# Aman Singh

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**SALESFORCE CERTIFIED**
Platform Developer I

**SALESFORCE CERTIFIED**
Administrator

## Summary

A result-driven, customer focused, analytical and deep creative thinker. Strong in design and integration problem solving skills. Good Knowledge of Salesforce, JAVA, C#, .Net. Worked in Financial, Healthcare, Life Sciences domain specifically in Development, Project Management, managing Software Lifecycle, Transition and Migration.

Strong written and verbal communication. Interested in challenging technical career track in an application development environment.

## Professional Summary

**Monotype Solutions India Private Ltd., Noida**
Associate Lead Engineer & Administrator, July 2020 - Present

**1. Salesforce Operations**

Role:
- Understanding the requirements from the Sales and Service teams.
- Designing solution to serve the Sales and Service teams better based on feedback.
- Making process improvement suggestions to improve Sales Effectiveness.
- Auditing the existing SF system and identifying Technical Debt to improve org performance
- Implementing Apex, Lightning Components, Process Builders, assignment rules and other automations.
- Proposing & guiding implementation of Einstein features like,
  - Case Classification
  - Opportunity Scoring
  - Knowledge Base Recommendations
  - Sentiment Analysis

**2. Custom Pricing and Quoting Solution**

Role:
- Proposing to use a centralized quoting solution rather than different systems for quoting, pricing, product discovery and invoicing.
- Identifying the gaps between the standard CPQ and company requirements
- Gathering and documenting requirements from multiple teams involved in the pricing and quoting process.
- Created a Proof of Concept of the existing process in SF to get the leadership buy in for a full-blown project.
- Documenting integration needs and meeting with those teams to validate the assumptions.

- Guiding implementation of the custom CPQ solution in Lightning Aura Framework.
- Implementing several key modules in the solution.

**3. Multiple Mulesoft Integrations**

Role:
- Integrating Delighted Surveys data via Mulesoft to Amazon Redshift database for analytics in PowerBI system.
- Extending the Redshift integration to get the same data in SF to do analytics in SF.
- Integrating SAP system with Salesforce and maintain a two-way data flow.

**Mirketa Software Pvt Ltd., Noida**
Associate Team Lead, March 2018 – June 2020

**1. Powerdialer module in a CTI application** (January 2019 - Present)

Role:
- Understanding the requirements for the product module.
- Architecting the overall solution involving CTI Integrations
- Architecting the module to dynamically evaluate prospects for calling and assigning it to the right agent for calling.
- Managing a team of 2 developers and 1 QA.

**2. Architecture Review for Salesforce Implementation and Related Integrations**

Role:
- Conducted Architecture review for enterprise applications, salesforce products and Salesforce implementations
- Provided technical documentation for the architectural recommendation made as part of the project
- Helped clients in identifying critical areas for improvements in the architecture.

**3. Salesforce CI/CD solution** (September 2018 – January 2019)

Role:
- Developed Salesforce CI/CD pipeline for a US client.
- Wrote the module for Destructive Changes.
- Worked with a team of 3.
- Supported the release process and continued to support the deployment process over next few months.

**4. Sales/Service/Marketing Cloud implementation for several clients in Rehabilitation Industry**

Role:
- Worked with a team of 2 people.
- Helped many clients migrate to Salesforce from Legacy systems
- Lead Sales and Service Cloud implementation for several clients.
- Architected Marketing Cloud solutions for clients in the retail domain

**5. (RRD) Round Robin Distributor** (March 2018 - Present)

Role:
- Developed and Deployed several enhancements to the product in the year.
- Interacted with existing customer for understanding their specific requirements and fulfilling them with the existing product by means of enhancements
- Conducted Market analysis and developed product roadmap for improving product quality and usability
- Conducted product demos for multiple clients

**6. Advitya – Deduplication Tool for Salesforce** (June 2018 – August 2018)

Role:
- Converted the application from VF to Lightning.
- Developed and Deployed several enhancements to the product.
- Interacted with existing customer for understanding their specific requirements and fulfilling them with the existing product by means of enhancements
- Conducted Market analysis and developed product roadmap for improving product quality and usability
- Conducted product demos for multiple clients

**7. Elixir – EMR for Salesforce** (April 2018 – June 2018)

Role:
- Kick started the development of the product with a team of 3 developers.
- Co-developed most of the existing functionalities related to EMR.

