**Hitesh Kumar**

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**PROFESSIONAL SUMMARY**

* Over **7+ years of IT experience** and **5+ years in Salesforce CRM platform as Developer** and **Administrator** with Extensive experience in development life cycle, application design patterns and Lightning Development.
* Experience in SFDC Development implementing the **APEX Classes, APEX Triggers, Visual Force pages, S - Controls, Force.com IDE, Eclipse with SOQL, SOSL and Plug-ins**.
* Support and provide recommendations to the **COF, CTO, VP** of Sales, and VP of Services by tailoring **Salesforce**.com to meet agile business needs.
* Experience in Salesforce **Customization**, **Security**, **Visual** **Workflow**, **Approvals**, **Data Validation**, **Analytics**.
* Expertise in **SFDC Development** using **Lightning Application**, **Apex**, **Visual Force Pages**, **Classes**, **Controllers**, **Triggers**, **Indexes**, **Locker** **Services**, **Components**, **Tabs**, **Apex Web services**.
* Experience in **SFDC Integration, Apex Programming, App-Exchange Packages& Custom Applications, Salesforce.com Service Cloud expertise**.
* Integration **Methodologies, Trigger framework, Recursive Triggers, VF Remoting, Asynchronous Framework & options**.
* Hands on experience in writing queries using **SOQL** and **SOSL** in **Apex Classes** and **Triggers**.
* Experience integrating **Mulesoft and Salesforce**. Served as an Admin for **Mulesoft** Platform and performed tasks such as creating users, **controlling access**, **scheduling** and running the **batch jobs**, monitoring the jobs and updating versions
* Strong web development skills using **HTML/HTML5, CSS/CSS3, JavaScript (ES5 & ES6), JQuery, BOOTSTRAP, Angular JS, Node JS, Require JS, XML, AJAX, JSON** which meets W3C Web Standards.
* Strong knowledge on **VMOC rules**, **Veeva** vault integration with **Veeva** **CRM**, IRep implementation and with Approved email setup and implementation.
* Configure AppExchange products like **Duplicate Check, Confidential Adapter, DocuSign, Sales Desktop, Conga Composer** etc.
* Creating **Custom Apps, Custom fields**, **Profiles**, **Applying Sharing Rules**, **Handling Page Layouts**, **Search Layouts**, and **Related List** and defining **Field Dependencies, custom buttons, Validation Rules, workflows, approval processes**.
* Worked on **Business to Business (B2B) & Business to Customers** (B2C) SFDC patterns involved interaction with all the various parties is involved. Integrated **Salesforce** with various third-party solutions.
* Proficiency in Object Oriented Languages like **C Java J2EE JSP Servlets** and other **Java** technologies.
* Extensive experience with various Salesforce deployment methodologies including Change sets, **Force.com Plug-in environment, Ant Migration tool**.
* Identify and streamline workflows using the **nCino** platform, built on **Salesforce**.com, and implement changes and levels of customization as needed through the **Salesforce** Administrator role.
* Experience in Migrating Metadata from **Sandbox** to Production environment using Migration tools like **ANT**, **Eclipse IDE** and Change Sets.
* Experienced in **Object Oriented Analysis** and **Design** and **Object-Oriented Programming** and Design Patterns under **MVC** (**Model View Controller**) **Architecture**.
* Worked on administering CRM applications like **Data Exports & Imports**, **Application Support, Security Administration, Maintenance,**and**User & Security Management**.
* Experienced in configuring **Veeva** applications using **Veeva** custom settings, **Veeva** messages, zvod fields and section signals on page layouts, offline validation rules, sample management Functional.

**CERTIFICATIONS**

* Salesforce Certified Platform Developer-I (401).
* Salesforce Certified Administrator (201).

**TECHNICAL SKILLS**

**Salesforce:**Salesforce CRM, Lightning Application, Apex Custom Controllers, Apex Classes, Apex Triggers, Visualforce Pages/Components, Apex Web Services, SOQL, SOSL, Workflow and Approvals, Reports and Dashboards.

**Salesforce Tools:**Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Change Sets, Force.com Import Wizard, Force.com Excel Connector, Force.com Platform (Sandbox and Production)

**Other CRM:**Veeva, ServiceMax, Apptus, CPQ

**Integrating Tools:**Apex Data Loader, Import Wizard, Data Export, Mass Delete

**Languages:**Apex, Java, C, C++, SQL, SOQL, SOSL.

**J2EE Technologies:**JAVA 1.X, Servlets, JSP, JSTL, JDBC, Struts1.2/2.0, Tiles, Spring, EJB, Web Services, Log4j, Slf4j.

