***CURRICULUM VITAE***

**Bimlesh Kumar**

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**Objective :**

To work in creative and challenging environment using my knowledge and skills, where I could constantly learn and successfully deliver solution to problems.

**Profile :**

* **10.2 years** of progressive advancement in Information Technology (IT).
* Dynamic, competent and result oriented professional with extensive experience in IT and salesforce.com platform.
* Extensive client interaction experience with world renowned corporations like **Google**, **General Electronic**, **Elkey plastic, HP, UPS, NetApp, General Motors, Neustar etc.**
* Experience in Force.com application **designing, analysis, assessing solution, architecture, estimation and developing the application.**
* Having experience in Sales Cloud, Service Cloud, Marketing Cloud implementation.
* Good knowledge in salesforce.com Configuration, Customization, Data Migration, third party app (AppExchange) etc.
* Manage the development lifecycle to ensure the delivery of highly secure solutions that are optimized for performance and built to scale.
* Understanding of best practices and design trade-offs, with the ability to communicate design choices.
* Awareness of data migration considerations, design trade-offs and common ETL tools.
* Experience in full lifecycle (**end-to-end**) implementation of salesforce.com project.
* Good collaboration & team building skills with proficiency at grasping new technical concepts quickly and utilize the same in a productive manner.
* Contributed with reusable tools and process improvement measures to streamline the existing processes that have led to significant effort saving and enabling smoother operation.
* Sound knowledge of Salesforce and earned Salesforce certificates like Salesforce Certified Developer (DEV401), Salesforce Certified Administrator (ADM201), Platform App Builder and Sun Certified Java Programmer (SCJP).
* Experience in mentoring Salesforce resources.

**Experience (10.2 years) :**

* Worked as Senior Associate with CTS(Cognizant-Kolkata) from 13 June 2017 to 13 May 2020.
* Worked as Senior Salesforce Consultant in **HPE** from 13 July – 2015 to 12 June 2017.
* Worked as Technical Lead in **SDGC**(www.sdgc.com) Noida from 9 Oct – 2014 to 26 June-2015.
* Worked as Senior Software Engineer in **Infogain**(Infogain.com) Noida from 18 Feb 2013 to 24 Sep 2014.
* Worked as Assistant System Analyst in **Css Corp Pvt Ltd. (**csscorp.com **)**7-Feb-2011 to 09-Nov 2012 .
* Worked as Software Developer in **Radical Geeks,Delhi** 12-Dec-2009 to 31-Jan-2011.

**Technical Highlight:**

* Worked on multiples modules like Sales Force Automation (SFA), Sales Cloud, Service Cloud implementations, Heroku etc.
* Experience in wide range of technologies such as Apex, Visual Force, Triggers and Salesforce feature.
* Understanding of SOQL and Apex Data Loader for Force.com database management.
* Experience with other technologies like java.

**Technical Degree :**

* **Master in Computer Application**[**MCA**]

Bharati Vidyapeeth,Imk,Pune(Maharashtra)

* **Bachelor in Computer Application**[**BCA**]

