role**-Developer

**Project Description**:

Axalta Coating Systems is a coatings company headquartered in [Philadelphia, PA](https://en.wikipedia.org/wiki/Philadelphia) that develops and manufactures coatings for light and commercial vehicles, industrial, and refinish applications. The firm does business in 130 countries, has nearly 13,000 employees, and has more than 100,000 customers.

**Responsibilities:**

* Understanding the system requirements.
* Design the application as per the requirements.
* Debugging apex code and resolving the issues of client involving custom Apex and Visualforce development.
* Experience with Salesforce.com Triggers, Apex classes, Visualforce pages, Integration, deployment etc.
* Proficiency in Apex programming, SOQL, SFDC configuration.
* Experience in Apex Coding for triggers, Validations, Work flows and Approval process.
* Experience in define Database Definition (means creating objects, fields and their relationships with validation rules).
* Creating page layouts and applying hierarchy.
* Creating tabs, Roles and Profiles.
* Good Experience in Apex unit testing with governor limits.
* Creating Workflow rule and Approvals.

**Project** : Salesforce CMP (Customer Management Platform)

**Client**: BBC Worldwide

**Roles**: Developer

**Description-**

This project is a Salesforce Sales cloud implementation. This application is used by BBC Sales users to manage their opportunities and programmes. Some of the features are as below

* Salesforce development and admin task.
* Campaign management to host all the BBC campaigns
* Product/price book management. Sync latest programmes in Salesforce
* Multiple Validations on Opportunity
* User on boarding and provisioning

**Responsibilities:**

* Communication with business leads to understand the requirements and execution.
* Agile sprints execution. Involve in Sprint Grooming, estimation, planning and execution
* Sprint estimation after analyzing the requirement and submitting the effort estimations for each solution
* Contribution to Salesforce Customization and Configuration. Contribution as a Senior Salesforce Developer
* Configuration and admin role for doing the SFDC setups.
* Ticket resolution and chatter queries response.
* Deployment using change sets and continuous integration technique
* Daily communication with end users to resolve issues

**Projects: NIIT Technologies**

**PROJECT SUMMARY: A**

**Title:**  Skill soft Learning

**Client:**  Microsoft

**Description:**

* Skill soft is an online training tool
* It is a web-based training course on technical skills needed by system developers and administrators.
* This comprises of online training material for users on technology of Microsoft.
* In CCA all checks are performed for functionality of each page of the web page as per checklist. The methodology that, I’m using for testing the CCA is manual testing.
* Manual testing has its own limitations and is not as efficient as automated testing methodology.
* Exercising and evaluating the system components by manual testing.

**Responsibilities:**

* Testing of the online courses as per standards in different languages.
* Interacting with Client to understand new features and upcoming tasks.
* Updating the test cases as per the changes request from the client.
* Bug reporting and verification for different releases.
* Preparing daily status report.
* Provide sign-off of the components.

**PROJECT SUMMARY B:**

Designation: Software Engineer

Project: Salesforce

Positions of Responsibility

* This project involves creation of activities in Captivate 6, Articulate, Camtasia Studio, and Sound Forge. I have created a prototype with all client requirements and got approval on it.

Adobe Captivate, Articulate, Camtasia Studio, Sound Forg

**Employment History**

* Accenture Solutions **(**Feb 2019-Till Date) working as Application Development Senior Analyst.
* HCL Technologies (May 2016-Till Nov-2018) worked as Senior Developer.
* NIIT Technologies(Jun-2014- Till Apr-2016) worked as Software Engineer

**Education**

* Bachelor in Computer Application from Guru Jambheshwar University, Hissar in the year 2013.
* 12th from CBSE Board in the year 2009
* 10th from CBSE Board in the year 2007

**PERSONAL INFORMATION**

**Date of Birth:** 20TH October 1992

**Languages Known:** English, Hindi

**Nationality:** Indian

**Marital Status:** Married

**Address:** A-419 Sector-9 Vijay Nagar Ghaziabad Uttar Pradesh-201009

**Place:** Ghaziabad

(**KSHITIZ SHARMA**)