**Roshan Kumar**

**Phone**: +91 8507877828

**Email**: roshank949@gmail.com

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| **PROFESSIONAL SYNOPSIS** |

**Senior Salesforce Developer** with total **8+ Years** of experience on Salesforce Platform. Currently working on Salesforce development, customization, configuration, designing, testing and end-to-end implementation, demos, as well as support projects on Salesforce and Force.com platform. I am working in a team of developers wherein I interact with client, Stake holders, End users and get the requirements and liaise with team for timely delivery of Projects.

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| **CERTIFICATIONS** |

**Salesforce.com Certified Platform App Builder,** Credential id - 16840475

**Salesforce.com Certified Administrator,** Credential id - 3376597

**Salesforce.com Certified Service Cloud Consultant,** Credential id - 4636177

**Salesforce.com Certified Platform Developer 1,** Credential id - 16897927

**Salesforce.com Certified Platform Developer 2,** Credential id - 3077400

**Salesforce.com Certified Sales Cloud Consultant,** Credential id - 22933991

**Salesforce.com Certified Field Service Consultant,** Credential id – 3025160

**Salesforce.com Certified Sharing and Visibility Architect,** Credential id**-** 3103297

**Salesforce.com Certified Java Script Developer 1,** Credential id**-** 3110502

**Salesforce.com Certified Salesforce Certified Data Architect,** Credential id**-** 3125442

**Salesforce.com Certified Application Architect,** Credential id**-** 3125443

**Salesforce.com Certified Identity Access Management Architect,** Credential id**-** 3201811

**Salesforce.com Certified Development Lifecycle and Deployment Architect,** Credential id**-** 3250492

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| **CAREER CONTOUR** |

**Current Organization**

* Company : Deloitte USI
* Designation : Senior Consultant (Salesforce Dev Lead)
* Period : From March 2022 to Current.

**Previous Organization**

* Company : Virtusa Consulting Services Private Limited
* Designation : Lead Consultant-Technology. (Sr. Salesforce Developer)
* Period : From Nov 2020 to Feb 2022.

**Previous Organization**

* Company : Vodafone India Services Private Limited
* Designation : Salesforce Developer.
* Period : From Dec’2018 to Aug’2020.

**Previous Organization**

* Company : Capita IT and Networks
* Designation : Salesforce Developer.
* Period : From May’2018 to December’2018.

**Previous Organization**

* Company : Cloudaction Technology Services Pvt. Ltd.
* Designation : Business Technology Consultant.
* Period : From January’2015 to April’2018.

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| **SKILL SET** |

* **LWC, Aura, Apex, Triggers, Integration (REST), Lightning**
* **Scheduling** and **Batch** Apex to process bulk data including **queueable** and **future** method.
* Security Controls (**Profiles**, **Roles**, **OWD**, **Sharing Rules**, **Groups**, **Permission Sets**)
* **Approval Processes, Validation Rules, Reports and Dashboards**.
* **Workflow, Process Builder, Flows, Approval Process, Validation Rules.**
* Experience in Development/Configuration and Management of standard objects **Accounts, Contacts, Leads, Opportunity, Cases.**
* **Community Cloud**, **Sales Cloud**, **Service Cloud**, **Reports and Dashboards**.
* Data Migration through **Change Sets**, **Data Loader**, **Import Wizard**, **ANT**, **Bamboo**, **Source tree, autorabit and GitHub, SFDX, CI/CD**.
* Experienced in **Agile methodology**, SCRUM, SPRINT, GROOMING, Retrospective.
* Worked on tools **VisualStudio, Eclipse, JIRA, Confluence, Rally, ADO, Workbench, Conga, MuleSoft, Informatica, PentaHo**.
* Salesforce unit test creation for test coverage before deployments.
* Experience in Gathering Client requirements and implementing them in Salesforce.
* Experience in Creating **RFP** and **UAT** document of Project to understand project flow.
* Implemented end-to-end projects, created design for objects & relationships between them.
* Worked on Project prsentation with complete ownership of project with documentation.
* Worked on different modules of salesforce mostly on Sales cloud, Service Cloud, Community Cloud
* I do conduct and participate in knowledge transfer sessions on salesforce for new joiners.
* Quick learner and excellent team player, ability to meet tight deadlines and work under

Pressure can work with different time zone and be productive with new technologies.

