

# Sulabh Kumar Jain

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## Experience Overview

- A highly motivated and committed **Senior Consultant(Tech Lead) with 10 years** of experience in Software development
- **6.6 years** of experience in **Salesforce and ServiceMax Development & Administration.**
- **3.6 years** of experience in **Client server Application development using Delphi**
- **Good Experience of developing applications** using **APEX coding, Flows, Apex Triggers, SOQL, Process builders, Workflows, Formula fields, Custom labels, Outbound messages, REST API Integration, Approval Process , HTML/CSS/JavaScript.**
- Experience in customizing Salesforce.com Objects, Page layouts, workflow rules, sharing settings, Record types, List views, Approval Process etc. to drive key business decisions.
- **Expertise in ServiceMax** –Service Flow Manager, Service Flow Automation (Go App Push Notifications), Dispatch console, PM Process, ServiceMax Go App,Timesheet Engine, Auto-Entitlement rules, SFM Wizards, Custom Actions, Proforma Invoice Process, Translation workbench, Profiles, Smart Docs, Service Contracts, Translation Work Bench
- Experience in Data migration using **ServiceMax Migration tool.**
- Proficient in developing **Service Flow Transactions in ServiceMax.**
- Experience in **Integration with external system** like Oracle DB, BaaN, iScala using middleware like Mulesoft & CastIron using REST API.
- Convert User Requirement into technical feasible solutions in SFDC and ServiceMax and provide demo to client
- To breakdown User Stories to provide technical feasible solution by customization and configuration in **ServiceMax & Salesforce CRM application.**

## Skills Summary

Domain	Product Sales, Infra and Product Field Services, Health Care
Programming Languages	Salesforce, ServiceMax, Apex, Visual Force, Lightning Component,Delphi7, Delphi XE2,PHP,JAVASCRIPT,CSS,HTML
Operating System / ERP Version	Windows 7, 10
Tools /DB/Packages / Framework / ERP Components	Salesforce, ServiceMax, Apex Triggers, Process Builders, Data Loader, Workflows, Reports & Dashboards, Batch Classes, Apex Test Classes, Soap/REST API, Salesforce to Salesforce Integration,Apex Classes, Visual Force, Approval Process, Profiles, Permission Sets, Role Hierarchy, ServiceMax Packages, DevOps, Microsoft TFS, JavaScript, Oracle, iScala, FSA, Workbench, ServiceMax migration tool, SVN,VSS,Jira,MySQL,SQL 2008,Oracle 10g.
Hardware Platforms	Intel Series

## Organization Scan

**Feb'22 to Till date : Birlasoft as Salesforce and Servicemax Sr. Lead Consultant**  
**May'14-June 2021: Capgemini India and Belgium as Senior Consultant(Team lead)**  
**Oct'11-Apr'14: Micro World Software Services Pvt. Ltd.(eScan Antivirus)**

## Professional Certifications/ Trainings

- Salesforce Certified Administrator
- Salesforce Certified Developer 1
- Servicemax Certified Administrator 201
- Salesforce Service Cloud Consultant
- Salesforce Certified Field Service Consultant
- Servicemax Certified Asset 360
- Copado Certified Administration
- DevOps Culture and Mindset

## Work Experience

### Project 1

Project Name	PHYSIO CONTROL	Team Size	10
Start Date	March 2022	End Date	June 2022
Project Description	Stryker is one of the world’s leading medical technology companies and, together with their customer, is driven to make healthcare better. It offers innovative products and services in Orthopedics, Medical and Surgical, and Neurotechnology and Spine that help improve patient and hospital outcomes. The purpose of the project is to implement the Partner portal for external User to track the Field Service activities.		
Role & Contribution	<ul style="list-style-type: none"><li>• Salesforce &amp; ServiceMax Architect.</li><li>• To Convert User Requirement into technical feasible solutions in SFDC and ServiceMax.</li><li>• Integration with external system using REST and SOAP API.</li><li>• Attend development/Design meetings with other teams/Clients and design sessions with business/PoC and document development requirements.</li><li>• Providing Solution Demo to the client when required.</li><li>• Writing Apex Classes, Test Classes, Triggers, Process Automation as per requirement.</li></ul>		
Technology &Tools	Salesforce,ServiceMax, Apex, WorkBench, ServiceMax Migration Tool, Data Loader, MuleSoft Integration with Salesforce, SOAP API.		
Project 2			
Project Name	JOHNSON CONTROLS IMPLEMENTATION (JCI)	Team Size	27

