

# Kumar Shubham

**Salesforce Developer and Business Analyst**, Cloud Application Engineer, Tata Consultancy Services

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## Professional Experience:

- Overall, **4 years** of experience (**3 years** in **Salesforce** and **1 year** in **Oracle**)
- Currently working as a **Salesforce Developer/Salesforce Consultant (Business Analyst)** in **TCS Bangalore** designated as **System Engineer (April 2018-Till Date)**
- Worked as an **Oracle Developer/CRM Developer** in **Plotel Solutions Chennai** designated as **Software Engineer (March 2017 – March 2018)**
- Worked as an intern in **Plotel Solutions Chennai (September 2016 – February 2017)**

## Professional Summary:

- **4 years** of experience as **Software Engineer** in Analysis, Design and Development
- Have IT experience in broad range of functions and was involved in development of various software projects
- Good understanding of **CRM and CRM Life Cycle**
- Experience in **Sales cloud implementations** and good knowledge in **service cloud**
- **3 years** of Professional Experience in Salesforce **Lightning App & Lightning component** development.
- Experience building in **Lightning Components, Custom Controllers, Custom Objects, Custom Tabs, Workflow Rules, Process Builder and Custom Reports**
- Experience of **SFDC Development** using **Apex Classes, Triggers, API**
- Worked on various **Salesforce.com Standard Objects** like **Contacts, Accounts, Opportunities, Leads, Reports and Dashboards**
- Responsible for **gathering the requirement from business stakeholders** and **designing solution** for the same on Salesforce Sales Module
- Handled various activities of the project like **information gathering, communicating with the others developers**, analysis of the information gathered, **documenting the functional** and business requirement
- Providing support to development by reviewing the **Application Design Document** and **Testing team** by reviewing the **test cases** during development and testing phase
- **Good Knowledge of LWC (Lightning Web Components)**

## Certifications:

- **4x Salesforce Certified (Platform Developer I / ADM 201 / Platform App Builder/Sales Cloud Consultant)**
- **2x Copado Salesforce DevOps Certified (Administrator and Developer)**
- **Salesforce DevOps Flosum Certified Professional**
- **Certified Scrum Foundation Professional Certificate (SFPC)**

## Project Experience:

### Project 1

**August 2019 –on going**

<b>Title</b>	<b>: QTC (Quote to Cash)</b>
<b>Client</b>	<b>: Refinitiv</b>
<b>Role</b>	<b>: Salesforce Developer and Business Analyst</b>

### Roles & Responsibility:

- Utilised complete QTC life cycle from purchase of product under Refinitiv Platform to order placement and order management to order completion
- Migration from Salesforce Classic to Salesforce Lightning
- Enable Lightning Components on VF Pages
- Build Lightning component on Aura and LWC (Lightning Web Components) framework
- Building different reusable components and libraries to support common functionality and features
- Periodically understand the flow of QTC process for Salesforce Manage Package App on every step
- Integrating different 3rd Party APIs to Verify and Validate the information supplied by the Customer on Registration

**Project 2****December 2018 – June 2019**

**Title** : LCRM Sales Lightning  
**Clients** : Thomson Reuters  
**Role** : Salesforce Developer / Team Lead

**Roles & Responsibility:**

- Worked as a Team Lead and connected with client on regularly basis for day-to-day activities on presenting them weekly update as a demo
- Was responsible to manage the overall progress of Salesforce Application
- Interacted with Business Analysts and participated in user requirement sessions to analyze and gather business requirements
- Was responsible for migrating from Salesforce Classic to Salesforce Lightning
- Developed and Collaborated with other technology developers to select appropriate design solutions or ensure the compatibility of system components on salesforce for Lightning components (Aura and LWC)

**Project 3****May 2018 – November 2018**

**Title** : Help App  
**Clients** : Thomson Reuters  
**Role** : Salesforce Developer

**Roles & Responsibility:**

- Was responsible for Requirement Gathering and Task-breakup and Sprint Planning
- Responsible for developing salesforce Lightning specifications from business requirements
- Periodically developing and upgrading product features and share the feedback with the client can have better benefit for future purpose
- Implementing Salesforce Lightning features and presenting demo on every sprint end
- Was responsible for enhancing and customizing the current application

**Project 4****April 2017 – March 2018**

**Title** : E- Banking  
**Clients** : Westpac Banking Corporation  
**Role** : SQL Developer, SQL Plus, Toad

**Roles & Responsibility:**

- Interacted with Business Analysts and participated in user requirement sessions to analyze and gather business requirements
- Built complex queries using SQL and wrote stored procedures using PL/SQL
- Developed SQL and PL/SQL scripts to transfer tables across the schemas and databases
- Responsible for developing technical specifications from business requirement

**Technical Skills:**

**Framework** : Aura and LWC (V S Code)  
**Language** : JAVA, APEX, JAVASCRIPT, SQL, PL/SQL  
**Operating System** : Windows (XP/7/8/10), Linux

**Academic Qualification:**

Completed **B. Tech in Computer Science & Engineering** from **Bharath University, Chennai** with CGPA **8.0** in **2016**

**Professional Achievements:**

- Achieved “**STAR of the Month Award**” in Q3 of 2020
- Achieved “**STAR Performer**” of the Quarter two times in Q2-Q3 of 2019
- Got “**Client Appreciation**” for successfully delivering **Module-5 August’17**
- **Attended 2 Days Workshop on Best practices for Designing and Developing, Troubleshooting and Debugging Lightning Component by Salesforce Technical Staff Members Hyderabad and US**

**In-plant Training:**

- **Company: HCL Chennai**
  - Got knowledge of how software is made, merged, debugged and tested
  - Did testing in live demo project of banking in Oracle
- **Company: District Industries Center, Deoghar (Jharkhand)**
  - Understood Technical and IT part of data security for data from different industries
  - Was responsible for collecting the data, updating and maintaining security for different projects