# RITESH KUMAR

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## SALESFORCE APP DEVELOPER AND ADMINISTRATOR

❖ **Key Player in Software Development Teams**: Offering 2 years approx. experience in Salesforce and Microservices. Demonstrated knowledge and experience in planning, designing, operating information technology infrastructure. Strong understanding in Salesforce Apex classes.

❖ **Demonstrated knowledge and experience**: Proven record of success diagnosing, developing, and resolving technical and client inquiries, Able to clear understand problems and find positive solutions through trouble shooting, critical thinking, problem solving, teamwork and communication.

❖ **Skilled in all phases of the software development lifecycle:** expert in translating requirements into technical solutions and delivering beyond the customer expectation.

## CORE STRENGTHS

❖ Salesforce App development
❖ Core Java
❖ Object Oriented Programming
❖ Software development Lifecycle
❖ Agile Software Methodology

## PROFESSIONAL SUMMARY

**TATA CONSULTANCY SERVICES (TCS).** (2019 to Present)
**Assistant System Engineer**, June 2020 to Present
**Assistant System Engineer Trainee**, May 2019 to May 2020

Worked as a team and on individual projects in Salesforce Lightning apps, which includes applications like FDR Partner Screen and Olympus.

**Key Accomplishments:**

❖ Took part in development teams in Agile SDLC as well as waterfall model. Ensured the release of premium-quality applications that provided intuitive and secure experiences for users.

❖ Worked on setting up organization, enabling security and access for users.

❖ Hand on experience with Apex triggers, Lightning components and Apex controllers.

❖ Worked on Integrating salesforce system apps with other traditional systems.

❖ Good knowledge on declarative development like process builder, visual work flows, validation rules and work flows.

❖ Received Client appreciation for developing complex APIs and helped in maintain the Interface layers across systems in multiple environments.

❖ Proven success designing best responsive user interface applications.

# PROJECTS & ACCOMPLISHMENTS

**CITI Retail Banking Application (Salesforce):**

❖ CITI Retail application where which helps for customers to get all the facilities such as Address, phone, email, lost or stolen process, increasing the credit limit, softphone, verification etc

❖ Developed lightning components and customized them in different apps for various portfolios such as Best Buy, Sears, Macy's etc

❖ Developed customized dashboards for manager role to review various scenarios at organization level.

❖ Worked on migrating data from old systems using data loader.

❖ Developed lightning components.

❖ Used process flows to optimise business process such as case and task creations and to make API callout to backend.

❖ Experience in implementing REST API connection from salesforce system to other systems. such as FDR(First data source),DCF, account online(CUDB). etc

**CITI Retail Banking Application (APIM):**

❖ As a part of the CITI Application named as Olympus, have delivered a large number of API's which help connecting multiple systems across the architecture.

❖ Received a customer appreciation for my work on a POC for developing customized Interface layer in API which helped in understanding the in depth concepts of APIM.

❖ Excellent knowledge in using and creating Swagger UI / Swaggers which are the base of a service we build.

❖ Worked on managing the transactions of the API calls between layers and in different environments.

❖ Single headedly worked on setting up the entire APIM structure for the application, right from creating an org, Bitbucket space, Build and deployment of the files and obtained good knowledge

# TECHNOLOGY SUMMARY

- **Languages and Frameworks:**
  C, Java, Java Script, Aura, Aura Framework, SQL, SOQL, HTML, JSON, REST API, SOAP API

- **Developments Tools, Methodologies and Environments:**
  Object-Oriented Analysis and Design, Waterfall Approach, Integrated Software Development, Microsoft Visual Studio, Agile  Framework, VS code, Bitbucket, JIRA, Postman, Soap UI, GIT,Salesforce.com

- **Systems:** Windows, Salesforce

# EDUCATIONAL QUALIFICATIONS

| Qualification | Grade | College/School |
|---|---|---|
| Electrical Engineering (Hons.) | 8 CGPA | National Institute Of Science and Technology |
| Intermediate(Science PCM) | 80.33% | Firayalal Public school |
| Matriculation(ICSE) | 78% | St. Francis School |