

# ANKESH VERMA

A pragmatic developer having 7 years of industry experience in both Product development and Tech Consulting. Curious to design systems and solve any problem that comes my way.

Mobile: +918826501157

Location: Bengaluru

Linkedin: [www.linkedin.com/in/ankesh-verma-81801887](https://www.linkedin.com/in/ankesh-verma-81801887)

Email: [ankeshcode@gmail.com](mailto:ankeshcode@gmail.com)

## SKILLS

- Lightning Web Components (LWC)
- Aura Framework
- JavaScript (ES6)
- Apex
- REST/SOAP
- VisualForce
- Apex Web Services
- Salesforce Lightning
- Object-Oriented Programming (OOPS)
- HTML5/CSS3
- CTI
- Node.JS
- Leadership
- GIT
- Integration
- Gitlab
- VCS

## CERTIFICATIONS

- Salesforce Platform Developer I
- Salesforce Javascript Developer
- Salesforce App Builder
- Salesforce Einstein Analytics and Discovery Consultant

## HONOURS & ACHIEVEMENTS

- **Employee of the Quarter Award - WakenCode Technologies**: A quarterly award given to top 0.1% employees.
- **Hackathon Award - Aircall India**: Won Hackathon for best innovative/Customer Experience. The event welcomes 20 plus teams worldwide.
- **Constant Contributor Award - Aircall India**: Taking care of Salesforce from start to end, including ideas for Salesforce Cloud Voice and Salesforce CTI.

## EDUCATION BACKGROUND

- B.Tech, Information Technology
- West Bengal University of Technology - Kolkata  
DGPA: 7.74

## EMPLOYMENT BACKGROUND

### Staff Software Engineer

**AIRCALL INDIA** | Jan 2022 - Present

- Developed and maintained the native Salesforce CTI <> Aircall integration, available on AppExchange. Powered by Aura components working seamlessly with Salesforce CTI API, the integration provides features such as Dialer, click-to-dial, record matching, and call logging capabilities for HVS workflows and Sales Cloud users.
- Single-handedly implemented the Service Cloud voice, incorporating features like call logging, basic calling, and in-call actions. Additionally, refactored the classes to enhance efficiency, resulting in a reduction of technical debt by approximately 60%.
- Successfully implemented the 2nd Generation Packaging (2GP) managed packages for listing on the AppExchange and completed the SF AppExchange Security review process for the app within two months.
- Implemented LWC components to design various screens for Service Cloud Voice.

### Senior Software Engineer

**PUBLICIS SAPIENT** | Nov 2020 - Dec 2021

- Worked as a senior engineer for the UPS client, leading the implementation of a case management system developed using Lightning Web Components (LWC) and Apex classes. The system is currently in use by half a million customers globally.
- Conducted comprehensive code reviews and played a key role in guiding the team to incorporate best coding practices. Managed and conducted merge request (MR) reviews, providing detailed implementation steps based on user stories.
- Collaborated closely with business analysts to refine requirements for both developers and architecture integration. Leveraged Lightning Flows to effectively implement the specified requirements.
- Implemented Lightning Data Service (LDS) for efficient data retrieval and management within LWC

### Senior Software Engineer

**R SYSTEMS INTERNATIONAL LTD** | Feb 2019 - Oct 2020

- Led the implementation of a Community Portal named GCF designed for donor management, utilizing both Aura and Lightning Web Components (LWC).
- Played a pivotal role in key client meetings, facilitating requirement gathering, conducting demo sessions, and providing end-user training to ensure optimal understanding and utilization of the portal.
- Successfully implemented a Payment Gateway using Stripe to enhance the platform's functionality.
- Involved in the establishment of a robust CI/CD pipeline.
- Integrated third-party JavaScript libraries and external APIs to extend the capabilities of Visualforce components.

### Application Developer

**WAKE'N'CODE TECHNOLOGIES** | June 2017 - Feb 2019

- Integrated Salesforce with Amazon Web Service, Slack (chat app), Stripe (Online Payment Gateway)
- Used Aura components and Visualforce pages to implement the force.com site.
- Widely used Triggers/Automated processes in Salesforce to meet the business requirement.
- Utilized Apex to create custom REST and SOAP web services to facilitate data exchange.
- Collaborated with cross-functional teams to integrate Salesforce with external systems using Apex.
- Provided ongoing support for existing VF pages and Apex.