**Shubham Gupta** 

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**Mobile: 7676133046**

**Professional Summary:**

* 2.8 Years of relevant experience in Configuration, Customization and leveraging Force.com Platforms.
* Configuration, Customization and leveraging Force.com Platforms.
* Experienced in implementations of **Salesforce CPQ.**
* Experience in creating simple products and configurable products.
* Implemented complex pricing rules and advanced approval process.
* Worked on Lightning frameworks for developing Lightning Aura Components, Actions, Event and Server-Side Controller.
* Developed Apex Classes, Controller Classes, Batch Apex and Apex Triggers for various functional needs in the application.
* Having good experience on SOQL and Involved in Unit Testing, Test Coverage.
* Experience working with Force.com IDE, Data Import Wizard and Apex Data loader for data migration.
* Good knowledge on data security model of salesforce.
* Having good understanding on sales and service cloud mechanism.
* Worked on the designing of system & custom object customizations, custom fields, Record types, page layouts, custom Tabs as per client requirement.
* Worked on Validation Rules, Approval Process, Workflow Rules, Process Builder and Email Templates based on requirement.
* Good Knowledge in HTML, CSS, Java Script for Visualforce Pages
* Good knowledge on SFDC Integration using the SOAP API, REST API
* Good Communication and Interpersonal skills with the ability to work well in small and large teams.

**Professional Certifications:**

* **Salesforce.com Certified CPQ Specialist (20285655)**
* **Salesforce.com Certified Administrator (20182966)**
* **Salesforce.com Certified Salesforce Platform Developer I (19843792)**

**Educational Qualification:**

* B.Tech in Computer Science Engineering from Global Institute of Management and Emerging Technology which is affiliated to PTU University, Jalandhar from 2011-2015

**Skill Set:**

* Salesforce.com, Apex, Lightning Aura Component, Salesforce CPQ, Salesforce Testing, Workflows, Process builder, system & custom object customizations, validation rules, approval process.
* Good Understanding of CRM process, Business Knowledge of sales cloud and service cloud, Business Knowledge of Quote to Cash (Salesforce CPQ), Basic Knowledge on Marketing cloud.
* HTML, CSS, Java Script, Visualforce Pages, SQL
* Worked on SFDC Integration, REST API, SOAP API
* Visual Studio Code

**Experience Details**

* Working as a SFDC Developer in **DGENX TECHNOLOGIES LLP, Bangalore from** 4th April 2018 to Till Date.

**Experience Summary**

**Client: TNF**

**Project: Lead Management System**

**Role: Developer**

**Project Description:** Implemented Salesforce Lead Management and Case management based on business requirement scenarios. Worked on uploading leads based on record type and which user has access to upload leads into sfdc.

**Roles & Responsibilities:**

* Involved in Salesforce.com customization as well Configuration for Lead Management system as per the requirement.
* Created custom fields, record types, page layouts and assigned page layout to different profiles users.
* workflow rules, field update, and email alerts.
* Worked on Assignment rules for assigning lead to different queue owners .
* Imported leads using import wizard, data loader from csv file
* Worked on duplicate rules to identifying duplicate lead while importing data into lead or creating duplicate lead manually.
* Worked on Apex classes and Trigger for processing lead.

**Client: TNF**

**Project: Case Management System**

**Role: Developer**

**Project Description:** Implemented Salesforce Case management based on business requirement scenarios. Worked on changing traditional case management system to new business requirement based on digital and non-digital support cases. Creating case automatically if case is originated from email and providing support to create case on phone using support agent to customer. Assigning case to different market queue owners for resolving case. Supporting customer by giving reply using email mapping tab for each case record. Handling duplicate case by putting them under parent case and taking reason for duplicate in duplicate reason field

**Roles & Responsibilities:**

* Involved in Salesforce.com customization as well Configuration for Case Management system as per the requirement.
* Created custom fields, field dependency, record types, page layouts, set history tracking for case fields, process builder and assigned page layout to different profiles users.
* workflow rules, field update and email alerts.
* Created Email Templates based on different market of countries.
* Created escalation rule to assign case to different queue owners.
* Worked on Assignment rules for assigning case to different queue owners for resolving case.
* Worked on sending scheduled email alert once the case is resolved for upto 14 days and then sending auto closure email if not received response from customer.
* Worked on Apex classes and Trigger for processing case scenarios.
* Involved in service cloud mechanism for implementing Live agent for handling issue using chat for customer.

