

Hitesh Singh

Salesforce Certified Developer /Architect with 10 Yrs Experience

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- Having overall 10 years of experience in various aspects of Salesforce.com
- Have hands on experience on Integration,Salesforce Experience (aka Communities),Lightning Components (Aura Framework),Lightning Web Components.
- Worked on Sales Cloud,Service Cloud,Financial Service Cloud,Health Cloud,Salesforce CPQ,Sales Console,Service Console,Google Analytics.
- Adept at various stages of Software Development Life Cycle including Analysing, Design, Coding, Testing & Implementation
- Worked on Web technologies to develop web forms using Salesforce.com, JavaScript,HTML5,CSS3, JQuery,Sales Cloud,Service Cloud,Lightning Web Components.
- Good hands on experience on integrations with third part systems using SOAP and REST based integrations
- Working on Salesforce classic, Salesforce lightning ,Salesforce Lightning Web Components,Salesforce CPQ,Salesforce Field Service Lightning.
- Experience in design strategies and methodologies focused to reusability of components
- Quick learner and can learn new technologies within a short span of time
- Result-oriented team player
- Ability to work independently with minimal supervision. Consistent team player with strong analytical and trouble shooting skills

Education

2002-03 - 2003-03	Emmanuel Mission Senior Secondary School
2004-03 - 2005-03	Emmanuel Mission Senior Secondary School
2006-06 - 2010-05	B.Tech in Electronics and CommunicationEngineering.
2011-08 - 2013-07	M.Tech in Automotive Electronics VIT University

Skills

Operating Systems : Windows NT, Windows XP,
Windows 7,Mac OS



Web technologies and Languages :
Salesforce.com, JavaScript, jQuery, CSS, HTML,
XML, Lightning,Lightning Web
Components,Salesforce Integration,Email
Services,Salesforce CPQ,Salesforce Field Service
Lightning,Salesforce
Experience(Communities),Google Analytics.



CASE Methods/Tools : Eclipse, VS
Code,NetBeans,ANT Tools,Workbench,Salesforce
Data Loader,SFDX Salesforce CLI ,Jeera, HP
ALM,Service NOW



Programming Languages : Apex,OOPS
concepts,Java,Javascript



Certificates

2021-06	Salesforce Certified Platform Developer II
2016-12	Salesforce Certified Platform Developer I
2014-04	Salesforce Certified Developer (Dev 401)
2014-05	Salesforce Certified administrator (ADM 201)
2018-03	Salesforce Certified Sales cloud consultant
2015-02	Salesforce Certified Service cloud consultant
2016-10	Salesforce Certified Platform App Builder
2021-06	Salesforce Certified Marketing Cloud Email Specialist

Experience

2022-01 – Present	<p>Salesforce Architect</p> <p><i>Encora Innovation Lab</i></p> <p>Environment : Salesforce.com Asynchronous process such as Queueable,Scheduled,Batch classes,future method etc. ,Worked heavily on Lightning Web Component,Aura Components,Web Services(Integration). Focussed development on configuration using Flow Builder,Process Builder and all OOB functionalities. Project majorly focussed on Financial Service Cloud platform. Utilised both Synchronous and Asynchronous Apex during development.</p> <p><u>Role and Responsibilities:</u></p> <p>Analyzing business needs and implementation using standard and custom SFDC functionality Coding as per coding standards & testing of Application. Custom functionality on custom links and buttons using Aura Components and Lightning Web Components. Financial Service Cloud ,Sales Cloud Implementation Creating custom Reports and Dashboards.Einstein Analytics Implementation. Lightning Experience Customer Community Development Partner Community Development Salesforce CPQ</p>
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2021-01 – 2022-01

Salesforce Architect

Valuelabs LLP, WIPFLI

Environment : Salesforce.com

Worked heavily on Lightning Web Component, Aura Components, Web Services(Integration).
Focussed development on configuration using Flow Builder, Process Builder and all OOB functionalities.
Project majorly focussed on Financial Service Cloud platform.
Utilised both Synchronous and Asynchronous Apex during development.

Role and Responsibilities:

Analyzing business needs and implementation using standard and custom SFDC functionality
Coding as per coding standards & testing of Application.
Custom functionality on custom links and buttons using Aura Components and Lightning Web Components.
Financial Service Cloud Implementation
Creating custom Reports and Dashboards.
Einstein Analytics Implementation.
Lightning Experience
Customer Community Development
Partner Community Development
Salesforce CPQ

2019-08 - 2019-10

Salesforce Senior Consultant/Developer

Capgemini, Sanofi Medical Information

Environment : Salesforce.com

Apex, Visualforce, Force.com Sites, Web Services, Workflow, Partner Portal, JavaScript, Validation, Data loader, Eclipse, Lightning Components, Lightning Page, Lightning web Components, Customer

2019-11 - 2020-10

Salesforce Technical Lead/Sr.Developer

HCL Technologies, Malaysia, Roche Diabetic Center

Environment : Salesforce.com

Apex, Visualforce, Force.com Sites, Web Services, Workflow, Partner Portal, JavaScript, Validation, Data loader, Eclipse, Lightning Components, Lightning Page, Lightning web Components, Customer Community, Partner Community, Salesforce CPQ.

