Mukul Sharma

6X Certified Salesforce/Vlocity professional with extensive understanding of Salesforce ecosystem and an active trailblazer with Ranger rank, Noida, Uttar Pradesh, India ♦ Phone: 9552526973 ♦ Email: mukul.20jan@gmail.com ♦ LinkedIn: mukul- sharma-b3482447

EXPERIENCE

XAVIENT INFORMATION SYSTEM — Noida
10/2018 – present
Module Lead (Salesforce/Vlocity)

- Lead a technical team, including configuration and data migration
- Provide technical assistance and end user troubleshooting for bug fixes, enhancements, and "how-to" assistance
- Develop, maintain, create, and improve validation rules, custom workflows, Visualforce pages, Apex customizations, card layout, omniscript, integration procedure, dataraptor, custom objects, fields, and formulas
- Proactively engage on continuous improvement efforts for application design, support, and practice development efforts
- Performing hands-on software development and testing
- Ensure that the proposed and existing systems are aligned with the organization's goals and objectives

ACCENTURE — Noida
06/2018 – 10/2018
Senior Salesforce Analyst

- Assist in the design and development of Apex, Visualforce components and CPQ.
- Assist with development and configuration for Salesforce integration.
- Design, build, test and deploy SFDC customizations which may include form layout changes, workflow triggers, workflow alerts, automated email responses, etc
- Providing hands on expert level assistance to developers for technical issues

FUJITSU — Noida
08/2015 – 06/2018
Application Developer Salesforce

- Works within established procedures to develop, test, implement, and maintain application software
- Work with management, create and manage complex workflow rules, data validation, and triggers
- Work with Manager to provide scope and timelines
- Work directly with Business POC's and independently perform development, testing, implementation and documentation relates to the SalesForce.com development
- Seek out ways to utilize SFDC to improve processes and productivity, and make recommendations to support an organization scaling at a rapid pace
- Provide hands-on, expert-level technical assistance to developers

BHARTIY WEB TECHNOLOGIES — Noida
01/2013 – 08/2015
Software Developer

- Work Closely with Team Lead or Project Manager to develop solution in accordance to the system design
- Assist with development and configuration for Salesforce and Java Projects.
- Collaborate with other software developers on the development work locally and globally
- Design, develop and create enhancements to existing and new applications

EDUCATION

2010 – 2013   **KRISHNA INSTITUTE OF ENGINEERING AND TECHNOLOGY**   Master of Computer Application (MCA)

2007 – 2010   **ALIGARH MUSLIM UNIVERSITY**   Bachelor of Science

PROJECT DETAILS	**Project Name**: eContract **Project Description**: As part of eContract project we are responsible to handle all Contract related scenario (New/Amendment/Terminate). **Technology:** Salesforce/Vlocity

Project Name: UBA (Order Management)
Project Description: As part of UBA project we are responsible to handle all Order related scenario (for ex. Address/Order scenario).

Technology: Salesforce/Vlocity

Project Name: Chameleon
Project Description: As part of Chameleon project CRM team will deliver the BCX SFDC-iWD integration solution to distribute Cases and Tasks objects to agents in iWS.
Technology: Salesforce

Project Name: Raccoon
Project Description: Raccoon is adding SFDC functionality for TELUS external Dealers and internal Sales representatives to 'reserve' customer accounts in SFDC.
Technology: Salesforce

Project Name: ePuma
Project Description: Business users want to maintain the Order functionality for Oil & Gas. So, we have developed a Custom functionality using Sales cloud and Salesforce CPQ to achieve it.
Technology: Salesforce

Project Name: Tata AIG
Project Description: Tata AIG General Insurance Company Limited is an Indian general insurance company and a joint venture between the Tata Group and American International Group(AIG).The company's products are available through distribution channels like agents, brokers etc. Which involves enhancing and developing the salesforce platform based application using Apex, Visualforce, Apex Classes, Apex Triggers, Apex Controllers, Test Classes, Lightning Components, Lightning Events, CSS and Java Script to meet the application requirement.
Technology: Salesforce

Project Name: Investor Contact Management(Moody's)
Project Description: Moody's is an essential component of the global capital markets, providing credit ratings, research and tools and analysis that contribute to transparent and integrated financial markets.
Technology: Salesforce

Project Name: Canon
Project Description: This Project is sync with FCIP Market place data in salesforce when subscription is created, and integrate device license Activation/Deactivation info at Canon Server based on services selected by user.
Technology: Salesforce

SKILLS	• Proficient in writing clean, solid, readable code

SKILLS

- Proficient in writing clean, solid, readable code
- Strong understanding of Vlocity, Integration, declarative, development,force.com, Visual Force, Apex, Vlocity Card layout, Omniscript, Dataraptor, Integration procedure, Sales Cloud, Service Cloud
- Proven ability to deliver high-quality, reliable code implemented on schedule
- Time management, ability to multitask, and propensity to handle urgent interrupts with poise and professionalism
- Good working knowledge of Javascript
- Detailed knowledge of Salesforce.com best practices
- Capable of writing and debugging efficient SOQL queries of standard and custom objects, and able to understand and develop for complex data models
- Excellent problem solving and troubleshooting skills, with a solid customer-service orientation
- Strong verbal and written communication skills including the ability to share ideas both with the business and internal IT teams
- Ability to maintain a detail oriented approach while multitasking in a fast paced environment.
- Worked on lighting framework and created industry specific application using Vlocity.

CERTIFICATIONS

- Vlocity Platform Developer
- Vlocity CPQ Developer -I (Communications)
- Salesforce Certified CPQ Specialist
- Salesforce certified Platform Developer -II
- Salesforce certified Platform Developer -I
- Oracle Certified JavaSE6 Programmer