**8. Finacast – Personal Finances Management Tool** (November 2018 – March 2019)

Role:
- Extracted the core calculations logic from a legacy app.
- Transformed the solution into a java webservice for consumption from Salesforce
- Hosted the API on Heroku platform
- Worked with a team of 6 members
- Guided implementation of the salesforce managed package which will consume the web service APIs

**Tata Consultancy Services Ltd.**, DL, Delhi
System Engineer, September 2014 – March 2018

**1. Integrated Site Activation Management (ISAM)** (December 2016 - Present)

Role:

- Stabilizing/Supporting the ongoing release. Fixing critical production bugs in the defined SLA.
- Understanding the client business processes to scale the existing architecture to include the process changes/updates.
- Implement process changes/updates and Process Improvements.
- Integration with Veeva Vault Content Management Platform.

Environment/Technology: IBM BPM, Java, Javascript, RESTful web services, Oracle 12c

**2. PEEK** (October 2016 - June 2017)
Web based platform for Service Management. Major scope of this project was to provide directors of the client company a way to review mobile Service Level Agreement (SLA) reports ('accessible on the go'). Monthly Status Report (MSR) is generated on monthly aggregated data.

Role:

- Turn-key development of a web based application in Salesforce.
- Starting with requirement gathering, planning and designing of complete model till deployment in the production server.
- Integration with MS Sharepoint via Service Oriented Architecture (SOA) Gateway, and with a well known Service Management Tool "ServiceNow" via RESTful web services
- The focus of the application was Visualforce Page layouts, Triggers, Workflow Rules and Class Process builders, Data Security, Reports and Dashboards.
- Reporting and dashboard was converted into VF and automation on data from MS EXCEL was provided.

Environment/Technology: Apex, Batch Apex, Triggers, Visualforce, SFDC, Reports and Dashboards, Javascript, JQuery, RESTful web services.


**3. Repatriation Utility** (July 2016 - September 2016)
Desktop utility for Network File Renaming and Copying.

Role:

- Development of a desktop based application with the functionality of renaming files and copying files between two network drives.
- Working around the limitation of maximum file name of 256 characters as the utility ran on Windows Machines.
- Working around the limitation of not being able to rename files on Read Only sources.
- Proposed the utility after interacting with client on major pain points in the business process.
- Utility helped in reducing the extensive manual effort by 94%.

Environment/Technology: C#, WinForms


**4. Modeling and Simulation Explorer (MuSE)** (March 2016 - Present)

Role:

- Stabilizing/Supporting the ongoing releases.
- Fixing critical production bugs in the defined SLA.
- Complete ownership of the code except the R module.
- Understanding the client business processes to scale the existing architecture to include the process changes/updates.
- Implement process changes/updates and Process Improvements.
- Integration with Tableau for simulation visualization.

Environment/Technology: C#, WinForms, JAVA, RESTful Web Services, Maven, R, Tableau

**5. Expere** (January 2015 - December 2016)
Developing static/dynamic financial compliance documents for international banks using XML/XSLT,XSD and XPATH.

Role:

- Responsible for designing and developing complex components i.e. involving complex XPATH logic
- Helping team to code efficient XPATH logics.
- Facilitate on-boarding process for newcomers, which include Knowledge Transfer and Hands-on training.
- Helping QA team during critical releases.

Environment/Technology: XML/XSLT, XSD and XPath

**Chaayos**, Gurugram, Haryana

Operations & Tech Associate,  August 2014 - September 2014

**1. Website for "Chaayos"** (August 2017)

Developing website for a young startup "Chaayos" i.e. Sunshine Tea House Private Ltd.

# Certifications

- Certified Salesforce Platform Developer 1
- Certified Salesforce Administrator
- Excelled in Data Structures, Operating Systems, C, Java, HTML, CSS, JavaScript.
- Received Certification in "**ADVANCE JAVA**" from CMC a subsidiary company of Tata Consultancy Services
- Received '**A**' grade certification in "**CORE JAVA**" from Hewlett Packard Education Service

# Professional Skills

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|---|---|
| **Problem Solving:** | **Advanced** |
| **Data Structures:** | **Advanced** |
| **Apex:** | **Advanced** |
| **Visualforce** | **Advanced** |
| **Lightning** | **Advanced** |
| C#: | Advanced |
| .NET: | Advanced |
| **Collections Framework:** | **Advanced** |
| JAVA: | Advanced |
| JavaScript: | Intermediate |
| HTML/CSS: | Intermediate |
| CSS Bootstrap: | Advanced |
| Oracle: | Intermediate |

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|---|---|
| SQL Server: | Advanced |
| Linux: | Intermediate |
| LwC: | Basic |

# Education

**Vishveshwarya Institute of Engineering and Technology**
Bachelor of Technology in Computer Science, Graduated July 2014

- Received "**Award of Excellence**" for being topper of 1st academic year
- Excelled in Data Structures, Operating Systems, C, Java, HTML, CSS, JavaScript.

**Bal Bhavan Public School (CBSE Board)**
Intermediate (12th), Graduated April 2010

**Bal Bhavan Public School (CBSE Board)**
High School (10th), Graduated April 2008