Prabhjot Singh

Salesforce Certified Application Architect
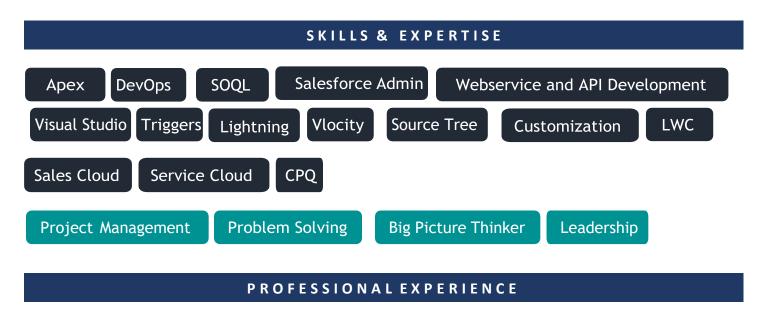
✉ Prabhjotsinghsfdc@gmail.com

▯ +91 9814241123

in https://www.linkedin.com/in/prabhjot-singh-71a22219/

12x-certified Salesforce professional with 10 years of experience in software development / consulting. I want to work in a dynamic professional environment with a growing organization and utilize my expertise, creativity and innovative thinking to benefit the organization and myself.

CAREER HIGHLIGHTS

o   Developed a Customizable and Dynamic Rule Engine to upload CSV in Salesforce as a product. Received Six Sigma Lean Certification for the same from Optum Global Solutions (UHG).
o   Addressed complex Salesforce exceptions (CPU Timeout and Heap size).
o   Onsite experience: Delivered Technical trainings in Costa Rica (Central America) related to Salesforce and Vlocity along with setting up of new team from scratch for production support.
o   Certified Salesforce Architect with 12x certifications gained on different cloud platforms.
o   Experience in designing, development, estimation of new requirements and leading onshore/offshore delivery.
o   Developed a Batch Framework using platform events that include an error handling mechanism for re-processing errored records.

SKILLS & EXPERTISE

Apex   DevOps   SOQL   Salesforce Admin   Webservice and API Development

Visual Studio   Triggers   Lightning   Vlocity   Source Tree   Customization   LWC

Sales Cloud   Service Cloud   CPQ

Project Management   Problem Solving   Big Picture Thinker   Leadership

PROFESSIONAL EXPERIENCE

Samsung SDS / Senior Manager / January 2024 – Present

- Design comprehensive and well architected end-to-end Salesforce solutions that align with business objectives and requirements.
- Develop comprehensive architecture diagrams, solution designs, and technical specifications.
- Participated in resource planning processes based on defined organizational plans.
- Developed a reuse able lightning component to read excel and csv file.
- Experience in designing solutions.
- Trouble-shooting and organizational skills and ability to work on multiple projects simultaneously.
- To self-train quickly and pick up new skills as necessary.

VMware / Member Technical Staff 3 / November 2021 – December 2023

- Leading offshore delivery for design and development of Salesforce applications.
- As part of R&D team, working to develop and enhance CPQ++, a customized product in Salesforce.
- Creating complex and reusable LWC components using the lazy loading technique.
- Designing and development some critical flows Validate Configuration, Add To Quote and Calculate.
- Designing and development of foundation flow for new product Config Bundle.
- Implementing engineering best practices like code reviews, testing processes, quality standards, and documentation policies.
- Created automated screen flow to upload files on top of the aura component.
- Structured and lead prototype demos, conducted feedback / review sessions with Product owners and mentoring team members on the Force.com platform.

Optum / Senior Software Engineer / November 2019 – November 2021

- Created retry batch apex design using BatchApexErrorEvent.
- Developed a Customizable and Dynamic Data Aggregator Rule Engine to upload CSV in Salesforce.
- Integration with MuleSoft to resolve the bottleneck issue Data Aggregator Rule Engine.
- Worked on 508 compliance issues those need to be fixed in existing VF Pages.
- Created multiple LWC components as POC.
- Developed of vaccination survey system in the community and implemented Sharing sets also.

NTT Data / IT Consulting Senior Consultant / April 2018 - November 2019

- Worked on Vlocity, which is a very popular managed Package in AppExchange.
- High proficiency gained in Vlocity Omni scripts, Vlocity Data Raptors, Vlocity Card, Vlocity Integration procedure, and Vlocity Actions.
- Worked for Pacific Life, an American insurance company providing life insurance products, annuities, and mutual funds, and offers a variety of investment products and services to individuals, businesses, and pension plans and MetLife.
- Experience in Lightning Web Components and implementation of empAPI.
- Lead the Integration Module using MuleSoft as middleware and Platform Events from the Salesforce side.
- Onsite experience: went to Costa Rica (Central America) for one month to give training and KT to the new team.
- Lead a Noida team completely with Full responsibility.

Tredence Analytics / Senior Software Engineer / Jun 2017 - April 2018

- Worked with United Rentals, Inc., the largest equipment rental company in North America.
- Gained high proficiency in Salesforce technology on Sales cloud and provided customizing solutions with Apex, Visual force pages, Triggers, Custom app development, batch class, Future methods, remote action function, and integration.
- Attained high proficiency in a configuration like creating Validation Rules, Workflow, Sharing rules, Custom objects, Custom Fields, Page Layouts, Record Types, Users, Profiles, Permission Sets, etc.
- Redesigned the code to solve 101 and performance issues.

Accenture Solutions Private Limited / Software Engineer Analyst / Jan 2015 - Jun 2017

- Experience in executing complete life-cycle development projects, ramping-up projects within time, budget & quality parameters, as per project management & best practice guidelines, responsibilities were to follow client coding standards.
- High proficiency attained in Salesforce technology on Sales cloud and provided customizing solutions with Apex, Visual force pages, Triggers, Custom app development, Formulas.
- Well command on REST API and Experienced in Parsing the response and Request in the format of JSON into Salesforce.
- Worked on Configuration Solutions like Workflow, Process Builder, Custom Settings, Sharing Rules, Validations Rules, Field Level Security, OWD, Setting Roles, Profiles, and Permission Sets.
- Experience in CRM projects for the communication domain for overseas clients
- Well versed with AGILE (SCRUM) methodology.

ACADEMIC QUALIFICATION, C E R T I F I C A T I O N S A N D A C H I E V E M E N T S

Academic Qualification

Bachelor of Engineering and Technology (Information Technology) (2010-2014)

Certifications

- Salesforce Certified Application Architect
- Salesforce Certified Sharing and Visibility Designer
- Salesforce Certified Development Lifecycle and Deployment Architect
- Salesforce Certified Integration Architect
- Salesforce Certified Platform Developer II
- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Certified Field Service Lightning Consultant
- Salesforce Certified Platform App Builder
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant

Achievements

- Six Sigma Lean Project Certification from Optum Operational Excellence
- Star Award in recognition of outstanding contribution to project in Optum
- STAR Performance Awards (NTT Data)
- Recognized with Apex Award in Accenture