KRISHAN KUMAR YADAV

Salesforce Architect

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Gulab Bari, Ajmer (Rajasthan), India

PROFESSIONAL SUMMARY

9x Certified Salesforce Architect working in DIFC (DUBAI INTERNATIONAL FINANCIAL CENTER) with proven ability to develop and implement Salesforce across multitude of business domains with a full stack experience. Experience working across various SFDC implementations covering Sales, Service, Community Cloud and AppExchange applications designing, development, testing and customization of applications using the Apex Classes, Apex Controllers, Anonymous Apex, SOQL, SOSL, DML, Triggers, Test Classes, Visual force pages and Lightning Components. Good understanding of Salesforce.com Web Service APIs which includes REST API, SOAP API, Bulk API and Metadata API. Understanding of CRM Business Process that include Campaign Management, Lead Management, Order Management, Account Management and Case Management. Hands on Experience in Data Management, Data Security, Data Modeling using Users, Profile, Permission Sets, OWD, Role Hierarchy, Sharing Rules, Reports and Dashboards . Worked on different data migration tools like Apex Data Loader, Ant Migration tool, Salesforce Data Import Wizard and Workbench. Worked on Automation using Process builder, Workflow, Flow, and Approval Process. Knowledge of Deployment, CI/CD using Copado, Git Hub, Salesforce DX and Change Sets. Knowledge of Change Management, Application Lifecycle using sandbox Environment under Agile Development Model. Pursuing towards Technical Architect journey.

EXPERIENCE

Salesforce Consultant

DIFC, Dubai

📅 10/2020 – Present   📍 Dubai, UAE

Dubai International Financial Center is a vibrant business ecosystem of over 27,942 professionals working across more than 3,292 active companies that benefit from the Centre's robust independent judicial system & regulatory framework, a global financial exchange, inspiring architecture, and enabling support services.

- Consultant for Enterprise Salesforce Edition and Ultimate Salesforce Edition with 500+ Salesforce licenses.
- Authored over 10+ Apex Classes, 05+ Visual Force pages and 15+ Aura & LWC.
- Worked across various SFDC implementations covering Sales Cloud, Service Cloud, Community Cloud apps.
- Working as internal code reviewer for junior developers as related to apex best practices.

Senior Salesforce Developer

Cognizant Technology Solutions, India

📅 10/2020 – 10/2021   📍 Noida, India

Cognizant is an American multinational technology company that provides business consulting, information technology and outsourcing services. It provides computer programming services related to software development, integration, and maintenance services for customers across globe.

- Senior developer for Enterprise Salesforce Edition and Ultimate Salesforce Edition with 500+ Salesforce licenses.
- Managed Case team for three months which consisted of 5 employees.
- Authored over 30+ Apex Classes, 20+ Visual Force pages and 40+ Aura & LWC.
- Conducted several 1-day Boot Camps on the Salesforce Platform features in Community.
- Worked across various SFDC implementations covering Sales Cloud, Service Cloud, Community Cloud apps.
- Working as internal code reviewer for junior developers as related to apex best practices.

Senior Software Engineer – Salesforce
AiFLY Technology Solutions

📅 09/2017 - 10/2020 📍 Ajmer, India

AiFLY Technology Solutions Private Limited is a Private, Business Services based company which offer business process consulting and development services through the Salesforce Platform and its App Exchange app Development.

- Authored over 100+ Apex Classes, 50+ Visual Force pages and 100+ Aura Lightning components
- Conducted several 3-day Boot Camps on the Tool for Senior Executives & IT Leads.
- Worked with the team on App Exchange product development name Ultimate Parent.
- Worked across various SFDC implementations covering Sales Cloud, Service Cloud, Community Cloud, and AppExchange applications.
- Managed developer team for 8 months which consisted of 5 developer for client across globe.

Software Engineer – Salesforce Developer
Parle Products

📅 01/2015 - 09/2017 📍 Gurgaon, India

Parle Products is an India-based supplier of enterprise solutions and services, such as enterprise resource application, knowledge management, supply chain and e-Business applications. The company is engaged in information technology business.

- Designing, implementing, and maintaining **Java** applications.
- Delivering high availability and performance.
- Contributing in all phases of the development lifecycle.
- Writing well-designed, efficient, and testable code.

Associate Engineer – Java Developer
Satnam Inc.

📅 10/2011 - 12/2014 📍 Grenada, West Indies

Satnam Inc is a young, emerging IT Company based in Grenada West Indies.

- Install and maintain the performance of database servers.
- Develop processes for optimizing database security.
- Install, upgrade, and manage database applications.
- Diagnose and troubleshoot database errors.

