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**Dushyant Kumar**

**( 8X Salesforce Certified**, **Salesforce Certified Integration Architect**, **Mulesoft Certified DEV**)

Lead Consultant, Wipro Limited



S\o Mr. R.K. Teotia

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**OBJECTIVE**

“A career in an enterprise with a commitment to excellence offering growth prospects where my skills can be utilized effectively.”

**Work Summary**

* 9.8 Years of IT Experience
* Engaged in Delivering, Developing and Consulting on different requirement in SFDC using **Sales Cloud, Service Cloud, Community Cloud Apex,** Visual Force**,** SalesforceAPI (SOAP, REST, and MetadataAPI)**,** and Application development, Lightning (AURA), Community, and SSO as well as introduce new features to existing applications. Also Involved in Marketing Cloud POC (Email Studio and Automation Studio) for a client.
* Involved in creation of TDD, Design Review Document and Other Release related documentation creation
* The main responsibilities include design and development and maintenance of application based on clouds concept. Used Designed patterns to develop robust applications.
* Used JavaScript, HTML, and CSS as Client side languages.
* Well Known to Salesforce.com Best Practices and Governor Limits.

**EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Degree** | **Year** | **Institute/University** | **%age** |
| Bachelor of Technology (B-Tech) in Computer Science  Engineering | 2005- 2009 | UPTU | 70.00% |
| (12th) | 2005 | SBM Hapur | 60% |
| (10th) | 2003 | TSS Hapur | 67% |

**PROJECTS**

**Salesforce Projects:**

**Company Name: - Wipro**

**Project Title :- Micrococcus Service Cloud**

**Role :- Team Lead**

**Technology :-Salesforce CRM**

**Client: - MicroFocus (UK)**

**Description:-**Service cloud and Commuity cloud implementation for the their existing system

**Responsibilities:**- Visited and Handled this project at client location at Newbury(UK). Leading a team of 10 people. Providing best and robust Solutions around service cloud and community. Creation of Technical design documents and gathering requirements along with BA.

Assign tasks to team, take daily status call with team, creates Task status report and communicate with client. Apart from team management, engaged in customization using Apex, Visuaforce, Lightning, on Salesforce CRM.

**Company Name: - Wipro**

**Project Title: - McGraw-Hill BAU Support and Enhancement**

**Role: - Team Lead/Sr. Consultant**

**Technology:-Salesforce CRM**

**Client:- McGraw-Hill, United States**

**Description:-**Salesforce CRM support and Enhancement

**Responsibilities:**- Leading a team of 10 people. Assign tasks to team, take daily status call with team, creates Task status report and communicate with client. Apart from team management, engaged in customization using Apex, Visuaforce, Lightning, on Salesforce CRM.

**Company Name: - Wipro**

**Project Title: - Ciera-Service Contract Management**

**Role: - Team Lead/Sr. Consultant**

**Technology:-Salesforce CRM**

**Client:- Ciera**

**Description:-**Salesforce CRM support and Enhancement

**Responsibilities:-** Leveraged the Salesforce standard Contract management to build a custom solution using Work Order, Service Contracts, Entitlement & Milestones.

**Company Name :- Cognizant**

**Project Title: - MetLife EBS**

**Role: - Steam Lead/r. Consultant**

**Technology:-Salesforce CRM/Vlocity**

**Client:- MetLife, United States**

**Description:-**Service Cloud Implementation

**Resposibilities:**- Apart from team management, engage in customization using Vlocity, Omniscript,Apex, Visulforce, Process Builder and web service. Using Design patterns as a part of best practice of reusable code and components. Agile Models is being followed and at the end of each sprint provides the running/real time deliverables. Involved in creation of TDD, Design Review Document and Other Release related documentation creation

**Company Name :- Accenture**

**Project Title: - Aetna CPQ**

**Role: - Sr. Consultant**

**Technology:-Salesforce CRM**

**Client: - Aetna, United States**

**Description:-**Project involves custom CPQ implementation for client.

**Resposibilities:** - Engage in customization using Apex, Visulforce, Process Builder and web service. Using Design patterns as a part of best practice of reusable code and components. Agile Models is being followed and at the end of each sprint provides the running/real time deliverables. Involved in creation of TDD, Design Review Document and Other Release related documentation creation

**Company Name: - Accenture**

**Project Title: - Monsanto Service Cloud implementation**

**Role: - Team lead**

**Technology:-Salesforce CRM**

**Client: - Monsanto, United States**

**Description:-**Project involved the full customization of Service Cloud

**Resposibilities:**- Engage in providing Development enhancement and consulting on Apex, Visualforce, Salesforce API, web services, workflows, reports, single sign on.

Deployment using change sets, force.com and ANT Migration tool.

