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PROFESSIONAL SUMMARY

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A Certified Salesforce Developer and a Certified Salesforce Administrator with more than **5.5 years** of experience in development, maintenance and testing of projects and applications mainly in Sales and Service Cloud Domain.

CERTIFICATIONS

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- Certified Salesforce Platform Developer I (SP-16)
 - Certified Salesforce Administrator (SP-17)

WORK EXPERIENCE AND PROJECTS

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SEPTEMBER 2017-CURRENT

Software Engineer II | SHL India Pvt. Ltd. | Gurugram, HR

- Responsible for Development and Maintenance of In-House process comprising of multiple modules/applications implementation and integration with various third party tools using force.com platform.
- Responsible for documenting, understanding and gathering Business Requirements, estimating and performing Design Analysis on requirements.
- Developed Apex Classes, Visualforce pages, Triggers to implement the business logic as per the requirements.
- Worked majorly on Sales process (Account, Contact, Opportunities, Contract, Order and Invoicing) with configurational aspects (workflows, rules, builder and flows) to provide a better functionality to the Data Model.
- Worked on new areas as well like Lightning Experience, Lightning Components, Flows, Integration with Third party tools, Service Console in Salesforce.
- Involved in providing support and analysis for Production and UAT issues and implementation of releases with demos.

Major Projects:

- **Athena** : Athena is a ongoing core project to streamline the whole end to end existing legacy SHL Sales process for internal business users. This focusses on keeping easy track of SHL clients, Contracts, SHL products (subscription/non subscription) purchased and invoicing for different solutions. **Primarily worked on designing and analyzing the end to end process, moving users from classic to lightning environment, Lightning Record Pages, Page Layouts, Lightning components, Flows, Triggers and Apex classes.**

- **PCI PAL Integration** : This is a payment based integration using REST services. The payments are done using NewVoiceMedia secure payment system PCI-PAL. This integration with SFDC provides a secure mechanism to collect sensitive payment card information from callers and helps in making payments from customers on the phone call itself. Handled end to end functionality from gathering requirement to configuration and development in this project *using Visualforce, Apex and REST.*
- **Live Chat** : The goal of this project is to provide the best support experience on site for customers using Live Chat. The form gives the ability to route chats to specific skill agents and provide support to agents to transfer, supervise and conference chats. Primarily worked **on creating the pre-chat form using Snap-in (embedded service) in Salesforce, Configuring Embed Service Deployment, Service console, Chat settings and form branding, Creation and configuring settings of Chat buttons, Setting chat users, Chat Agent configuration, Button routing and omnichannel. Also worked on creating quick texts, skills and translations.**

MAY 2015 - SEPTEMBER 2017

Senior Software Developer | Astrea IT Services | Noida, UP

- Responsible for handling and coordinating projects with team members and individually.
- Involved in customization and maintenance for projects using force.com platform. Developed Apex Classes, Visualforce pages, Triggers, Batch to implement the business logic as per the requirements.
- Involved in bug fixes, enhancements, design and implementation of release items and to provide support and analysis for Production and UAT issues.
- Performed interaction with clients for gathering, documenting and estimating requirements.
- Experience in creating, publishing and listing apps on App-exchange.

Major Projects:

- **The Code** - It is a site (thecode.org) project that is based on preventing Children exploitation in Travel and Tourism industry. Majorly worked on the Visualforce pages embedded in Site and its major functionalities like maintaining member signup pages, UI, maintaining site user data in Salesforce, Invoicing, developing reports.
Technologies: Apex controllers, Visualforce pages, Triggers, Batches, Sites, Email templates, Validation Rules, Workflows, Reports and Dashboards
- **Dolly Cloning App** - The goal of this app is to provide cloning of Salesforce standard objects as well as custom objects and its fields using Metadata API. It is provided freely on Appexchange. One of the highest rated app. Have worked in the development of this app from creating its UI, writing logical code to finally the execution on Appexchange.
Technologies: Apex, Visualforce, Javascript, Metadata service class, SLDS design

IT SKILLS

Operating Systems: Windows XP/7/8/10

Languages: C/C++, JAVA, APEX, VISUALFORCE, SOQL, SQL, HTML

Software: Force.com Platform, Force.com DataLoader

EDUCATION

Btech+Mtech Dual Degree (Computer Science) - 2010-2015, Gautam Buddha University, Greater Noida with **8.56 CGPA**

12th (CBSE): Science (2010), The Khaitan School, Noida (CBSE Board) with **82.4%**.

10th (CBSE): (2008) The Khaitan School, Noida (CBSE Board) with **89%**.