

# VIVEK KUMAR

+91-8171686747 | vivekgautam.kumar@gmail.com

## PROFILE SUMMARY

- 5+ years of development, implementation and maintenance experience in the IT industry and Salesforce.com administration, configuration, development, and support experience.
- Salesforce Certified Developer ADM201, PD1, Sales Cloud Certified.
- Worked in all stages of Software Development Life Cycle, Requirement Gathering, Design, and Development.
- Having very good exposure on Salesforce CPQ.
- Utilized declarative features like Validation Rules, Workflows, and Approval Processes for automated alerts, outbound API messages, field updates, assignments, and email notifications as per specific business needs. Experienced in coding using SOQL, Triggers, and Packages.
- Experienced in designing Apex Classes, Custom Controllers, Controller Extensions and various other components following client and application requirements.
- Experienced in SFDC development using Visualforce Pages, Components.
- Experience in data migration using Import wizard and Apex Data Loader
- Well versed in administrative activities on Salesforce including managing users, security controls and data management.
- Generated Dashboards, Custom Reports as per a company's reporting and decision-making needs.
- Interacted with Customers for requirement gathering and effective analysis.
- Excellent work ethics, self-motivated, quick learner and team oriented. Continually provided value added services to the clients through thoughtful experience and excellent communication skills.

## EXPERIENCE

**Infosys India Pvt. Ltd**  
Salesforce Developer  
Nov 2020- Present

### 1. Salesforce Developer for Billing Innovation

<b>Roles</b>	Software Developer
<b>Duration</b>	November 2020- Present
<b>Technology Used</b>	Salesforce CPQ, Billing, Apex, Triggers, Lightning Component

#### Roles and Responsibilities:

- Worked on Custom Script for quote and Quote line creation.
- Very good understanding of product Bundle handling. And how data flow between the object by using Twin fields functionality.
- Hands on Amendment and Cancellation scenarios.
- Worked on sending notification while creating records to the downstream.
- Having good exposure on Invoice, Invoice line, Credit note creation using Invoice Schedulers.
- Wrote custom logic to create contract and orders. And knowledge of price rules and billing rules.
- We are using a data repository in GitHub where we are pushing the data into it by using Git Bash and done deployment

**WM Logistics**

Salesforce Developer  
June 2020 – Nov 2020

**1. Salesforce Developer for Classic Innovations**

<b>Roles</b>	Software Engineer
<b>Duration</b>	June 2020 – Nov 2020
<b>Technology Used</b>	Salesforce, Apex, Triggers, Lightning Components

**Roles and Responsibilities: -**

- Worked on fully customized case object UI by lightning components.
- Hands on Metadata type settings for auto generated SLA Service date.
- Created depended picklist and different layouts along with the workflows and lightning flows as well.
- Create users, security settings and permission set for giving extra access, bypass validation rules.
- Worked on Apex classes, triggers, Asynchronous Apex, Visual force pages.
- We are using a data repository in GitHub where we are pushing the data into it by using Git Bash and done deployment by Changeset and Ant. (Version Controlling)

**Capgemini Ind Pvt. Ltd.**

Salesforce Developer  
Oct 2016-June 2020

**1. Salesforce Developer for JCI**

<b>Roles</b>	Software Engineer
<b>Duration</b>	Oct 2016- June 2017
<b>Technology Used</b>	Salesforce, Apex, Triggers

**Roles and Responsibilities: -**

- Prepared functional specifications and maintained process and technical documentation.
- Extensively worked on Salesforce.com Standard Objects including Accounts, Contacts, Cases and solution.
- Used Workflow Rules to update fields and send emails as per business logic.
- Configured Security Settings for User Profiles and Roles according to the org chart. Moreover, used Role-based access when necessary.
- Scheduled email delivery of various standard reports to business users on a periodic basis.
- Wrote test classes for Triggers and ensured proper test coverage.
- Created many Email Templates and Mail Merge Templates and was involved in doing the Mail Merge for different standard and custom objects.

- Interacted with testing and the development teams for the development and testing of the code.
- Resolve the Cases and support the team on urgent bases, implementation and working with real-time troubleshooting.

## 2. Salesforce Developer for Morrisons

<b>Roles</b>	Software Engineer
<b>Duration</b>	July 2017- Dec 2019
<b>Technology Used</b>	Sales force, Apex, Triggers

### Roles and Responsibilities: -

- Worked on Standard objects, Batch Apex classes and scheduled batch classes according to business processes.
- Developed Apex Classes, Triggers and Workflow rules to meet their business requirements.
- Developed Custom Report Types, Custom Reports, and Dashboards to meet the reporting needs of the organization.
- Developed Apex Classes, Apex Triggers, Custom Controllers, and Controller Extensions.
- Deployed changes from sandbox to production environment using Change Sets.
- Participated in KT sessions for business users and other associates working with SFDC.
- Involved in Design, development, planning, testing and deployment of application.

## 3. Salesforce Administration for Kering

<b>Roles</b>	Software Engineer
<b>Duration</b>	Jan 2020- June 2020
<b>Technology Used</b>	Salesforce.com, Apex, Visual force, JavaScript

### Roles and Responsibilities:-

- Developed Apex Classes, Triggers and Workflow rules to meet their business requirements.

- Customized User Roles, Role hierarchies, Profiles and Sharing settings to ensure that the data security is available only to the authorized users
- Supported application code deployment from Test to Production environment using change Set .
- Developed Custom Objects & Fields, Tabs and Visualforce Pages.
- Customized Custom and Standard fields, page layouts, record types, searching, list views, queues, reports, and dashboards. Maintained and created workflow rules, validation rules, formula fields, escalation rules, auto-assignment rules
- Documented & Maintained overall system configuration, change control, and enhancements.
- Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
- Involved in Mass imports and exports of data.
- Worked under the scrum process (JIRA) tool to develop the technical tasks of the project. Interacted with the Salesforce.com premium tech support team on a regular basis.

## ----- TECHNICAL SKILLS -----

<b>Languages</b>	Apex, Visual Force, Lightning Components, SOQL, SOSL
<b>Framework</b>	Aura
<b>Web Technologies</b>	AJAX, HTML, JavaScript, Json
<b>CRM</b>	Salesforce.com
<b>Tools</b>	Jira, MS Office, Workbench
<b>Application Tools:</b>	Data Loader.
<b>Operating Systems:</b>	Windows.
<b>Languages:</b>	Apex, Visual Force, Lightning Components, SOQL, SOSL

## ----- CERTIFICATIONS -----

- Salesforce Certified Administrator 201
- Salesforce Certified Platform Developer I
- Salesforce Sales Cloud Certified.

## ----- EDUCATION -----

Moradabad Institutes of technology, Moradabad (2015)

- Bachelor of Technology in Electronics and Communication Engineering with 61.9%

Kendriya Vidyalaya IFFCO, Bareilly (2009)

- Senior Secondary : CBSE with 65%

Kendriya Vidyalaya IFFCO, Bareilly (2011)

- Higher Secondary : CBSE with CGPA of 63.2%