

ABHISHEK SHUKLA

Salesforce developer (*Serving Notice Period*)

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ABOUT ME

To obtain a challenging Salesforce Developer position where I can utilize my expertise in configuration, customization, integration, and lightning migration, as well as my strong understanding of Apex, Aura and Lightning Web Components development to drive success and growth for the organization. With Total IT experience of 7 years having 4 years of Salesforce Sales and service cloud development and support experience and 3 years of mainframe to java modernization experience, I am confident in my ability to design and develop innovative solutions that meet business needs while adhering to best practices and industry standards.

CERTIFICATIONS

- ✦ Certified Salesforce Platform Developer -1
- ✦ Certified Salesforce Administrator

PROFILE SUMMARY

- ✦ Experience in Administration, Configuration, Implementation, Lightning development experience with Salesforce platform.
- ✦ Customized existing Visualforce to align with Salesforce new Lightning UI experience.
- ✦ Created multiple Lightning Web Components (LWC), added CSS and Design Parameters that makes the Lightning component look and feel better.
- ✦ Used Salesforce Lightning Design System (SLDS) for developing Lightning Components, Actions, Event and Server-Side Controller.
- ✦ Creating Lightning Components and used Salesforce SLDS to convert existing pages to lightning components.
- ✦ Created Apex methods for the lightning controller and helper methods to perform DML operations on the case records.
- ✦ Supported and improved sales cycles by implementing solutions effectively.
- ✦ Customization of product by using Salesforce features like triggers, LWC.
- ✦ Used refined global search in Lightning by developing Apex classes and Controllers.
- ✦ Practical experience creating and modifying Salesforce.com applications with the use of Apex classes, Apex triggers, LWC, page layouts, sharing rules etc.
- ✦ Significant experience developing SFDC applications utilizing Apex classes, triggers, components, the Force.com IDE, and the Force.com plug-in for Eclipse.
- ✦ Skilled at developing Users, Roles, Profiles, Visualforce pages, Validation Rules, Workflows, Email Alerts and Page Layouts.
- ✦ Solid background in Apex programming, with expertise constructing and utilizing Classes, Triggers, Standard Controllers, Custom Controllers to develop the display layer in LWC and business login in Apex.
- ✦ Experience in implementing Security/Sharing rules, configured permission sets, Field level Security, Record level Security and resource monitoring.
- ✦ Good understanding of Software Development Life Cycle (SDLC) and Agile with expertise in Requirement gathering, Analysis, Designing, Development and Testing.
- ✦ Used SOQL & SOSL with consideration to Governor Limits to get the customer information from different accounts.

- ✦ In-depth familiarity with Salesforce.com's CRM operations, including Sales, Marketing, Customer Service, and Customer Support.
- ✦ Effective employment of Apex Data Loader, Import Wizard and Data Manipulation Language for data management in bulk.
- ✦ Development of Salesforce using Visual force IDE with Force.com Plug-in, Data Loader, Metadata, REST and Web Services API.
- ✦ Good programming skills in frameworks like Java, JavaScript, SQL, CSS and HTML.
- ✦ Excellent technical skills and the capacity for effective and assured teamwork are required.
- ✦ Strong ability to prioritize tasks effectively and good at meeting deadlines.

TECHNICAL SKILLS

<i>Salesforce API Technologies</i>	Workbench, Data Loader
<i>SFDC</i>	Apex classes, Apex Triggers, Test Classes, Lightning Web Component (LWC), Aura, Validation Rules, Dashboards, Workflows, Custom Objects, Apex Web Services, Force.com IDE Plug-in, Sandbox development and testing, Apex Data Loader, SOQL, SOSL.
<i>Salesforce Tools</i>	Workbench, Data Loader, REST, SOAP API
<i>Web Development</i>	XML, HTML, CSS, JSP, JavaScript, JSON
<i>Languages</i>	Java, C, C++, SQL, APEX, AURA, LWC
<i>GUI and Tools</i>	Eclipse, Visual Studio, Force.com IDE, Data Loader, GIT, GITHUB
<i>Platforms</i>	Windows/XP/Vista/7, UNIX

EXPERIENCE:

Client: United Health Group

December 2022 -Present

Company: Optum Global Solutions (UHG)

Project: DSP Countries (Sales cloud)

Role: Salesforce Lightning Developer

Responsibilities:

- ✦ Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- ✦ Created many Lightning Components and server-side controllers to meet the business requirements. Experienced in migrating the standard and custom objects in standard experience to lightning experience.
- ✦ Created modern Enterprise Lightning Apps combining Lightning Design System, and Lightning Component features. LWC Experience to develop rich user interface and better interaction of pages.
- ✦ Created an application utilizing the Salesforce1 Platform by enabling the integration of Lightning Components. via third-party APIs, obtained certain data and its properties, and displayed them in the lightning.
- ✦ Created multiple Lightning Web Components, added CSS and Design Parameters that makes the Lightning component look and feel better..
- ✦ Accurately recorded all stakeholder roles and converted them into system specifications in order to work with business users and product managers to build new business needs and upgrade requests.
- ✦ Implemented Salesforce Development Cycle covering Sales Cloud, Service Cloud applications.

- ✦ Developed custom Apex triggers and classes to extend the functionality within Salesforce.
- ✦ Collaborated with stakeholders to gather requirements and design efficient solutions aligned with industry standards.
- ✦ Experience working in sales cloud, supporting cases, developed workflows and triggers for automated case resolution
- ✦ In charge of carrying out Salesforce CRM's administrative tasks, such as creating and editing select lists and lookup fields.
- ✦ Using Workflow rule implemented email alert, field update, changing record type and created with time dependent workflow action.
- ✦ Managed security controls by modifying sharing settings, field accessibility, password policies, session settings and network access.
- ✦ Modified Apex Class, Apex Test Methods, Triggers and Visualforce Pages.
- ✦ Work closely with prospects/clients to identify technical requirements and technical infrastructure for CRM based enterprise solutions.
- ✦ Set security and access rights using OWD, Roles & Hierarchies, and Sharing Rules.