**Web Technologies:**HTML, XML, CSS, Java Script, JSP WSDL, SOAP API, REST API

**Databases:**SQL Server, My SQL, MS Access, DB2

**PROFESSIONAL EXPERIENCE:**

**Cigna Health, Bloomfield, CT Aug’ 19 to Present**

**Sr. Salesforce Lightning Developer**

**Responsibilities:**

* Developed the Patient Enrollment Application to provide medical & specialty self-service enrollment and digital customer experience capabilities across all constituents using Salesforce Lightning Community.
* The project is to maintain existing Salesforce.com instances, coupled with the Integration of SAP (among others).
* Build and maintain a single point Order Management system using Lightning Design System, Lightning Components, and JavaScript Controllers.
* Implement event logging of the complete organization using lightning UI framework.
* Worked on Salesforce1 Platform to build Mobile App by enabling Lightning Components for use in Salesforce1 mobile platform to make Lightning Application mobile.
* Utilized Platform event to provide near real time updates to integrated third party applications.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Extensively worked on trouble shooting the integration issues between Datawarehouse -> Mulesoft -> Salesforce
* Leveraged APEX Controller to make a call for external requests to retrieve data from various API’s and displayed them on to the component.
* Extensive experience in creating B2B and B2C store using SalesForce and Cloudcraze.
* Updated the APEX Controller and Helper functions regularly making the Component Context Aware as per business requirement.
* Utilized Force.com IDE for creating, modifying, testing, and deploying Force.com Applications.
* Used SOQL and SOSL statements within Governor Limits for data manipulation using platform database objects.
* Build Canvas and integrated java and .net application with SalesForce. B2C and B2B Integration through SalesForce.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Implemented the SOAP Web Services callouts from Salesforce.com using outbound messaging.
* Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
* Worked with Conga Composer to generate Word, Excel and PowerPoint documents for various purposes like client documentation for product guidelines to presentation and data representation in front of future clients.
* Recommended, designed, and implemented a Marketing process in Salesforce to automate communications between Sales and marketing, associate campaign influence on opportunities for ROI reporting, and to provide real time status on campaign members.
* Experience in working with Salesforce.com sandbox and production environments.
* Used the sandbox for testing and migrated the code to the deployment instance after testing.
* Created test scenarios on Sandbox environment and migrated code to deployment upon successful testing.
* Work with Salesforce administrator(s) to administration of the Salesforce environment; including customizing and implementing profiles, roles, security settings, sharing rules.
* Worked on different integration projects. Good experience on B2B B2C SFDC patterns involved interaction with all the various parties involved.
* Proficiency with deployment, migration, development & other tools such as CLI, ANT, Change Set, Data loader, Packages, Force.com IDE, Git, Jenkins, Jira, Workbench etc.
* Worked with Enterprise Change Management and Release Management to align Salesforce release process with **HealthGrades** standard processes.
* Involved in daily standup meetings sprint planning and demos, as a result bring good solution to the business requirements were achieved.

**Environment:** Saleforce.com platform, Apex Language, Visualforce Pages, Data Loader, Mulesoft, HTML, Java Script, Workflow & Approvals, Reports, Lightening design system(LDS), Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**First National Bank, Omaha, NE Apr’ 18 – Jul’19**

**Sr. Salesforce Developer**

**Responsibilities:**

* Worked on Business to Business (B2B) & Business to Customers (B2C) SFDC patterns involved interaction with all the various parties is involved. Integrated Salesforce with various third-party solutions.
* Extensively worked in agile methodology and attended Daily status/standup meetings.
* Developed **Apex triggers**, asynchronous classes, test methods to achieve users desired functionality
* Domain Admin and Configuration specialization on different Veeva Vault applications including VEEVA VAULTMedComms, PromoMats and eTMF . Well-versed in all aspects of the Veeva platform and applications, including the application functions, system and business administration settings.
* Used Data Loader **for insert, update,** and bulk import or export of data from Salesforce.com objects. Used it to read, extract and load data from comma separated values (CSV) files.
* Implemented Veeva CRM and Vault on Force.com platform, integrated Veeva Vault with Veeva CRM, CLM admin tab configurations.
* Successfully owned and managed SFDC VEEVA platform, worked on Salesforce, Veeva CRM application and Veeva Vault.
* Implemented data models related to CPQ and CLM. Delivered system specifications and changes in CPQ and CLM.
* Developed Lightning Component Framework and also built Lightning component using aura framework.
* Analyzed current processes and made recommendations for automated notifications to Sales Reps when maintenance renewals are due and when outstanding invoices need attention, standardized sales reports, installed and trained users in Cirrus Insight to track Sales appointments for call reports.
* Requirements gathering and primary development of nCino Platform nCino administration.
* Developed various Custom Objects, Components, Controllers, Custom Reports, Custom Tabs, Labels, Visual force pages, Validation rules, Approval Processes and Auto-Response rules for automating business logic and Report folders for different users and profiles based on the requirement.
* Involved in Steel Brick CPQ implementation and customizations around the app exchange.
* Developed customer management app for the customer services team to track client databases and financial transactions by collecting requirement for the application of the Salesforce CRM with the Customer Portal.
* Performed data cleanup and/or Data migration to/from salesforce.com
* Worked on different Communities like Self Service Community, Partner Community and Customer Community.
* Exposed Salesforce.com using SOAP web services using Enterprise WSDL and partner WSDL.
* Identify and streamline workflows using the nCino platform, built on Salesforce.com, and implement changes and levels of customization as needed through the Salesforce Administrator role.
* Process Builder, Workflow Rules, Approval Process, and Administration and development of the nCino platform.
* Maintained custom nCino-Salesforce objects. Maintain setup records specific to nCino.

