

# SHIVENDRA PRATAP SINGH



Dedicated Salesforce Developer with a focus on assisting third-party developers in troubleshooting integration issues, writing sample code, and contributing to Open-Source projects. Committed to creating knowledge base materials, resolving customer service issues, and delivering high customer satisfaction. Adept at maintaining technical expertise and identifying upsell opportunities while meeting KPIs for customer satisfaction and productivity.

## Work Experience

**Tech Mahindra, Noida, India**

**Duration April 2022 to June 23**

**Role – Salesforce Associate**

- Assisted third-party developers in debugging and resolving integration issues with Salesforce APIs, Apex, Visualforce, and developer products.
- Wrote sample code and contributed to Open-Source projects to support developer community empowerment.
- Created knowledge base materials to improve operational efficiency and developer resources.
- Skilfully managed complex customer service problems, ensuring high satisfaction.
- Maintained technical expertise in Salesforce product functionality and delivered effective customer assistance.
- Assisted in product and technical training delivery.
- Reviewed support cases for technical accuracy.
- Defined technical best practices.
- Identified upsell opportunities and presented Salesforce solutions persuasively.
- Completed assigned project responsibilities.
- Achieved monthly KPI goals, including CSAT and Productivity.

**Creditas Solutions Private Limited,**

**Gurgaon, India Duration**

**April 2021 to March 2022**

**Role – Credit Counselor**

**Client – HDFC ODBC**

- Conducted proactive customer outreach, engaging in calls to comprehend their concerns, while meticulously analyzing and preparing credit reports for thorough evaluation.
- Provided comprehensive counselling to customers, guiding them based on the findings from credit reports and offering suitable solutions.
- Delivered exceptional customer support by promptly responding to inquiries through various channels, such as emails, calls, or any preferred means of communication.
- Successfully managed multiple portfolios, showcasing versatility and adaptability in handling diverse customer needs.

## Salesforce Development Skills:

- Basic Lightning Experience (Lightning Web Components & Aura)
- Modern JavaScript
- Apex (Synchronous and Asynchronous)
- Debugging/Troubleshooting Errors
- Visualforce
- Sites/Communities/Force.com
- SOQL/SOSL
- Deployment (Metadata API/ANT Migration tool/CLI)
- Flows/Process Builder
- Event-Driven Architecture (Platform Events, Streaming API, Change Data Capture)
- Field Service Lightning (FSL)
- Mobile Development
- Excellent written and verbal communication skills
- Internet technology understanding: firewalls, web servers, web proxy servers, etc.
- Database concepts and data management (RDBMS) and Basic SQL.



**Trailhead:** <https://trailblazer.me/id/shivendraim>

## Education

- Post Graduation/ Dr. A. P. J. Abdul Kalam Technical University/ Master of Business Administration/ Marketing and Finance
- Graduation/ University of Allahabad/ Bachelor of Commerce
- HSC/CBSE/ MPVM Ganga Gurukulam

## Certifications

- **Salesforce Certified Administrator (SCA)**
- Techno-Manual Skill Development Program, Certificate of Excellence, organized by United Institute of Management, 2019
- Fundamentals of Digital Marketing Certification. (Google Digital Unlocked)

## Achievements

- Received around 16 customer appreciation letters in the span of 5 months. (HDFC ODBC) - Creditas Solutions Private Limited, Gurugram, Haryana, India.

## Personal Information

- Date Of Birth: September 14th, 1997
- Nationality: Indian
- Marital Status: Single
- Language: English and Hindi
- Mobile: +91-9415148739
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Date:

Signature: