**CURRICULUM**  **VITAE**

**Name :** Shubham Sinha **Mobile**: +91 8830553814 **E-mail** : Shub.sinha009@gmail.com

**CAREER OBJECTIVE**

Looking for challenging role in dynamic organisation where my skills and experience in the field can help in

business/user information solutions.

**PROFESSIONAL SUMMARY**

* 5 Years of overall IT Experience in Software Development Life Cycle.
* Having knowledge of Aura components.
* Have created many Lightning Components for Community.
* Have worked on Service Cloud, Sales Cloud, Community Cloud.
* Having knowledge on Visualforce Pages, Apex, Triggers .
* Good knowledge on Schedule Apex and Batch Apex.
* Worked on EINSTEIN Chatbot.
* Worked on FSL(Field Service Lightning).
* Extensively involved in Requirement Understanding, Application Programming and Defect Fixing.
* Having good knowledge on custom objects, custom tabs, custom fields, validation rules, page layouts, record types, relationship, workflow rules.
* Good knowledge on providing security controllers to users by using Profiles, Permission sets and OWD Settings
* Taking initiative and helping new resources through knowledge transfer.
* Functional expertise in Production Support, ticket management skills,
* Expertise in the various types of configuration changes, Service Cloud.
* Good team player with excellent communication skills.

**TECHNICAL COMPETENCIES**

* **Technologies :** Salesforce, Lightning Components,CSS, Apex, Visualforce page ,Triggers, Batch

Classes, Einstein Chatbot

* **Other Tools** : Service Now, Workbench, Dataloader, GIT
* **IDE :** Eclipse, ANT
* **Platforms :** Windows

**PROFESSIONAL EXPERIENCE**

|  |  |  |
| --- | --- | --- |
| Dates | Organization | Role |
| June 2016 to Jan 2019 | TATA Consultancy Services, Pune | Assistant Systems Engineer |
| Jan 2019 to till date | Accenture Solutions PVT LTD | Application Development Senior Analyst |

**EDUCATIONAL QUALIFICATIONS**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Degree | Board/University | Name of  Institution | Year of Passing | Percentage |
| Bachelor of Technology (B.Tech) | Biju Patnaik University of Technology | Orissa Engineering College,  Bhubaneswar | 2016 | 7.3(CGPA) |
| All India Senior School Certificate Examination  (AISSCE) | Central Board of Secondary Education  (CBSE) | D.A.V Public School, Koylanagr, Dhanbad | 2011 | 65.6 |
| All India Secondary School Examination  (AISSE) | Central Board of Secondary Education  (CBSE) | SVM Sinidh,Dhanbad | 2009 | 84.7 |

**CARRER PROFILE**

* Working as a Software Engineer in Tata Consultancy Services, Pune from June 2016 to Jan 2019.
* Currently I am working in Accenture from Jan 2019 till date as an Application Development Senior Analyst.

**Certifications**

* ADM 201
* PD1
* Service Cloud

**PROJECT EXPERIENCE**

**Accenutre Solutions PVT LTD** **(Jan 2019 to Till Date)**

* **Project** **:** Migration of Visualforce page to Lightning Component (Lightning Component) (**Jan 2019 to October 2019)**

**Client** : Leading Medical systems

**Tools/Technology** : Apex, Lightning component, CSS

Responsibility:

* Worked on lightning components.
* Created a Chatbot with AI configuration.
* Interacted with client during Requirement gathering.
* Created lightning components.
* **Project** **:** FSL, Einstein Chatbot, Community Cloud **(November 2019 to March 2020)**

**Client** : Internal Project

**Tools/Technology** : Apex, Lightning component ,Community Cloud, Service Cloud, JS, Einstein Chatbot.

Responsibility:

* Working on lightning components.
* Created Community
* Created a Chatbot with AI configuration.
* Created lightning components.
* **Project** **:** Community Cloud ,Lightning Component **( April 2020 to December 2020 )**

**Client** : Leading Life Science Company

**Tools/Technology** : Apex, Lightning component ,Community Cloud, Service Cloud, Einstein Chatbot.

Responsibility:

* Working on lightning components.
* Create Community
* Worked on SSO
* Created a Chatbot with AI configuration.
* Interacted with client during Requirement gathering.
* Created Lightning Apps.
* Created lightning components.
* **Project** **:** Sales Cloud , Lightning Framework **( January 2021 to till date)**

**Client** : Leading Life Science Company

**Tools/Technology** : Apex, Lightning component ,Community Cloud, Service Cloud, Einstein Chatbot.

Responsibility:

* Working on lightning components.
* Create Community
* Worked on SSO
* Created a Chatbot with AI configuration.
* Interacted with client during Requirement gathering.
* Created Lightning Apps.

**TATA Consultancy Services (June 2016 to Jan 2019)**

* **Project** : HRS CRM (Enhancement, Production Support)

**Tools**/**Technology** : Apex, Visualforce, Triggers, Configuration

Responsibility:

* Actively involved in information gathering and solution designing.
* Interacted with client during Requirement gathering.
* Created many workflows, process builder, objects, validation rules, almost all configuration changes.
* Mainly worked in Service cloud, enhancement and production support as well.
* Deployment through change set.
* Worked in console, case management ,Live Agent
* Making code changes and fixing the issues raised by Technical support team.
* Perform end to end testing and deploy in production environment.
* **Project** : GMS (Global Mobility Services)

**Tools**/**Technology** : Apex, Visualforce ,Triggers

Responsibility:

* Interacted with client during Requirement gathering.
* Worked in customized object called ‘Move’. Used VF Pages, Triggers, Apex and customization.
* End to end analysis and testing for each and every scenario so that there was no failure of the job.
* **Project** : ITCSM

**Tools**/**Technology** : Apex, Visualforce, Triggers, customization.

Responsibility:

* Interacted actively with client during Requirement gathering.
* Production Support.
* Worked on objects like Contact, Account, Site

**PERSONAL DETAILS**

Father’s Name : Pradip Kumar Sinha

Date of Birth : 26-September-1993 (Twenty Sixth Day of September, Nineteen Hundred Ninety Three)

Nationality : Indian

Sex : Male

Marital Status : Single

Languages Known : English, Hindi

**DECLARATION**

I hereby declare that the information furnished above is true to the best of my knowledge and belief.

**Date :** **Signature**

**Place :** Pune