**PROJECT EXPERIENCE**

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| **Project**  | Sales/service Cloud (Juno Therapeutics) |
| Client | Juno Therapeutics |
| Role | Senior Associate  |
| Technology | Force.com Platform, Sales/ Service Cloud, Heroku, Wave Analytics, Data Stage(ETL)  |
| Project Description | Treatment(smooth Interface) is primary goal of this implantation where it lead to collect data from Aphersis Center(Patient detail and their process – Community portal) -> Master data setup( like Account sites/portal/Doctors etc.) -> Treatment stages( business stages) -> reports Development are completely based on Lightning Experience, we are the team of UI Expert, lightning development, testers and of course team of requirement gathering .There are integration of ERP system through Boomi and reporting tool too.  |
| Responsibility | * Responsible for interacting with onsite counterpart as well business to understand the requirement. Estimate the time line and resource mapping as well execution of delivery.
* Solutions (Salesforce) for business process with different application.
* Support ETL team(Boomi) and technology (other team) for transformation and process data flow accordingly salesforce architecture.
* Application Designing, assessing Solution Architecture and Developing the application.
* Assigning Task within Team members.
* Prepare Design document, co-ordination between development team, tester team and UI development team to ensure smooth development execution.
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| **Project**  | Sales/service Cloud (General Motor Finance) |
| Client | A Major Global Motor Company |
| Role | Solution Lead |
| Technology | Force.com Platform, Sales/ Service Cloud, Heroku, Wave Analytics, Data Stage(ETL)  |
| Project Description | Business hadrequirement of collect data from different application/sources and process it inform of financial calculation (Score board) for salesforce platform. Business Flow Conversion : Data Warehouse (different sources) -> ODS (ETL) Data stage -> Salesforce -> Synchronize by Heroku -> Python calculation -> result to Heroku -> Synchronize to Salesforce -> reports(including Wave analytics) and process.Integration with Heroku as there is complex mathematical calculation (using python) for dealer scoreboard, commission and performance. Here “Wave analytics” used for system performance and some sales report. Salesforce implementation included with partner port and their service cloud . |
| Responsibility | * Responsible for interacting with onsite counterpart to understand the requirement.
* Solutions (Salesforce) for business process with different application.
* Support ETL team and technology (other team) for transformation and process data flow accordingly salesforce architecture.
* Planned for support activity like RASIC, Runbook, Playbook, Cadence, administration etc.
* Application Designing, assessing Solution Architecture and Developing the application.
* Assigning Task within Team members.
* Prepare Design document, co-ordination between development team, vault team to ensure smooth development execution.
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| **Project** | **Sales Cloud (**[**United Parcel Service**](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&uact=8&ved=0ahUKEwjIib6qus7UAhXMOo8KHQsgDtQQjBAIQjAB&url=https%3A%2F%2Fwww.ups.com%2Ftracking%2Ftracking.html&usg=AFQjCNElg4LosjfT0png_J-GzhAkqpQWSw)**)** |
| Client | A Major [United Parcel Service](https://www.google.co.in/url?sa=t&rct=j&q=&esrc=s&source=web&cd=2&cad=rja&uact=8&ved=0ahUKEwjIib6qus7UAhXMOo8KHQsgDtQQjBAIQjAB&url=https%3A%2F%2Fwww.ups.com%2Ftracking%2Ftracking.html&usg=AFQjCNElg4LosjfT0png_J-GzhAkqpQWSw)Company |
| Role | Tech Lead |
| Technology | Salesforce CRM, Force.com IDE, data loader. |
| Project Description | Business Process: To understand different stack holders/competitor services for example: delivery product, challenges for better service and level of product etc.Salesforce Mobile - one technology for all to use across the UPS Enterprise (all business units, all geographies, all business functions). Ability for users to further filter result set from their view on predefined reports / dashboards. For List Views with a specified top number of records displayed, there will be ability for this top number to be configurable by Sales Professional business unit by an administrator, where this may be overridden or changed by the user. |
| Responsibility | * Oversee the application support and enhancement for processes.
* Responsible for interacting with business stack holders to understand market wise requirement.
* Effort and cost estimation.
* Prepare solution blue print for new changes.
* Design and Developed solution using salesforce configuration/customization.
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| **Project** | Migration Salesforce organization into another Salesforce Organization (General Electronic). |
| Client | A Major Global Digital Industrial Company |
| Role | Tech Lead |
| Technology | Salesforce CRM, Force.com IDE, data loader, Ms-excel, Docu-sign (App). |
| Project Description | Business Process: Project has divided into two Sales module lead to idea and program to opportunity. Mean work with new ideas, process it and then convert into idea to program. Program have execution of processes with their partner and royalty. This project is overall migration for all the configuration, components and data migration into another organization. Hence, destination organization is running with their implementation so that impact analysis, security model, testing is more important while migration. Implemented third party tool Docu-Sign (Enhancement), Avention etc.Enhancement of digital signature/agreement with Docu Sign has been implemented. |
| Responsibility | * Understanding Client requirement.
* Gap analysis in existing system.
* Planned for migration data one org to another org.
* Merged two org security without impact existing security.
* Responsible for migration of old org customization, configuration etc.
* Solution for new business requirement like docu-sign.
* Effort estimation.
* Deployment checklist preparation, deployment planning & deployment co-ordination between different teams to ensure successful deployment.
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| **Project** | **Google Givers(Google)** |
| Client | Specializing in Internet-related services and products |
| Role | Tech Lead |
| Technology | Salesforce CRM, APEX, Visualforce, Google Api , Force.com IDE. |
