

SK

9087494987

saurvjha@gmail.com

SAURAV KUMAR

SALESFORCE DEVELOPER

EDUCATION

Bachelor of Technology

Electronics and Communication Engineering

Intermediate of Science

Mathematics

EXPERIENCE

Software Engineer

- Contributed fulltime in LAB's(R&D) team.
- Worked on POCs for multiple Salesforce features (Einstein Bot with Intent sets, Salesforce Survey, Weather API integration & Docusign).
- Created Demand Review Appexchange App from scratch using LWC.
- Improved company portal while adding many features: Invoice Management, Timesheet, Status Report, Customer Dashboard and Initiatives using VF pages, jQuery and LC.
- Monthly Critical update(Release update) analysis of top 7 customer orgs.

Salesforce Developer

- Contributed to Global OneCRM projects.
- Improved Pearson Status site to ensure the status and timelines related to each product are shown while respecting various time zones. The Experience site is built with LWC.
- Worked on Service Rocket Tool Integrations, added the capability of adding account to orphaned contacts.
- Established inhouse capability of liveagent chat which needed multiple chat options on a same page.
- Worked on Poc of Salesforce flow for service.

VIT University

2015 - 2019

B.S.E.B Board

2012 - 2014

Preludesys India Pvt Ltd

(Demandblue)

May, 2019 - Jun, 2021

Pearson India Education

Services PVT LTD

Jun, 2021 - Present

- Monthly working on CRs which include feature enhancement/addition related to Experience sites, Einstein Bots, Omni channel & Live agents.

CERTIFICATION

Salesforce Certified Administrator

Salesforce Certified Platform Developer I

Salesforce Certified Community Cloud Consultant

Salesforce Certified Einstein A&D Consultant

REWARDS & RECOGNITION

Rising Star Award

Received National Merit cum Merit Scholarship

Bagged first prize in Digital Signal Processing (DSP)

Codethon

Won second prize in IoT Makeathon Version 3.0 and third prize in Version 4.0

SKILLS & TOOLS

Rest API Integration, LWC & Aura Component

VF Page, Javascript, jQuery, JSON, HTML

Apex Classes, Triggers, PB & Flow

Tools/Integration - DocuSign, Workbench, Service

Rocket Tool, FSL, Einstein Bot & Intent Sets, Enterprise

Management & Creation of Appexchange App