Client: United Health Group

Jan 2020 to Nov 2022

Company: Optum Global Solutions (UHG)

Project: CGSP Release Coverion (Sales Cloud)

Role: Salesforce Developer

Responsibilities:

- ✦ Designed, and developed Apex Classes, Controller Classes, extensions and Apex Triggers for various functional needs in the application.
- ✦ Hands-on Experience working across various SFDC implementations that are covering Sales cloud.
- ✦ Closely worked with Salesforce.com consultants for implementing business solutions for their client requirements, using Salesforce within exclusively developed framework.
- ✦ Developed mail merge templates, created email templates, and worked with a range of both standard and custom items.
- ✦ Run APEX data loader to import/load the data in to Salesforce object after these files are successfully transferred.
- ✦ Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- ✦ Built Salesforce CPQ (SteelBrick) proof of concept to evaluate underlying technology
- ✦ Developed custom Lightning web components to enhance the user experience within Salesforce.
- ✦ Collaborated with cross-functional teams to troubleshoot and resolve any integration issues or errors .
- ✦ Stayed up-to-date with the latest developments and best practices, and implemented them in projects to ensure high-quality and efficient integrations.
- ✦ Developed Custom Validations to override the Salesforce default validation rules.
- ✦ Performed large and small-scale Data Migration using Migration Tool and Data Loader.
- ✦ Worked on patient's sensitive data where first imported into Health Cloud, the information required to identify and represent those patients is created.
- ✦ Used health cloud to integrate data from Medicare and Medicaid Services.
- ✦ Conducted training for new and existing Users on how to use the system in line with accepted business standards. Developed support manuals.
- ✦ Responsible for maintaining different sandboxes (Environments) like Development, QA, and Production Sandboxes.
- ✦ Regularly informing and educating the SFDC super users on new features and functionality in order to help them in their roles.

Client: United Health Group

May 2019 to Jan 2020

Company: Optum Global Solutions (UHG)

Project: International Clinic locator

Role: Salesforce Developer

Responsibilities:

- ✦ Involved in identifying, planning, and implementing new Salesforce.com features and functions (new screens, workflow, force.com objects, and reports, apex code) to meet business requirements.
- ✦ Used the force.com IDE (Eclipse) for development and code promotion.
- ✦ Developed batch interfaces and processes to integrate Salesforce.com with external systems.
- ✦ Experience in using Data loader and scheduling timely data backup operations using Apex scheduler.
- ✦ Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules, Components and Visual Force Pages.
- ✦ Developed several Triggers, Apex Classes and Visual force Pages as a part of an application development
- ✦ Created page layouts, search layouts to organize fields, custom links, related lists, and other components on record detail pages and edit pages.
- ✦ Developed workflow rules for implementing business logic, including related activities, time-triggered tasks, email notifications, and field changes.
- ✦ Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
- ✦ Constructed Master-Detail and Lookup relationships on both standard and custom objects, as well as junction objects to provide connection between things.
- ✦ Implemented field level security along with the page layouts to control access to certain fields.
- ✦ Maintained version control using GITHUB along with GIT and to manage all the deployment
- ✦ Audited, uncovered, and resolved data integrity issues with legacy systems
- ✦ Involved in developing tests for custom apex code.
- ✦ Using Informatica on demand to transport the data to the external system while engaging in Data Transformation and Data Cleansing tasks.
- ✦ Participated in developing and preserving the change control procedures for several sandbox settings.
- ✦ Developed and performed training for the sales staff on the use of the system.

Client: TDB Bank

Sep2017 – April 2019

Company: DXC Technology

Role: Mainframe to Java Migration Developer

Project: Convenience System

The CLAS-IC Convenience System addresses the unique requirements of life and health specialty products. These products, sold for the "convenience" of the insurance consumer, are typically mass marketed, low profit margin policies directed at narrow market segments. Typical users of this system are managers and administrators of insurance companies who offer these mass-solicited products including: mortgage protection, term life, and hospital indemnity.

Responsibilities:

- ✦ Responsible for design, development, Java application architecture, use cases, flowcharts, application flow, prototypes, proof concept of sample codes.
- ✦ Responsible for writing detailed design specification document and implementing all business rules.
- ✦ Designed and developed web pages using HTML and JSP's using JSTL tags.
- ✦ Coding programs as per client requirements using COBOL,JCL and CICS.
- ✦ Preparing the Change Requests through Service Now.
- ✦ Developed SQL queries with DB2, cobol code using VSAM.
- ✦ Developed test cases for all the developed modules.

Client: Metlife

April 2016– Sep2017

Company: Cognizant Technology Solutions

Role: Mainframe to Java Migration Developer

Project: Vantage one

VantageOne is the Life Insurance product of CSC, USA. Many insurance companies like Mass mutual, John Hancock, Americo, AXA etc. are using this product since several years. Vantage supports many Life Insurance products like UL (Universal Life), Traditional, and Annuities.

Responsibilities

- ✦ Designed and developed web pages using HTML and JSP's.
- ✦ Coding programs as per client requirements using COBOL,JCL and CICS.
- ✦ Preparing the Change Requests through Service Now.
- ✦ Developed SQL queries with DB2, cobol code using VSAM.
- ✦ Developed test cases for all the developed modules.



B.TECH

NIET Gr. Noida (June 2011 - June 2015)