Role and Responsibilities:

Analyzing business needs and implementation using standard and custom SFDC functionality

Coding as per coding standards & testing of Application.

Record Types and Page layouts based on functionality and design, lightning Pages, Batch classes.

Creating custom Reports and Dashboards.

Lightning Experience

Lightning Web Components

Salesforce FSL

2018-03 - 2019-04

Salesforce Developer

Sales & Marketing Solution, PricewaterhouseCoopers Pvt Ltd.

Environment : Salesforce.com

Apex, Visualforce, Force.com Sites, Web Services, Workflow, Partner Portal, JavaScript, Validation, Data loader, Eclipse, Lightning Components, Lightning Page, Customer Community, Partner Community.

Sales & Marketing Solution was based on customer portal. In Sales & Marketing Solution, users were able to create deals directly from the portal based on their requirement. Survey was created to know whether the end user is satisfied with the service.

Role and Responsibilities:

- Analyzing business needs and implementation using standard and custom SFDC functionality
- Coding as per coding standards & testing of Application.
- Developing custom functionalities like custom lead convert.
- Custom functionality on custom links and buttons.
- Record Types and Page layouts based on functionality
- Service Cloud Implementation
- Creating custom Reports and Dashboards.
- Lightning Experience
- Customer Community Development
- Partner Community Development
- Salesforce CPQ

2017-04 - 2018-02

Salesforce Developer

Adani Realty Project, PricewaterhouseCoopers Pvt Ltd.

Environment : Salesforce.com

Apex, Visualforce, Force.com Sites, Web Services, Workflow, Partner Portal, JavaScript, Validation, Data loader, Eclipse, Customer Community, Partner Community.

Adani Realty project was based on Back office data integration from SAP to Salesforce.com. It included Flat booking of customer in Adani Housing using Salesforce.com and relevant price were created based on area.

Role and Responsibilities:

- Functional test case proposal.
- Implementation of Triggers & Schedule Jobs.
- Implementation of Web pages using Apex, Html, JavaScript, VisualForce
- Coding, Code review and maintaining coding standards.
- SAP to Salesforce Integration
- SOAP Integration
- REST API Integration
- Process Builder Using Apex
- Security Model Implementation

2015-09 - 2017-02

Salesforce Developer and Support

Hospira Project, Accenture

Environment : Salesforce.com

Apex, Visualforce, Force.com Sites, Web Services, Workflow, Partner Portal, JavaScript, Validation, Data loader, Eclipse, Customer Community, Partner Community.

Hospira is the pharmaceutical Company which maintains its customers and partner related information in Salesforce.com. This project mainly consists of the customization and development of partner portal for Hospira. Hospira had a complex business process which needed to be mirrored in salesforce.com. It includes custom lead conversion based on users profile. Also includes several customizations to opportunity and its line items. It also includes manual sharing on Account and other records.

Role and Responsibilities:

- Involved in development as well as enhancements in the project
- Conducted unit testing of the modules
- Played role of a developer .
- Sales Cloud
- Service Console Implementation
- Sales Console Implementation

2014-03 - 2015-08

Salesforce Developer and Support

Roche Diagnostics Project, Accenture

Environment : Salesforce.com

Apex, Visualforce, Force.com Sites, Web Services, Workflow, Partner Portal, JavaScript, Validation, Data loader, Eclipse, Customer Community, Partner Community.

Roche Diagnostics is the firm dealing with Hospitals equipment and contracts. In the projects we implemented their existing system in salesforce that includes major functionalities like Contract search process, contract cancellation process, Quote to order process.

Role and Responsibilities:

- Core developer in the team and was involved in building the main module of the system for Quote to Sales process
- Solely handled integration of Salesforce with third party application
- Offered support to Case Management module by writing triggers and visualforce pages
- Was part of development team until deployment to Production and continued to support for maintenance of the project
- Guided and provided KT to new members on boarded to the team

2013-08 - 2014-02 Salesforce Developer and Support

Pfizer Pharmaceutical Project, Accenture

Environment : Salesforce.com

Apex, Visualforce, Force.com Sites, Web Services, Workflow, Partner Portal, JavaScript, Validation, Data loader, Eclipse, Customer Community, Partner Community.

A leading provider of pharmaceutical products . This project includes configuring CRM as per different users requirement. Includes different lead processes and opportunity processed for tracking lead and opportunity. Most of the work includes writing VF pages with use of jquery to meet the need of users that was not previously possible via standard layouts. Managing how leads are converted.

Role and Responsibilities :

- Involved in requirements gathering, design discussions and mainly was part of project development
- Worked closely with other junior team members and proactively participated in any business discussions that took place
- Service Cloud Implementation
- VisualForce Pages Implementation
- Custom Controller, Extension Controller, Standard Controller, List Controller
- Pagination Implementation
- Community Implementation.

Languages

Hindi	■ ■ ■ ■ ■
English	■ ■ ■ ■ ■