Start Date	July 2016	End Date	June 2021
Project Description	JCI provides Onsite services to clients for various products servicing their install base which includes products ranging from HVAC (Heating, Ventilation, and Air Conditioning, REF (Refrigeration), BMS (Building Management Systems), F&S (Fire & Security), etc.		
Role & Contribution	<ul style="list-style-type: none"><li>• Lead Salesforce &amp; ServiceMax Developer and Administrator.</li><li>• To Convert User Requirement into technical feasible solutions in SFDC and ServiceMax.</li><li>• Integration with external system like MSD SL using middleware like Mulesoft &amp; API GATEWAY using REST and SOAP API.</li><li>• Attend development/Design meetings with other teams/Clients and design sessions with business/PoC and document development requirements.</li><li>• Providing Solution Demo to the client when required.</li><li>• Writing Apex Classes, Test Classes, Triggers, Process Automation as per requirement.</li></ul>		
Technology &Tools	Salesforce,ServiceMax, Apex, WorkBench, ServiceMax Migration Tool, Data Loader, MuleSoft Integration with Salesforce, SOAP API.		
Project 3			
Project Name	GE Healthcare	Team Size	8
Start Date	MARCH 2016	End Date	June 2016
Project Description	GE provides Onsite services to clients for various products servicing their install base which includes healthcare for patients and communities and those building the intelligent devices, applications and services to enable to do so more efficiently and with better outcomes		
Role & Contribution	<ul style="list-style-type: none"><li>▪ Salesforce &amp; ServiceMax Developer and Administrator.</li><li>▪ Code and Unit Test objects, resolve defects, and participate in code walk-through.</li><li>▪ Writing Apex Classes, Test Classes, Triggers, Process Automation as per requirement.</li></ul>		
Technology &Tools	Salesforce,ServiceMax, Apex, WorkBench, ServiceMax Migration Tool, Data Loader, SOAP/REST API, Salesforce to Salesforce Integration, Connected Apps.		
Project 4			
Project Name	CRL Service Max	Team Size	8
Start Date	Dec 2015	End Date	March 2016
Project Description	CRL provides Onsite services to clients for various products servicing their install base which includes healthcare equipment and those building the intelligent devices, applications and services to enable to do so more efficiently and with better outcomes		

Role & Contribution	<ul style="list-style-type: none"><li>• Salesforce &amp; ServiceMax Developer and Administrator.</li><li>• Code and Unit Test objects, resolve defects, and participate in code walk-through.</li><li>• Writing Apex Classes, Test Classes, Triggers, Process Automation as per requirement.</li></ul>		
Technology &Tools	Salesforce,ServiceMax, Apex, WorkBench, ServiceMax Migration Tool, Data Loader		
Project 5			
Project Name	BVCM (Dutch Police) and CARESS (PinkRoccade Healthcare)	Team Size	9
Start Date	May 2014	End Date	May 2015
Project Description	BVCM (Dutch Police) and CARESS (PinkRoccade Healthcare) applications are used in Employee Planing and Scheduling. The development and maintenance work covers Bug Fixes and Customer Enhancement Requests (CRS) including work related to Extension Architecture for product and defect resolution.		
Role & Contribution	<ul style="list-style-type: none"><li>• Working as a Team Member analyzed functional / business specifications / requirement given by client.</li><li>• Coding, Testing and Implementation of the developed business solutions.</li><li>• Carried out reviews of all objects at various steps in all the phases of the project.</li></ul>		
Technology &Tools	<ul style="list-style-type: none"><li>• Delphi 7/2007/XE2, SQL Server 2008, Oracle 10g, HTML and VB Script</li></ul>		
Project 6			
Project Name	Mail Scan for eScan	Team Size	3
Start Date	Oct 2011	End Date	April 2014
Project Description	This application build for scan mail server and protect from phishing, malware, virus. It was comprised in different module for different purpose.		
Role & Contribution	<ul style="list-style-type: none"><li>• Working as a Team Member analyzed functional / business specifications / requirement given by client.</li><li>• Coding, Testing and Implementation of the developed business solutions.</li><li>• Carried out reviews of all objects at various steps in all the phases of the project.</li></ul>		
Technology &Tools	<ul style="list-style-type: none"><li>• Delphi 7, HTML, JavaScript, MS-Sql 2005</li></ul>		
Project 7			
Project Name	eScan Web Management Console (eScan WMC)	Team Size	15
Start Date	May 2014	End Date	May 2015

Project Description	This application build for secure network from phishing, malware, virus. Also control network activity and managed black list white list for network access link. It was comprised in different module for different purpose.
Role & Contribution	<ul style="list-style-type: none"> <li>• Working as a Team Member analyzed functional / business specifications / requirement given by client.</li> <li>• Coding, Testing and Implementation of the developed business solutions.</li> <li>• Carried out reviews of all objects at various steps in all the phases of the project.</li> </ul>
Technology &Tools	<ul style="list-style-type: none"> <li>• Delphi 7, HTML, JavaScript, MS-Sql 2005</li> </ul>

## Other Project

- Pratham Shiksha Website (Pratham Solutions Pvt. Ltd.)
- Data Square CRM (Pratham Solutions Pvt. Ltd.)

## Academic Credentials

2010 Bachelor of Technology – Information Technology from Regional College for Education Research and Technology, Rajasthan Technical University. Secured 66.67

## Personal Dossier

Date of Birth : 21 April 1990  
 Nationality : Indian  
 Gender : Male  
 Marital Status : Single  
 Current Address : Jaipur, India  
 Permanent Address : India  
 Passport Number : N1563619

Place: Brussels

(Sulabh Kumar Jain)