**Client: TNF**

**Project: TNF CPQ Implementation**

**Role: Developer, Salesforce CPQ Administrator**

**Project Description:** Implemented Salesforce CPQ for a Taylor and Francis. We have replaced the traditional excel based quoting tool with Salesforce CPQ. Automated the process from Lead to Opportunity, Opportunity to Quote and Quote to Contract cycle and saved Sales Reps time that was spent on multiple systems to enter the data.

**Roles & Responsibilities:**

* Involved in Salesforce.com customization as well Configuration as per the requirement.
* Created custom Objects, custom fields, custom settings, custom labels, workflow rules, field update, and email alerts.
* Worked on creation of simple and configurable Products.
* Implemented complex pricing rules based on Product Family and Region.
* Implemented advanced approvals for Quote approval Process.
* Worked on Trigger, Apex Classes and Visual force pages.
* Developed various Validation rules as per the business requirement
* Moved the changes from Sandbox to Production through Change Set.
* Involved in Unit testing and test coverage.

**Client: Pearson India Education Services Pvt. Ltd**

**Project: Product Sampling**

**Role: Salesforce Developer**

**Project Description:** In Sampling Product, The customer requests for a sample from the Opportunity page for a product. The request goes to the user. The user checks for the sample in his self-stock repository. If the sample is available in his repository then its dispatched to the customer. Post dispatching the stock is update for that sampled product titles. In case the sample requested titles are not available in user’s repository then it goes to the warehouse. Once the request reaches the warehouse, the manager validates the request and accepts or rejects accordingly. Based on the manager’s decision the sample is dispatched or rejected and the stock is updated accordingly. Once the stocks are adopted and order processed the SFDC record is updated to Closed/Won else they are marked as Closed/Lost.

**Roles & Responsibilities:**

* Created Lightning Aura component for better UI performance.
* Created Apex class and declare aura enabled methods for fetching and updating list of sample product record items and performing pagination, filtering and sorting in lightning component.
* Used lightning tags for defining attributes, formula expression, calling client-side controller function and calling server-side method using helper.js.
* Involved in Unit testing of all the classes and triggers (via test methods).
* Written SOQL queries in Apex.
* Used sfdc integration or web services callouts for tracking status of sample dispatch through different courier websites using consignment number.
* Involved in sales cloud mechanism for creating sample if opportunity is closed won.

**Client: Pearson India Education Services Pvt. Ltd**

**Project: Visit Planner**

**Role: Salesforce Developer**

**Project Description:** Visit Planner is used for tracking the sales rep daily visits to the events created by him/her or assigned by some other sales rep or Area manager. So, Visit Planner provides an interface to sales rep in which he can see the events listed based on current date. First the sales rep must have Accounts or opportunities with billing Address and geolocation filled in Account and create event either on Account or opportunity. The Events can be of any purpose/Subject with different Start and End Time can be assigned to us or some other user and type can be of Account/opportunity. Once done with Event Creation, On Visit Planner Tab, Events gets listed which sales rep created or assigned one. On Visit Planner Tab, if the sales rep does Start Trip then only sales rep can do check-in the visit otherwise all events check-in would be disable. After done with the purpose of visit, the sales rep can do checkout and go for other event visits. After done with all event visits the sales rep can do end trip on visit Planner.

**Roles & Responsibilities:**

* Created Lightning component for better UI performance.
* Created Apex class and declare aura enabled methods for fetching and updating list of events record items based on the date and login user as assigned user selected.
* Used lightning tags for defining attributes, formula expression, calling client-side controller function and calling server-side method using helper.js.
* Involved in Unit testing of all the classes and triggers (via test methods).
* Written SOQL queries in Apex.
* Worked on Mobile UI and salesforce Testing.