| Project Description | Business Process: Store information of specific category of people for example – Donor, social workers, volunteer, employee etc. And Filter result of information on Google Map .The people who are external to Google are typically be associated to a charitable organization (i.e. Partner Account) as an employee, board member or volunteer. Within the Google Policy Tool this has modeled as follows• The charitable organization will be modeled as a Partner, i.e. a Salesforce Account.• The people associated with the charitable organization will be modeled as a contact. Account can have their testimonial and tracked by address on Google map. |
| Responsibility | * Understanding Client requirement
* Prepare in depth configuration workbook, Design, Development of the application using Salesforce configuration/customization, co-ordination between development team, testing team, Middleware team to ensure smooth development execution.
* Integrating Google Maps API with Salesforce.
* Using Distance Matrix API of google to calculate distance between cities.
* Implemented same look n feel as in Google maps to Visualforce Page.
* Maintain and track configuration across multiple Salesforce environments.
* Involved in modifying the existing integrations (web services) with different external systems and improving existing codebase in an efficient manner.
* Functionality enhancement of the application using visual force, batch classes, schedule classes and apex.
* Deployment checklist preparation, deployment planning & deployment co-ordination between different teams to ensure successful deployment
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| **Project** | **Sales cloud(Elkey plastic)** |
| Client | Leading Plastic Manufacturer Company |
| Role | Senior Software Engineer |
| Technology | Salesforce CRM, APEX, Visualforce, Force.com IDE, Self-service Portal. |
| Project Description | The business objective is to customize plastic material, product& Order management system. This will be done by building the business processes that run on Premier today in the InstallationForce (salesforce.com) platform.Elkey plastic is US based leading company among plastic industry. They provides sales and service to their distributors and their customer. Their system includes order processing, opportunity, cases and custom product configuration .There is integration between Elite (ERP) and drupal(My Sql). |
| Responsibility | * Understanding the requirements from Client, coordinating with Business Analysts and Client for the clarification.
* Co-coordinating with offshore to make them clear Understanding of Requirements and Knowledge Transfer.
* Effort Estimation.
* Designing the solution as per Requirement and Prepare technical As Build Document.
* Participate and contribute to project reviews and Design Reviews
* Functionality Build of the application using sales force Configuration/Customizations.
* Understanding different client environments Elite(ERP),druple and integrated with Salesforce.
* Opportunity and custom product implementation.
* Maintain and track configuration across multiple Salesforce environments.
* Self-service and case automation.
* Support Cases Queue.
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| **Project** | **Service Cloud( NPAC, Neustar, Inc.)** |
| Client | A global information services provider. |
| Role | Software Engineer |
| Technology | CRM, Apex Class/Trigger,Visualforce page, Eclipse , Force.com IDE |
| Project Description | Neustar has a Number portability business. We provided those solutions and support. All their service cloud applications are deployed in one Salesforce system. Teams or business verticals are organized as different workgroups and implemented. All the work groups are implemented in same Salesforce for 20000+ Salesforce user to work with different business of Domain Name Registry Services, Domain Name System (DNS), Margin Management Solutions, Media and Entertainment, Mobile Messaging, Numbering Services, Order Management, Risk Management, Website Performance. |
| Responsibility | * Analyzing the requirements
* Design the application as per the requirements
* Customized and configured the application as per the business logic
* Functionality enhancement of the application using visual force and apex.
* Understanding different client environments like Siebel CRM to migrate it to Salesforce.
* Administration (Roles, Permissions etc.), Console.
* Maintain and track configuration across multiple Salesforce environments.
* Responsible for testing and fixing the defects.
* Support Cases Queue.QA / production deployment of the application and Unit Testing
* UAT and Production Support
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| **Project** | **Sales Cloud(CssCorp)** |
| Client | A Leading IT Service Provider company |
| Role | System Analyst |
| Technology | Apex Code,Visual force Page, Eclipse |
| Project Description | MML is a Marketing & Sales Focused service organization. They are a group of very talented and experienced all India-level sales & marketing organization. This marketing and sales model solution provides MML a linear way of handling their marketing and sales and providing good service to their partner/customer. MML signs-up a agreement with partner and customer to build the business model. |
| Responsibility | * Analyzing the requirements
* Design the application as per the requirements.
* Automated approval Process for opportunity.
* Administration (Roles, Permissions, Users, Partner Portals etc.).
* Support Cases Queue.
* Functionality enhancement of the application using visual force and apex
* Implemented test classes
* QA /production deployment of the application and Unit Testing
* UAT and Production Support
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| **Project** | **Call Center Time Manager(CSSCorp CCTM).**  |
| Client | A Leading IT Service Provider company. |
| Role | System Analyst |
| Technology | Saleforce.COM Sales Application, Apex, Trigger, Visual force Page,Eclipse |
| Project Description | **CCTM** needs to be able to do track time on a minute-by-minute basis on Cases. This time tracking is separate from and different than the Time Tracking used for labor costs**.** The purpose of this feature is to allow the customer service representative to record how much time was spent doing various activities while resolving the case.A custom Sales application integrating with existing enterprise legacy application having the following features :Account Management* Contact management
* Activity/Call management
* Opportunity Management
* Internationalization .
* Multi-language support
* Internationalization
* Multi-currency support
* Territory Hierarchy View
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| Responsibility | * Involved in Design of User Interface (page Layouts, record type) and customization.
* Case Time (excel form), Case TimeLine (excel form).
* Administration (Roles, Permissions etc.).
* Reports, dashboard and Triggers.
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**Signature :**

**Date :**