VIJAY KUMAR JAISWAL

Mobile: +91- 8600992062   **Total IT Experience   :** 8.6 years
E-Mail: imvijay.srm@gmail.com   **Relevant Experience:** 5.2 years

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Professional Summary:

- 8+ years of professional experience as a developer, with 5+ years of experience in Salesforce CRM as Developer/Admin.
- Industry experience includes **Telecom**, **Life Sciences** and **Pharmaceutical** domain.
- Strong experience on projects from **Development, Maintenance** and **Support**.
- Hands on work experience in **Visualforce page, Apex Class, Salesforce configuration** and **Salesforce integration.**
- Application development tools: **Force.com platform, developer console, Force.com IDE**.
- Knowledge of **Veeva CRM, Veeva Vault** in pharmaceutical project.
- Worked on **Sales Cloud, Service Cloud, Force.com, LWC, Aura framework** and **Cloud sense CPQ** .
- Responsible for end to end validation and deployment process in production org.
- Experience in data Exporting and Importing Using **import wizard, Data Loader, Workbench.**
- Worked on **data migration** using Data loader and Data IO tools.
- Developed SFDC Customized Reports, Dashboards and Processes to continuously monitor data Quality and integrity.
- Have good working knowledge in querying salesforce.com database using SOQL and SOSL Queries using Force.com Explorer.
- As a team lead, leading a team of ten to twelve members and take ownership for end to end deployment on production.
- Mentor team for issue fixing and get TER (Test exist report) from scrum team.
- Worked in Wipro Technologies from November 2011 to March 2016 and involved in application software spanning across various phases of software life cycle like Analysis, Documentation, Development, Execution, Maintenance and Knowledge Transition.
- Hands on experience in Core Java, Servlets, JSP, JDBC, java script, JBPM.
- Knowledge of Eclipse tool for the development of java projects.
- Hands on experience Jboss and Tomcat web servers.

Technical Summary:

Programming Languages	Apex Programming, Visualforce, Lightning web component (LWC) Framework, Aura Framework, Salesforce SOAP/REST Integration, Java J2EE, SOQL, SOSL ,JBPM
Scripting languages	Java Script, HTML
Tools and Applications	Eclipse IDE, InteliaJ, Maven, ANT, Apex Data Loader, WorkBench,ApacheTomcat , Atlassian products (JIRA), CVS, Amdocs MEC Amdocs EPC, Remedy Force, Sonar, PL/SQL Developer, Putty, WinSCP, HP ALM, Oracle Retail Suit (POS and SIM)
Databases	Oracle 9i,10g,11g,12g
Operating Systems	Microsoft Windows XP/Vista/Window7/Window8 and above

Academic Profile:
        Bachelor of Technology (CSE) from **SRM University** in the year 2011.

Professional Experience:
- Working as a Technical lead in **Accenture India Private limited** since 04th March-2019 to till date.
- Worked as a **Technology Analyst** in **Infosys technology limited** Pune from 21st March-2016 to 28th Feb-2019
- Worked as a **Sr. Software Engineer** in **Wipro Technologies** from 14th Nov-2011 to 15th March-2016.

Certifications:

Certification Name	Certification Id	Year
Oracle Certified Professional, Java SE6 Programmer (OCJP 1.6)	OC1128264	30th Aug'12
Salesforce Certified Platform Developer I (SU18)	19038743	20th Aug'18
Salesforce Certified Platform App Builder (SP19)	20278577	21st July'19
Salesforce Certified Development Lifecycle and Deployment Designer (SP20)	21288537	21st June'20
Salesforce Certified Integration Architecture Designer (SP20)	21306448	28th June'20

Project # 1:

Project Name   : Transactional business shop
Client   : Telefonica,O2 UK
Role   : Technical Lead
Location   : Pune,India
Duration   : March-2019 To till date
Environment   : Apex, Visualforce, SOQL, Scrum, Agile

Project Description: -
        Telefónica UK Limited (trading as O2 – stylized as O2) a telecommunications service provider in the United Kingdom, used to have agent dependent transactions after creation of order by user.
Roles and Responsibilities:
- Requirement gathering from client.
- Preparing high level design (HLD)and low-level(LLD) design document and get approval from client.
- Coordinate 10-12 members team and technical mentor.
- Code review and test class code coverage.
- Present demo to the client.
- Worked on Salesforce integration with **DISE System using REST API**.
- Consumed third party system (**IME Mobile) WSDL** and **integrate with salesforce system**.
- Developed a customer retention module to retain the O2 customers.
- Developed a **Guru Call Back** to set up call between end user and O2 agent.
- Developed a Field lightning Service application for Field Technical staff.
- Migrate existing Retail shop from salesforce classic to Lightning using LWC and Aura Framework.
- Configured Telecom products and details in **Cloud Sense CPQ**.
- Worked on products configuration in salesforce for transactional business shop.
- Coordinate with other's third-party team like Dise, CSB and SOA team for end to end product provisioning.

Project # 2:

Project Name   : Veeva CRM Support and Enhancements
Client   : Pfizer, USA
Role   : Technology analyst
Location   : Pune,India
Duration   : April-2017 To Feb-2019
Environment   : Apex, Visualforce, SOQL, Scrum, Agile

Project Description: -
        Client is a global and third-largest pharmaceutical company in the world. Company has discovered, develops and markets products throughout the world and Company have Customer Relationship Management system with Veeva CRM. This Veeva application supports the Europe and Canada geographies of the company and is used by around 5000 users from different field forces. Infosys provides Managed Services Supports and Operational Enhancement services to Forest in this engagement.

