**Vijay Kumar**

Salesforce Developer

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**Summary of Experience:**

* Having **4.5** years of experience in Application development withSalesforce.comPlatform **(Administration/Development/Lightning)**
* Experience in **lightning** ,**Lightning Components,Lightning App Builder**,**LWC.**
* Worked on Configuration of SalesForce.com Data model using **Objects, Tabs, Fields, Relationships, Record types** and **View through page layouts.**
* Good Exposure to Standard Objects functionality like **Accounts & Contacts, Leads &Cases.**
* Designed **Custom Formula Fields, Field Dependencies, Validation Rules, Work Flows, Approval Processes & Process builder** according to application requirements.
* Implemented security and sharing rules at **object, field, and record level for different users at different levels of organization,** also created various profiles and configured the permissions based on the organizational hierarchy.
* Worked on **Live Agent** and **Email-to-Case** configuration and **Web-to-Case** functionality.
* Worked on **Omni Channel** and **CTI** implementation.
* Worked on Facebook integration with Salesforce using **Facebook Lead capture** application.
* Hands on Experience working with **Data Loader**.
* Experienced in integration of Salesforce.com with external applications by using **Web Services API (REST API,SOAP API, SF Connecter).**
* Good working knowledge in querying salesforce.com database using **SOQL & SOSL queries**.
* Having developing knowledge on **Apex Controllers, Visual Force Pages.**
* Knowledge in **Batch Apex and** **Scheduling Apex.**
* Having developing knowledge on **Controllers, Collections and Triggers**.
* Worked on salesforce.com **Sandbox and Production** environments which include creating and refreshing sandbox from time to time and deployment in between sandbox and production by using **Eclipse**, Force.com **ANT Migration Tool**, and **Change set**,**Git Hub,Gear Set.**
* Involved in Bug Tracking and Requirements estimation tracking using tools like **JIRA**.
* Involved in **Scrum calls** and **Client meetings** to gather the requirements.
* Implemented projects using **Agile Methodology.**

**TECHNICAL SKILLS**

 **CRM : Sales force CRM**

 **SFDC Technologies : Apex, Visual force,Lightning,LWC,LDS,SFDX**

 **Web Technologies : HTML, Java Script**

 **IDE Environments : Apex Data Loader, ANT,Change Set.**

 **Databases : SQL, SOQL**

**Education Details**

 **I have completed B.com (Comupters) From Satavahana University in 2016.**

Experience Details

* Currently working as a Software Engineer for **IGOT TECH SOLUTIONS** from **2016 Sept to till date.**

**Project # 1:-**

**Project : Telstra**

**Duration : April 2020 – Till Date**

**Role : Developer**

**Description:**

Telstra Corporation Limited is an Australian telecommunications company which builds and operates telecommunications networks and markets voice, mobile, internet access, pay television and other products and services. It is a member of the S&P/ASX 20 and Australia's largest telecommunications company by market share.

.**Roles & Responsibilities:**

* Customize and personalize Salesforce.com based on requirements.
* Creating custom Objects and Validation Rules inside Salesforce.com and Mapping them to the existing functionalities and Objects.
* Worked on various salesforce.com standard objects like Person Account, Cases, Queues, public groups and Business Hours and custom objects creation.
* Worked on workflows and process builder for field updates.
* Involved in field and record level Security.
* Worked on live Agent configuration, Live Agent skills and Person Account and knowledge activation.
* Worked on web-to-case functionality.
* Worked on Email-to-Case configuration for 24 countries.
* Involved in creation of visual force pages, apex classes, triggers and batch apex.
* Involved in deployment activity by using ANT tool and Change set.
* Worked on switching from Salesforce classic Console App to lightning experience console.
* Coding the programs as per the specifications and standards.
* Attending daily/weekly/monthly status meetings.

**Project # 2**

**Project : ServiceTitan**

**Duration : Feb 2018 – March 2020**

**Role : Developer**

**Description:**

ServiceTitan is a mobile, cloud-based field management solution designed specifically for HVAC, plumbing,and electrical home services businesses. The system flaunts a robust feature set that includes scheduling, dispatch,invoicing, sales and more.

**Responsibilities:**

* Develop triggers to meet the complex business rules on custom objects by following Apex Best Practices.
* Expanded deployment for customer service reps, partner portal users, and customer portal users.
* Interacted with various business user groups for gathering the requirements for Salesforce.com CRM implementation.
* Data integration and migration from legacy SAP and excel sheets, using Pervasive for Data Integration, and data loader.
* Helped add Lightning page to SalesForce1/Sales Force One navigation menu
* Built custom License management app for the services team that tracks software license purchases and makes it easy for customers to log in to the portal and download new licenses.
* Resolved issues connected to Call Centers, usage of CTI adapters and Mobile applications
* Implemented Chatter, and developed Visual force page for the mobile application.
* Created Customized dashboards for the service representatives and case team members to keep track of the cases assigned to them and to share insight across the company.
* Created user groups and configured workflows and assignment rules to enable proper routing of leads to the marketing members.
* Worked on Sales force Live Chat integration.
* Created various Reports (summary reports, tabular reports, matrix reports) and Report Folders to assist Service managers to better utilize Sales force and configured various Reports and for different user profiles based on the need in the organization.

**Project # 3**

**Project : MECHEL**

**Duration : Oct 2016 –Jan 2018**

**Role : Developer**

**Description:**

 Russian Mechel mining company it has lot of product domain industries like coal , steel, sales process of logistics. We have involved in the logistics sale for implementation of sales cloud in this implementation below are the account management, contact management, order management, tertiary hierarchy management.

**Responsibilities**

* Analyzing the requirement.
* Designing the implementation technical document.
* Collaborating with the team and conducting involved in daily standup calls.
* Regularly updating the jira point on the day to day activity on the respective time.
* Closely interacting with the customer on the requirement analysis with the team like getting requirement document and business supported document.
* Technically tracking the deployment description document maintaining the sprint releases document.
* Created workflow rules and defined related tasks, email alerts, and field updates.
* Designed and developed Apex class, Visualforce page and Apex Trigger for various functional needs in application.