

**KAUSHAL KUMAR JHA**  
**Salesforce Developer**

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### **Experience Summary**

- Having around **3.8** years of experience in Salesforce.Com Administration and Development.
- Worked as an **Analyst** in **KPMG Global Services Private Limited** from August 2022 to Jan 2023.
- Worked as a **Software Engineer** in **Induct Solutions Pvt.Ltd**, from April 2019 to July 2022.

### **Professional Summary**

- Having 3+ years of software experience as Salesforce.com **Administration, Development and Lightning**.
- Core expertise in **Configuration & Customization, Workflow, Approvals, Data Validation, Security Access**
- Extensive experience in SFDC development using VF **Pages, Apex classes, APEX Controllers, Apex Triggers, SControllers**.
- Experience in SFDC Development using **Lightning Application, Apex Language, Visual Force Pages, Classes, Controllers, Triggers, Components, Tabs, Apex Web services, Custom Objects, Reports and Dashboards, Profiles, Creating Roles, Page Layouts, Org - Wide default, Sharing rules, Work Flows**.
- **Triggers, Recursive Triggers & options**.
- Good Experience on **Salesforce Lightning**.
- Experience working with **Sales and Service Clouds** .
- Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
- Hands on experience in **Future Method, Schedule Apex, and Batch Apex**.
- Proficiency in administrative tasks like **Creating users, Roles, Profiles, Objects, Formula Fields and Validation rules, Email services, Approvals, Permission sets, Workflows, Reports, Dashboards**.
- Good work experience in designing of custom objects, **custom fields, custom settings, role based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, Dashboards**.

- Strong working experience with various salesforce.com standard objects like Accounts, Contacts, Opportunities, leads.
- Implemented **Security and Sharing Rules** at object, field, and record level for different users at different levels of organization.
- Hands on experience in querying salesforce.com database using **SOQL & SOSL**.
- Having Experience in **force.com IDE Tools**.
- Ability to adapt and learn quickly, Result Oriented, Self Driven, Highly Motivated. Eager to learn new technology, methodologies and a Team Player.

#### Educational Qualification

- Completed **B.Tech in Computer Science and Engineering** from **Bhagwant University Ajmer , Rajasthan**.

#### Technical Skills

<b>SalesForce</b>	Visual Force Pages, Visual Force Components & Controllers, Apex Classes, ApexTrigger, Batch Apex, Schedule Apex, Future method, SOSL, SOQL, Data Loader, Workflow Approvals, Reports, Dashboards, Batch Apex, Schedule Apex CustomObjects, Force.com IDE, Permission sets, Data Loader.
<b>Force.com Tools</b>	ChangeSet, Apex Data Loader, Force.com
<b>Programming Languages</b>	Salesforce SFDC
<b>Operating Systems</b>	Windows XP Pro/7/Vista, Windows 2003/2008/2010.

## Project Details

**Client** : HUMANA  
**Project Name** : MasterMinds  
**Role** : Analyst

### Responsibilities:

- As a Salesforce developer I was responsible for gathering requirements and provide solution to the client.
- Created new user Accounts and assigned profiles as per their role hierarchy.
- Defined **Org wide default** to restrict access from users.
- Defined **Lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
- Customized **Page layouts** for Standard/ Custom objects and assigned Record types.
- Created Field Dependencies, Data Validation rules, Workflow rules, Assignment rules and Formulas as per business requirement.
- Taking back up data (Monthly or Weekly) to .CSV file based on User request using **Data Loader**.
- Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports and Dashboards.
- Developed **Visualforce pages, Apex Classes, Controller Classes, Extensions**, and **Apex Triggers** for various functional needs in the application
- Created and used Email templates in **HTML** and **Visual Force**.
- Created Workflow rules to automate Tasks, Email Alerts, Field Updates, Time-Dependent actions.
- Used SOQL & SOSL with consideration to **Governor Limits** for data manipulation needs of the application.

**Project Details : Choice Hotels**

**Role : Salesforce Admin/Developer**

**Responsibilities:**

- As a Salesforce developer I was responsible for gathering requirements and provide solution to the client.
- Analyzing the issues and resolving the tickets assigned to me
- Preparing solutions documentations for the tickets that has been solved.
- Creating the users , permissions sets ,sharing rules and roles.
- Created Field Dependencies, Data Validation rules, Workflow rules, Assignment rules and Formulas as per business requirement.
- Worked with various salesforce.com Standard objects like Accounts, Contacts, Leads, Cases, Campaigns, Reports and Dashboards.
- Developed **Visualforce pages, Apex Classes, Controller Classes, Extensions, and Apex Triggers** for various functional needs in the application.
- Created Workflow rules to automate Tasks, Email Alerts, Field Updates, Time-Dependent actions.
- Defined **Lookup** and **master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
- Customized **Page layouts** for Standard/ Custom objects and assigned Record types.
- Customizations on Knowledge articles and Communities.
- Involved in deployment activities to deploy the changes that have been done in any of the existing functionalities.
- Preparing Pre deployment and post Deployment activities.
- Reporting the status weekly basis and interacting with the client to discuss the issues.
- Monitoring the business of client and providing support 24/7 to ensure smooth business.