PROJECTS

DIFC [Dubai International Financial Center - Community Cloud Implementation]

- DIFC has more than 150 services in free zone of Dubai area and its all services now on community portal where we have used BPM as a template for the request.
- Extend the Knowledge Article Data Model for better scalability using record type and Custom Object.
- Worked on CMS Connect to bring the data from external website and data share points.
- Use Copado (CI/CD), Git Hub and change sets for deployments.
- Created and manage administration processes including workflows, validation rules, approval process, assignment rules, reports and dashboards to continuously monitor data quality and integrity.
- Configured sharing rules, roles and OWD setting for record level settings and created custom profiles and assign the users to set the object level & field level setting.
- Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Designed, developed and deployed Apex Classes, Controller Classes, Apex Triggers, packages for various functional needs in the application.
- Worked on Salesforce Community cloud like how to engage with employees, customers and partners.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder, Lightning Component features, Lightning Aura Framework and Lightning Web Component Framework.

- Built components using LWC which involves Event Handling and Lightning Messaging Services.
- Designed and developed Lightning Web Components and added them to an Application containing Aura Components and worked on their interoperability.

Piramal Group Financial Services [Sales Cloud Implementation]

Providing expertise in both wholesale and retail funding opportunities across sectors for scalable and sustainable returns. Piramal Capital & Housing Finance, a housing finance company that provides end-to-end financing solutions in both wholesale and retail funding across sectors.

- Worked with the Business Operations team to refine and scope technical requirements derived from business objectives and customizing the application to meet the business requirement.
- Designed, and developed the Custom objects, Validation rules, Page layouts, Record types, Custom tabs, Components, Lightning Components to suit to the needs of the application.
- Created and manage administration processes including workflows, validation rules, approval process, assignment rules, reports and dashboards to continuously monitor data quality and integrity.
- Configured sharing rules, roles and OWD setting for record level settings and created custom profiles and assign the users to set the object level & field level setting.
- Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Designed, developed and deployed Apex Classes, Controller Classes, Apex Triggers, packages for various functional needs in the application.
- Integrated Salesforce with other External applications Like CIBIL, HUNTER, KARZA, DMS, PENNANT using SOAP and REST web service API's. Collaborated with teams to design and implement salesforce integration.
- Worked on Integrations to consume APIs from other systems through APIGEE platform involving different types of Authentication (Basic, OAuth2.0 & JWT).
- Use Copado (CI/CD), Git Hub and change sets for deployments.

Prime Time US [Service Cloud Implementation]

Prime Time is a US multinational corporation specializing in providing HR facility to the health care sector.

- Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into salesforce.com from other databases and CSV files.
- Configured and customized Service Cloud Cases, Assignment rules, Escalation & Auto response rules and Email-to-case in the exchange server.
- Experience working on Case Management, Captured cases from the Company's website and customer emails.
- Escalated cases according to the case priority and worked on Auto response rules if customers contacted beyond the business hours.
- Worked with end to end Service Cloud implementation like Case Management, CTI integration, SMS API Integration.
- Configured Omni Channel, Queue routing, custom settings, Roles, profiles, groups, chatter, IP White listing, Omni supervisor.
- Involved in UNIT testing and Integration testing.

AT&T Knowledge Article [Community Cloud Implementation]

- Article based project from Salesforce where we designed lightning web component to show the article according to their type in list view, grid view and sorting the articles in Partner Customer Community Portal.
- Extend the Knowledge Article Data Model for better scalability using record type and Custom Object.
- Worked on CMS Connect to bring the data from external website and data share points.
- Worked on Salesforce Community cloud like how to engage with employees, customers and partners.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder, Lightning Component features, Lightning Aura Framework and Lightning Web Component Framework.
- Built components using LWC which involves Event Handling and Pub Sub Models.
- Designed and developed Lightning Web Components and added them to an Application containing Aura Components and worked on their interoperability.

SKILLS

Salesforce Tools & Skills

| Force.com | Salesforce CLI | CI/CD with Git Hub & Bit bucket | Apex Data Loader | Visual Code Studio |

Platform Event   Reports & Dashboards   Data Modeling & Management   Apex Trigger

Asynchronous Apex   Visual force Page   Aura Component   Lightning Web Component   Test Classes

Approval Process   Workflow   Process Builder   Lightning Flow   Data Migration & Sharing

Integration [REST & SOAP API]

VOLUNTEERING

Trailblazer Mentorship

Trailhead

Trailblazer Mentorship empowers mentees to connect to opportunities to land their dream job in the Salesforce ecosystem. Trailblazer Mentorship is a core part of Trailblazer Connect and supported by the Trailblazer Community. 9+ Trailblazer Mentee connected through out since then till now.

Salesforce Mentorship

Talent Central

A unique platform to hire fresher's in Salesforce Ecosystem. Platform for HR Professionals and Students to connect with each other. 2+ Mentee connected through out since then till now.

EDUCATION

P.G.D.A.M - Post Graduate Diploma in Applied Management - 2011
B. B. A - Bachelor of Business Administration -2011
R.B.S.E,12th Board - 2007
R.B.S.E, 10th Board - 2005