**Environment:** Salesforce.com platform, Force.com IDE, Apex classes, Triggers, Visualforce (Pages, Components & Controllers), UAT Server, QA Server, SOSL and SOQL, HTML, CSS, JSON service module, sales cloud, Apex data loader, Workflows & Approvals, Sandbox, Production, CTI, Java Script, Eclipse, Apex Triggers, Workbench, Steel Brick, REST API, SOAP, WSDL, Windows.

**Cargill, Omaha, NE July’17- Mar’18**

**Salesforce Developer/Admin**

**Responsibilities:**

* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization in unlimited edition.
* Interacted with various business team members to gather and document the requirements.
* Developed VF components in mobile apps.
* Created and used Email templates in HTML and Visualforce.
* Developed various Custom Objects, Tabs, Visualforce Pages and Controllers.
* Developed APEX Classes, Controller Classes and APEX Triggers for various functional needs in the application.
* Used the sandbox for unit testing and deployed the code to the higher environments using changesets and ANT migration tool.
* Developed and deployed workflows and approval processes for opportunities and products/ assets management.
* Created and deployed Several Reports and dashboard using lightning reports and dashboards.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards, and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports for different user profiles based on the organization’s need.
* Assigned workflows for Lead conversion, transfers, merging duplicates, managing web-to-lead to track responses to online campaigns.
* Involved in Data mapping specifications to create and execute detailed system test plans. The data mapping specifies what data will be extracted from an internal data warehouse, transformed, and sent to an external entity.
* Administered, configured, maintained users, profiles, roles, assigning Permissions, generating security tokens, Validation Rule, upgrade installation.
* Conducted Administrative duties which included working with c-level executives, system administrators, and end users to gather their business requirements, then develop customized solutions to meet their needs.

**Environment:** Saleforce.com platform, Apex Language, Apex Triggers, Visualforce (Pages, Component & Controllers), Pages, Data Loader, HTML, Java Script, Web Services, Reports, Custom Objects, Custom Tabs, Email Services, Sandbox data loading, Eclipse IDE Plug-in, Windows XP.

**TransAmerica, NY Jan’16-Jun’17**

**Salesforce Developer/Admin**

**Responsibilities:**

* Interacted with various business user groups and performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects.
* Used agile methodology to achieve high performance.
* Guided colleagues how to overcome the complex scenarios when they are experiencing some critical issues like duplicate records, bug fixes etc.
* Involved in system integration using Call Outs, Triggers, and outbound messaging.
* Developed APEX triggers, classes, Visual Force pages.
* Extensively used REST APIs for integration between Salesforce and on-premises systems.
* Documented test cases, test results, test procedure and reported to client and coordinated with development team for Bug fixing.
* Performed data migration into Salesforce using apex data loader through CSV files.
* Experience in data migration from Excel using Data Loader, Data Import Wizard, SFDC Data Export, and Mass Delete.
* Worked with various App Exchange packages as necessary.
* Strong experience with source control tools Git, Source tree, built salesforce code from the repository.
* Initiated and accomplished Github and Jira integration for the team.
* Developed and maintained SFDC analytical reports and dashboards for management review.
* Involved in Setting up Sales Cloud Queues, web-to-lead setup, lead conversion mappings, assignment rules, auto response rules etc.)
* Involved in Setting up Service Cloud (Creating queues, Email-to-case, Web-to-case setup, auto assignment rules, auto response rules, escalation rules).
* Involved in Configuring Campaign Management, Lead Conversion and Case Management Process.

**Environment:** SalesForce.com CRM Application Platform, Apex Language, SOQL, SOSL, Visualforce, WSDL, Custom Objects, Tabs, Page Layouts, Workflows, Approval Processes, Email, Messaging, Dashboards, SOAP, Web Services.

**TCS, India July’13-Dec ‘15**

**Java Developer**

**Responsibilities**

* Developed modules in Java and integrated with MySQL database.
* Responsible for coding using Java Servlets, Java Beans and XML.
* Worked with OOPS concepts such as Inheritance, Encapsulation, Abstraction and Polymorphism.
* Expertise in performing operations such as Collections, Exception Handling and Multithreading.
* Developed web applications using Spring MVC framework.
* Setup the class path for the Java JDK and managed the JVM (Java Virtual Machine) settings.
* Involved in Analysis, Design and Development of different phases of Process Flow module.
* Designed and developed highly customized front end screens using Sencha ExtJs framework library, JavaScript, HTML, CSS as a Rich Internet Application (RIA).
* Designed Graphical User Interfaces using JSP’s.
* Worked on various design patterns UML and Enterprise Application Integration.
* Implemented Action class and Action Forms using struts
* Worked on the design of the entire end-to end architecture for the Classification Web Application.
* Added Dynamic functionality to the user interface using Java Script.
* Monitored the error logs using Log4J and fixed the problems.

**Environment:** HTML, CSS, JavaScript, JQUERY, AJAX, JSON, XML, Eclipse, Sub Version.