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| **PROJECTS** |

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| **Client: Healthcare Department**  **Client Name: Olympus Europa SE & Co. KG (Germany)**  **Project**: Salesforce Development and Implementation  **Designation**: Salesforce Dev Lead  Project Environment: Salesforce (Sandbox, Production)  Duration: Dec 2022 to Current | * Working as a Salesforce Dev Lead on development, Enhancement, Customization for an application designed on Salesforce lightning which captures business of medical equipment in Europe. * LWC, Apex, Trigger Frameworks, Webservices Classes including callout and callin methods, Connected App to give access to salesforce for external system, Batch class, Future methods, Queueable, Scheduler, Future Methods JIRA, Confluence, Visualstudio, Autorabit, GIT, Sourcetree |
| **Client: Healthcare Department**  **Client Name: Kite Pharma a Gilead Company (USA)**  **Project**: Salesforce Development and Implementation  **Designation**: Salesforce Dev Lead  Project Environment: Salesforce (Sandbox, Production)  Duration: March 2022 to December 2022 | * Worked as a Dev Lead on this project where I was involved in requirement gathering, Grooming, providing solutions to complex and medium solutions, Development of user stories, Providing Technical KT to clients, Technical Documentation, deployments, and Timely deliverables of sprint on behalf of a team and individual level * LWC, Apex, Integrations (REST and through middleware), REST Mapping URL classes, Triggers, Batch classes, Queueable, Future Methods and few configurations including layouts, Process Builders, Workflows, Data Loading activity, Middleware, ADO, GIT |
| **Client: Healthcare Department**  **Client Name: United Healthcare Group, USA**  **Project**: Salesforce Development Implementation and Support  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Nov 2020 to March 2022 | * Worked with business on New Development, Enhancement, Customization, bug fixes and live support of application designed on Salesforce lightning which captures business of healthcare in entire USA * LWC, Apex classes, Batch classes, Triggers, Web Services, REST, Workflow Rules, Process Builders, Email Templates, Org Wide Setting, Sharing Rules, Roles & Responsibilities and Profiles. |
| **Client: Telecom Department**  **Client Name: Vodafone Roaming Services, Luxembourg (Europe)**  **Project**: Salesforce Development Implementation and Support  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Dec 2018 to Aug 2020 | * Worked with stakeholders on New Development, Enhancement, Customization, bug fixes and live support of application designed on Salesforce lightning which captures business of International Roaming services across the Europe & New Zealand * Lightning components, Apex classes, Batch classes, Triggers, Visualforce Pages, Web Services, REST, Workflow Rules, Process Builders, Email Templates, Org Wide Setting, Sharing Rules, Roles & Responsibilities and Profiles. |
| **Client: Financial Domain**  **Client Name: Fusion Global Business Solutions, London (UK)**  **Project**: Salesforce Development Implementation and Support  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: May 2018 to Dec 2018 | * Worked Directly with Client on Development of Salesforce Platform for Financial Force (Process Service Automation application). * Requirement gathering from client on regular basis * Did Development using Apex classes, Batch classes, Triggers, Visualforce Pages, Workflow Rules, Process Builders, Email Templates, Org Wide Setting, Sharing Rules, Roles & Responsibilities and Profiles |
| **Client: Healthcare Domain**  **Client Name: Change Health Care, Nashville (United States)**  **Project**: Salesforce Development and Implementation  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Jan 2017 to April 2018 | * Worked on the live Configured Salesforce System. * Worked in Agile methodology to work on new requirements, fixes on sprint basis. * Did development using Apex classes, Batch classes, Triggers, Visualforce Pages, Workflow Rules, Process Builders, Email Templates, Org Wide Setting, Sharing Rules, Roles & Responsibilities and Profiles the system to complete the requirement. |
| **Client: Data storage and Networking products domain**  **Client Name: Brocade Communication, San Jose (United States)**  **Project:**  Salesforce Development and Implementation  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Jan 2016 to Dec 2017 | * Development, customization enhancement and addressing day-to-day issues on salesforce platform also request for change (enhancements), and knowledge transfer to users to educate them about the system designed and configured so that it should be easy for them to use it as an end user across the globe. * Did Requirement gathering including workshop with their respective departments/team and did customization on salesforce which includes Apex classes, Apex triggers, Visualforce pages, Batch class, Workflows, Flows, Process builders etc. implemented the same on Salesforce Platform. |
| **Client: Online sports portal business domain**  **Client Name: Coral Racing, London (UK)**  **Project:**  Salesforce Development and Implementation  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Oct 2015 to Dec 2015 | * Worked on development, customization which includes Apex classes, Apex triggers, Visualforce pages, Batch class, Flows, Process builders etc. for the client’s Incident Management Processes. * Created Workflows, Survey Management and Foundation data Management. |
| **Client: Integration tool (Cloudaction internal project)**  **Product Name - Actionhub**  **Project:**  Development of actionHub application on salesforce platform for Integration engine with 3rd party system  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Oct 2015 to Dec 2015 | * actionHub is an integration accelerator developed exclusively for Remedyforce to drive IT and non-IT business services across the enterprise by automating data synchronization and business rules orchestration between enterprise systems. * Developed this application using Apex, VF Pages, and all the administration part of Salesforce Technology. |
| **Client: Homes and Finance domain**  **Client Name: - SiliconExpert (United states)**  **Project:**  Salesforce Development and Implementation  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: May 2015 to September 2015 | * Worked on development, customization that included Apex classes, Apex triggers, Visualforce pages, Batch class, Workflows, Flows, Process builders etc. for the client’s Incident Management and Self Service, and Service Level Management processes. * This enabled end users to easily log an issue or request, view status of any open ticket and communicate with staff. |
| **Client: IT Solutions domain**  **Client Name: Neighbor Works (United states)**  **Project:**  Salesforce Development and Implementation  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Jan 2015 to April 2015 | * Worked on development, customization which includes Apex classes, Apex triggers, Visualforce pages, Batch class, Workflows, Flows, Process builders etc. for the client’s Incident Management and Self Service, Configuration Management, Foundation Data collection and Architecture, Service Request, Knowledge Management and Service Level Management processes. * This enabled the customer to provide its users with a Self-Service portal and email integration so that they can create Incidents by sending email to different email IDs for Service Desk, and also to submit an Incident Ticket or Service Request using Service Portal and track their ticket progress using Self Service interface. |

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| PERSONAL DOSSIER |

* **Date of Birth**: 02/09/1991
* **Gender**: Male
* **Pan Card No**: CKFPK0124A.

**I hereby declare that all the information mentioned above is true to the best of my knowledge.**

**Current Location**: Pune.

**(ROSHAN KUMAR)**