

JITENDRA SINGH KAPKOTI

+919873307720 | jitendra.kapkoti92@gmail.com

SKYPE: - jitten.kapkoti



SUMMARY

- Currently working as **Senior Salesforce Consultant** in **Trangile Service Private Ltd** a Dubai based Government Company and have 7 years of overall hands on experience into **Salesforce CRM Platform, Salesforce Development across Sales, Service, and Community Clouds.**
- Well versed in the process automation using **Workflow, Process Builder** and also in custom Apex development like **Triggers, Batch Classes**, and Integration using **Rest API** implementation.
- Provide **performance feedback** and mentorship on a regular basis to each team member in a constructive manner. Write and administer performance reviews.
- Identify operational issues / risks, recommend and implement strategies to resolve problems, and monitor / measure client satisfaction
- Review and **analyze project scope and manage client expectations.**
- Involved in all **aspects of security, user management and data management.**
- Integration of **SFDC workflows with third party apps**, business objects and custom objects etc.
- Design and build Lightning Component Framework high-performance, reusable, and reliable Apex code with best practices using **Salesforce functionality (APEX, SOQL, SOSL, Lightning Components, etc.)**
- Knowledge on **Administration & development of Process Builders, Workflows, Validations, Object Model, Profile/Role/Permission Set, Security etc.**
- Built **Lightning web component** and **reusable UI/UX components** with lightning component framework.
- Knowledge to work on Salesforce **Einstein chatbot**

Training & CERTIFICATIONS

1. **Salesforce Admin/ Development training on Intilogik Solutions**
2. **Salesforce Platform App Builder**
3. **Salesforce Platform Developer I**

TECHNICAL PROFICIENCY

- **Project Management:** Custom Software Development, Timeline and Milestone Management, Client Interaction
- **Leadership:** Project Scheduling, Team Resource Allocation, Requirement Analysis,
- **Technical Skills:** Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, LWC, Apex Web Services, Pardot, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Batch class, Scheduling class, Packages, Deployment, Process Builder, REST API, Web Services, Lightning development, SOAP, Cast Iron, WSDL, XML, JSON, REST, HTML, CSS, JavaScript, Bootstrap, AppExchange, packages.

WORK EXPERIENCE

1. Trangile Service Private Limited

Noida, India

Salesforce Senior Consultant

April 2021 – Till Date

Projects Details 1

Title : Park Operation, Toll Gate, BNPL, Portal 360

Client : RAKEZ

Domain : Salesforce Sites, Sales cloud, Service Cloud

Project Type : Sales, Service

Team Size : 18

Role : Apex, Trigger, flow, Aura, lightning, LWC, Visualforce pages, API, development

Period : 6 month

Projects Details 2

Title : Payment Integration with Banking, Recurring, Auto Pay , Quotation Link

Client : RAKEZ

Domain : Salesforce Sites, Sales cloud,

Project Type : Integration of Amazon payment, Apple pay, Save Card, Auto Pay

Team Size : 12

Role : Aura, LWC, Apex, API, development and cross domain

Period : 4 month

- The responsibility includes Business requirement gathering, Client Interaction, Team resource allocation. Also experience with freezone and non freezone, An FZE or FZC is a limited liability company governed by the rules and regulations of the Free Zone in which it is established.
- Interacted with clients to discuss functional requirements and business needs.
- Gathered requirements and check the feasibility for key Salesforce projects.

2. Aspagteq Technology Pvt. Ltd (Nov 18 – April 21)

Noida, India

Software Developer

Nov 2018- April 21

Projects Details

Title : Help Services, Einstein Chat Bot, Apex, Trigger, LWC, Mobile applications

Client : Aspagteq

Domain : Salesforce Sites, Sales cloud, Service Cloud

Project Type : Sales, and

Role : Pardot, Aura, lightning, development and cross domain, Email Template

Period : 1 Years

- Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
- Used Apex programming for Triggers and Class for designing custom business logic.

3. **Spice Pvt.Ltd** (June 16 – Nov 18)

Noida, India

Software Developer

March 2017- Nov 18

Projects Details

Title : Toll Gate, Service portal, Native Mobile App

Client : BBH

Domain : Salesforce Sites, Sales cloud, Service Cloud

Project Type : Sales, Service, Community

Team Size : 8

Role : Handling Aura, lightning, Visualforce pages, API, development and cross domain

Period : 2 year

- Designed and developed SFA based Application on Force.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface
- Contributed UX viewpoints to UMANG Government Project including a comprehensive exercise
- Experienced with Material designing and follow Google Material design guideline.

4. **Zing Mobile Pvt.Ltd** (June 14 – Nov 16)

Noida, India

Software Developer

Nov 2015- March 17

- Involved in implementation and Design of Cases and Issue with Order Management & Product Return module. Creating Workflow and Process builder based on business requirement.
- Used Apex programming for Triggers and Class for designing custom business logic.

EDUCATIONAL CREDENTIALS

1. Bachelor of Technology (**BTech**) in stream of **Computer Science** –

2014 DIT University, Dehradun, India

2. Class 12th – 2010

V.V.M.I.C., Uttarakhand, India

Languages Known: English, Hindi

Hobbies: Football, Travelling, Being Foodie

Have Passport: Yes.