Data Migration using Bulk API best Practices (Apex Data Loader)

**Company Name :- Tata Consultancy Services**

**Project Title: - Micron Technologies Salesforce implementation**

**Role: - Team lead**

**Technology:-Salesforce CRM**

**Client: - Micron Technologies, Boise, United States**

**Description:-**Project involved the full customization of sales process of micron using Salesforce Development environment.

**Responsibilities:**- **Involved in TCS Team presentation on TCS offerings on Salesforce.com.**

Engaged in providing Development enhancement and consultingon Apex, Visualforce, Salesforce API, webservices, workflows, reports, single sign on.

Deployment using changesets, force.com and ANT Migration tool.

Data Migration using Bulk API best Practises ( Apex Data Loader)

**Company Name: - HCL Technologies Ltd.**

⮚ **Project Title:** Tier 2 Developer project (Worked for Salesforce.com Inc)

**Client :** Salesforce.com

**Description :** Responsible for guiding the Salesforce Premier Clients with their ongoing use and success of the salesforce.com applications. Engineer’s uses their product knowledge and understanding of the force.com platform to help clients achieve their business objectives. Daily activities include resolving custom development issues based on the priority level.

⮚ **Technology :** Apex, Visualforce, Data migration.

**Role :** Tier 2 Developer Support Engineer.

**Responsibilities:** Resolve the issues of client involving custom Apex and Visualforce development. That include Triggers, Apex classes, Visualforce pages, Integration, deployment etc. Interact with the customers on daily basis and providing them the resolution based on the severity level.

**Tools used:** Workbench, DataLoader(GUI and CLI), Force.com Explorer,Force.com IDE Ant Migration Tool, Soap UI, Splunk , Fiddler, Various browser plugin like firebug, HTTP fox for client side debugging.

**Other Projects:**

**Company Name :- 4 C Plus int. co. ltd.**

Project Details:”NewsWrap” Live project for client **Hindustan Times**. Deals withthe complete life cycle of News paper as Software Provides facility of directly editing news and pictures coming from the news agencies and directly place them on to the page.

Company : 4 C plus Int. co. ltd

Language Used : C#

Technology Used : .net

DBMS Used : SQL 2000

Role : Application enhancement/development and support

**WORKING EXPERIENCE (9.8 years)**

**Currently working as Lead Consultant (Salesforce) in Wipro, Greater Noida since 12th march 2018**

**Worked as Sr. Consultant in Cognizant, Noida, India from October 2017 till 15 Feb 2018**

**Worked as Sr. Software Engineering Analyst in Accenture, Noida, India from June 2015 to Sep 2017**

**1 - Worked as IT Analyst (Sr. Salesforce developer)in Tata Consultancy services, Noida, India from December 2013 to June 2015**

**2- Previously Worked as Software Engineer at HCL Technologies, Noida, India**(2years :-Nov 28,2011 to Nov 28,2013)**.**

**3** **Previously worked as associate Software Engineer in 4 C Plus Int. Ltd, New Delhi ( 1 August- 2010 to 31 July- 11)**

**ROLE IN CURRENT JOB**

* Worked in Salesforce Projects Based on Clients requirement.
* suggesting them best practices and consulting them
* Involved developing Solutions using Apex and Visualforce based on Client Requirements.

**CERTIFICATION**

* Salesforce Certified Integration Architecture Designer
* Salesforce Certified Sharing and Visibility Designer
* Salesforce Certified Platform Developer II
* Salesforce Certified Platform Developer I
* Salesforce Certified Sales Cloud Consultant (SU14)
* Salesforce Certified Service Cloud Consultant
* Salesforce ADM 201 Certified
* Salesforce App Builder Certified
* MuleSoft Certified Developer

**SKILLS**

1. Tools: SFDC,VS Code, Eclipse, MS-office.

2. Programming languages: Apex, Visualforce, HTML,c#.

3. Salesforce Tools: DataLoader, Workbench, Ant Migration, SoapUI, Force.com IDE

4. Scripts: JavaScript

5. Operating system: DOS, Windows Xp, Windows 7

**AREAS OF INTEREST**

Travelling, Movies, Playing and watching cricket

**LANGUAGE PROFICIENCY**

1. English-Fluent

2. Hindi-Mother Tongue

**STRENGTHS**

1. Highly organized & dedicated with positive attitude.
2. Able to handle multiple assignments under high pressure & consistently meet tight deadlines.
3. Thrive on working in a challenging environment.
4. Ability to work in a team.

**PERSONAL DETAILS**

**Date of Birth:** June 19, 1988 **Marital Status**: Married

**Gender:** Male **Nationality:** Indian

**Passport No.** J-0962485

**DECLARATION**

I here by state that the details mentioned above are to the best of my knowledge and belief.

**DATE: 27 March 2019 SIGNATURE: Dushyant Kumar**

Dushyant Kumar **PLACE**: Noida, India