

# SHIV KUMAR JHA

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## Professional Synopsis

- ❖ Currently working with ITC Infotech (Aug 2017 - present) as an Associate IT Consultant (IS2).
- ❖ With over 3.7 years' experience in Salesforce administration and development.
- ❖ Experience of executing end to end project, requirement gathering and providing solutioning.
- ❖ Proven skills in working in teams to work in sync with corporate set parameters.
- ❖ Possess good interpersonal, communication and analytical skill with demonstrated abilities in customer relationship management.

## Summary of Experience

- ❖ Salesforce.com certified **Administrator certification** #21032856.
- ❖ Copado certified **Administrator certification** #003122.
- ❖ Experience in enhancing and supporting Sales and Service cloud modules
- ❖ Good understanding of Apex, Batches and Lightning Aura Component Framework
- ❖ Proficient in performing SFDC Administrative tasks like creating Profiles, Permission Sets, Roles, Users, Record Types, Reports, Dashboards etc.
- ❖ Experience in performing validation and deployment activity using **ANT, DeveOps**.
- ❖ Experience in Salesforce developer toolkit including Apex Classes, Triggers, Lightning Aura Component, SQL etc.
- ❖ Proficient in managing data and sandbox refresh activity.
- ❖ Hands on experience to work with business user to gather information and prepare blueprint of project.
- ❖ Very good capabilities in understanding the Business Process Functionalities, leading to gain excellent domain knowledge.
- ❖ Ability & highly keen on to learn, grasp and deliver both individually & also as a proactive team member.

## Career Highlights

From August 2017 to till date  
Pool: CRM  
Dept: Customer Experience.

ITC Infotech India Ltd

## IT Skill Set

Language	:	Apex, HTML, SOQL
Deployment Tools	:	Azure DevOps, ANT, Copado
SFDC Tools	:	Workbench, Data Loader
Programing Tools	:	Visual Studio Code, Developer Console
Tracking Tools	:	JIRA, Service Now, Confluence

## Roles and Responsibilities

### **Project: Global Salesforce Program OneApp**

#### **Role: Salesforce Developer**

**Description:** CUB B2B will enable customer features like Order Taking, Field Service, Brewery Fresh and Case Management processes using salesforce sales and service cloud applications.

#### **Responsibilities:**

- Working as BAU and individual developer to work on enhancement and CR's using Agile
- Played key in development of application using Lightning Aura Component Framework
- Responsible for Sandbox refresh and loading of data to keep sandboxes in sync with Salesforce release
- Implemented Single Sign On (SSO) functionality.
- Maintenance of CI-CD Pipelines using Microsoft Azure DevOps
- Responsible for validating and deploying changes to higher environment
- Responsible for maintaining Accounts and Contact via Data Loader on daily basis based on business requirement
- Active Participant in engaging with the customer over electronic means understanding their issues and providing solutions.

### **Project: SpiceJet Baggage Automation**

#### **Role: Techno-functional/Administrator**

**Description:** SpiceJet is India's one of the busiest airlines. Baggage Automation focused on implementation of fully automatic baggage tracking solution (OHD/AHL/PIL/DPR/Passenger Module) and thus becoming first airlines in India to achieve so.

#### **Responsibilities:**

- Involved in gathering business requirement, preparation of wireframe of project and contact with customer to demo developed application on agile methodology.
- Involved in documenting the business process, providing KT to the team.
- Understanding business requirements and translating these into technical solutions based on SFDC Platform along with team member.
- Contribute to scope and risk management; actively work with senior project team members to ensure project delivers on time, cost, and quality.
- Played key role in supporting testing team to provide error free application.
- Involved in providing application demo to SpiceJet crew members and support team.

### **Project: Bharti-AXA General Insurance**

#### **Role: Salesforce Developer/Administrator**

**Description:** Bharti AXA General Insurance Company Ltd. is one of the India's largest insurance provider. It offers insurance ranging from health, motor, property, individual etc. Projects deal with the end to end maintenance of company's CRM application and to troubleshoot and fix issue raised by business users along with providing new functionality.

**Responsibilities:**

- Created workflows for automated case routing, case escalation, email alerts and managing security settings at both profile and record level.
- Developed apex triggers and classes to implement custom Email to Case functionality as per user requirement
- Responsible for customization of Reports and Dashboards as per user requirement.
- Responsible for Data Management viz. Data import and export using Data loader

**Project: BAT Petra BAU Support****Role: Salesforce Administrator**

**Description: British American Tobacco** is a British multinational cigarette and tobacco manufacturing company headquartered in London, United Kingdom. It is the largest publicly traded tobacco company in the world.

**Responsibilities:**

- Execute data loads, set up and manage security, user permissions, password resets, break/fix instructions and data access.
- Perform troubleshooting of production issues, updates for minor Cases and tickets requiring minor changes and enhancements to existing functionality.
- Responsible for providing health data checkup.
- Provide good customer experience through timely and appropriate communication as well as following through till issue resolution.

**Qualification Highlights**

B.Tech (Electronics and Communication) with 8.59 DGPA from WBUT(Academy of Technology, West Bengal) in 2017.

**DECLARATION**

I hereby declare that the details given above are true to the best of my knowledge.

**Shiv Kumar Jha**