Roles and Responsibilities:

- Worked in L2 support team for some specific market.
- Did the configuration level change in salesforce.
- Worked on Data Loader, Workbench.
- **Sample and Order** Management
- **Alert and Survey** Implementation.
- Configure and develop Validation rules, workflow process.
- End user incident resolution within specified SLAs
- **Close Loop Marketing (CLM)** media setup, migration, sharing, testing.
- Setup Developer Pro. Environment for training and demo purpose.
- Veeva issue co-ordination with Veeva Support Team for product issues, feature requests.

Project # 3:

Project Name	: Telenet -MEC
Client	: Telenet Belgium
Role	: Technology analyst
Location	: Pune,India
Duration	: Mar-2016 to Mar-2017
Environment	: Amdocs MEC,Telecom product modeling tool ,Java, unix.

Project Description:-

Telenet Group is the largest provider of cable broadband services in Belgium. Its business comprises the provision of analog and digital cable television, fixed and mobile telephone services, primarily to residential customers in Flanders and Brussels. In addition, Telenet offers services to business customers all across Belgium and in Luxembourg under its brand Telenet Solutions.

Roles and Responsibilities:

- Adept at the application – Cloud sense (Salesforce tool) .
- Proficient with the Amdocs tool called EPC which was used for configuration of new products.
- Working knowledge of tools/softwares like JIRA, HP ALM, **RemedyForce**, WinCVS, WinSCP.
- Independently carried out modeling of products along with IT and UAT support.
- Elected as the Single Point of Contact (SPOC) between offshore counterparts and client's business representatives.
- Actively involved in sprint planning, daily scrum and sprint review.

Project # 4:

Project Name	: A1 Austria Telekom-Sunrise Program
Client	: A1 Telekom Austria
Role	: Developer L2
Location	: Pune, India
Duration	: Sept-2014 to Feb-2016
Environment	: Java, JSF, Spring, Hibernate,JBPM, Jboss server, Oracle DB

Project Description:-

A1 Telekom Austria is a major Austrian mobile network operator. It has been operating commercially since 1994 and in testing since 1992. It launched under the name Mobilkom Austria, and merged with Telekom Austria in July 2010, under the new name of A1 Telekom Austria.

The "Sunrise" team supports software products in the areas of CRM(Customer Relationship Management) and OSS(Operation Support Services),developed by A1 and other venders of the A1 Telekom.

Roles and Responsibilities:

- Working in **Service Fulfillment Management** (SFM) module.
- Analysis of customer Requirements.
- Coding on java platform.
- Bug fixing and feature Enhancement.
- Code Review

- Following the Agile mythology.
- Updating and maintaining technical documentation for system maintenance (System Maintenance Technical Document or SMDT) that is created during the transfer phase.
- Contribution to the technical customer and user documentation on the basis of changes in the CRM/OSS software.
- Hands on Maven, Jenkins, JIRA application.

Project # 5:

Project Name	: Telenor
Client	: Uninor Telecom
Role	: Developer L2
Location	: Gurgaon, India
Duration	: Aug-2013 to Aug-2014
Environment	: Core java, Oracle PL/SQL, Oracle Seibel CRM

Project Description:-

Uninor is a mobile operator, with a localized approach to the Indian market. They combine the force of India's second largest real estate company, Unitech Ltd and Norway-based Telenor, the 6th largest mobile Communications group in the world. It's a fresh Siebel implementation in telecom domain for prepaid service and through Campaign Management System Uninor to retain subscriber, market products, maximize subscriber profitability and improve customer relationship.

Roles and Responsibilities:
- Involved in MOB (Maintenance of Business) i.e. Production Support for UWL Engagement.
- Good Exposure in **Campaign Management System** and workflow.
- Good knowledge on UNIX and PL/SQL.
- Good command over deployment of new Services in Production Environment.
- Good command over telecom operations, campaign management system.
- Transfer project knowledge to trainers and help them to understand the customer specifications.
- Verbal and written communication with customer.
- Responsible for meeting the quality standards of the Customer.
- Send clarifications to Customer for resolution of the operational issues.
- Involved in client Interaction as working on client side.

Project # 6:

Project Name	: DIGI_POS_IMPLEMENTATION
Client	: DiGi - Malaysia
Role	: Developer L1
Location	: Hyderabad, India
Duration	: March-2012 to July-2013
Environment	**:** Java/J2EE, Eclipse platform, Oracle,Plsql

Project Description:-

DiGi is a Malaysian based mobile operator which provides end to end mobile services for end customers. DiGi Retail stores merchandise packages with different mobile phones and telecom services together as a product. As part of this project we have customized Oracle Retail Suit to support DiGi's day to day in-house product merchandise requirements. To address key problems in their existing design of logistics and fulfillment, we have provided an integration solution to their 375 stores located across Malaysia by bridging gaps with the existing ERP (Oracle E-Business Suites) and Oracle Retail – Back Office, Central Office, Point of Service and store Inventory Management.

Roles and Responsibilities:
- Understood basics of Oracle Retail Suite implementation w.r.t conventional development.
- I have actively participated in understanding day to day retail business of DiGi from the customer perspective.
- I was proactive to go through Function specification (FS) of the Oracle Retail - Point of Service and Store Inventory Management.
- Responsible for generating reports using Oracle BI publisher for DiGi specific OR-SIM,OR-POS,OR-CO and OR-BO modules.
- I have learnt and documented both the technical and functional process of OR-SIM and OR-POS

- Written UAT test cases for different Oracle Retail modules.
- Responsible for manual testing of DiGi Specific changes.
- Responsible for defect fixing during product testing.

Personal Information:

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Gender	Male
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Email Id	imvijay.srm@gmail.com
DOB	01/01/1989
Nationality	Indian
Passport details	J8158836
Language Known	Hindi, English, French(Basic)

Place: Pune   **Vijay Kumar Jaiswal**