Ashutosh Belwal
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SALESFORCE CERTIFIED — Sharing and Visibility Designer
SALESFORCE CERTIFIED — Administrator
SALESFORCE CERTIFIED — Platform Developer I
SALESFORCE CERTIFIED — Platform Developer II
SALESFORCE CERTIFIED — Service Cloud Consultant
SALESFORCE CERTIFIED — Platform App Builder
SALESFORCE CERTIFIED — Field Service Lightning Consultant
SALESFORCE CERTIFIED — Community Cloud Consultant
SALESFORCE CERTIFIED — Sales Cloud Consultant
SALESFORCE CERTIFIED — Data Architecture and Management Designer
SALESFORCE CERTIFIED — Application Architect
SP SAFe 4

WORK EXPERIENCE

IBM India Pvt. Ltd.   **Noida**
Senior Advisory Consultant
Dec 2018 - Present

Tata consultancy Services   **Noida**
System Engineer
Oct 2017 - Oct 2018

SaasFocus Consulting   **Noida**
Software Developer
Jan 2015 - Aug 2017

Prm Infotech   **Dehradun**
Software Developer
Oct 2013 - Jan 2015

Professional Summary:

- Over 7+ years of IT experience in all phases of Software Development Life Cycle(SDLC) which involves requirement gathering, requirement analysis, design, development, implementation and enhancement of projects and working closely with business as well as tech teams and experience on Salesforce.com, CRM and Force.com platform with proficiency as administrator and developer with lightning experience, engaged with different domains like **Life sciences, Finance, Field Service and Automobiles** in developing different Enterprise, Business and Platform based Applications.
- Extensive experience in Salesforce.com both Development and design and worked with Sales cloud and Service cloud.
- Hands on experience on developing and customizing applications using Salesforce.com as Software as a Service (SaaS) and Force.com as Platform as a Service (PaaS).
- Experience in implementing declarative platform features using Object model, Relationships, Record Types, Page Layouts, Validation Rules, Process Builder and Workflows etc.
- Expertise in implementing Salesforce Security Model using Profiles, Permission Sets, OWD, Roles and Sharing Rules.
- Expertise in creating Relationships among Objects like Master-Detail, Lookup, Many-Many and with Rollup Summary Fields and using Cross-Object formula fields.
- Experience in implementing Salesforce **Live Chat** using **Embedded Service, Chat button, Chat deployment, Queue and Omni-channel routing**
- Expertise knowledge on designing and developing **Apex classes, Triggers, Controllers, Test methods, Schedulers, Batch classes, Queueable Apex.**
- Extensive exposure to **HTML, CSS, JavaScript, jquery, bootstrap, Visualforce, Apex classes**, Apex jobs, scheduled Apex jobs, dynamic Apex, test classes, handler classes and various other components as per the client's and application requirements
- Experience in writing **SOQL** and **SOSL** using Force.com Explorer, Developer Console and Force Workbench.
- Expertise in writing Apex Batch classes by implementing Batchable interface for processing large bulk data updates at scheduled intervals by implementing Schedulable interfaces.
- Involved in various stages of the **Software Development Life Cycle** (SDLC) including experience in integration of Salesforce with in-house legacy **ERP** systems using Apex Web Services WSDL and outbound messaging.

- Experience in integrating Salesforce with other platforms for file management like **Amazon s3, Box**.
- Experience in integrating Salesforce with payment gateways like **Evalon, paypal**.
- Experience in integrating Salesforce with cloud base authentication servers like **PingID**.
- Ability to integrate external systems with Salesforce.com using **REST/SOAP Webservice API's.**
- Extensive knowledge in handling Big Data and performing manipulation operations using Data Loader, Import-Wizard, Workbench.
- Experience in implementation of **Single Sign On and Single Log Out**, using salesforce as IDP and .net and Heroku applications as service provider
- Expertise working with Eclipse IDE with Force.com Plug-in, Developer Console, Sublime for developing business logic and manipulating for meta-data from eclipse.
- Good working experience with sandboxes developing code, deploying code between sandbox to sandbox and between sandbox to production using **Jenkins job, Ant migration tool, workbench and change sets**.
- Hands on experience in **Salesforce lightning, building and customizing lightning components and applications**.
- Created modern Enterprise **Lightning Apps combining Lightning Design System** (CSS and Design Parameters), Lightning App Builder and Lightning Component features.
- Possesses excellent analytical, interpersonal and communication skills, accustomed to working in both large and small team environments
- Expertise and Strong buildup knowledge in **Object Oriented Programming Structures (OOPS) and Client/Server Architecture.**
- Hands on experience in **Field Service Lightning** implementation.

Technical Summary:

Salesforce.com Modules	**Sales Cloud**: Accounts, Contacts, Opportunities, Contracts, Price Books, Leads, Web to Lead, Salesforce automation, Products, Sites. **Service Cloud**: Cases, Web to Case, Email to Case, Knowledge base. **Field Service Lightning:** WorkOrder, WorkorderLineItem, WorkType, Service Appointment, Service Territory, Service Resource, Assigned Resource, Gantt Chart
Force.com Modules	Apex, Visualforce Pages, Triggers, Sandbox, Schedule Apex, SOSL, SOQL, Apex Controllers, Batch Apex, Email Services, Future Methods, Deployment Management, Metadata retrieval, Web Services.
Lightning Modules	Lightning components, controller and helper classes, custom applications, Record detail page, lightning components in visualforce page.
Programming Languages and Other Technologies	OOPS, Php Codeigniter, JavaScript, HTML, CSS, XML, Eclipse, WSDL, MySQL, Github, Bitbucket, VSCode
Data Migration Tools	Salesforce.com Data Loader, Salesforce.com Import Wizard, Workbench, Informatica, Dataloader.io, Salesforce Bulk API
CRM Applications	Sales Cloud, Service Cloud, AppExchange, Chatter, ,Integration, FSL.
Standard Object Management and Configuration	**Standard Objects:** Accounts, Leads, Contracts, Campaigns, Opportunities, Cases, Products, Price Books, Assets, Contacts, WO, WOLI. **Configuration Skills:** OWD, Security, Sharing rules, Web to Lead, Web to Case, Validation, Email Services, Case Escalation rules, Custom Objects, Single Sign On, Connected Apps
Business Management	Campaign Management, Lead management, Case Management, Wave Analytics, Forecasts, Proposals, Portals (client and partner), Data Management, User restrictions.

Certifications:

1. **Salesforce Certified Administrator**
2. **Salesforce Certified Platform App Builder**
3. **Salesforce Certified Service Cloud Consultant**
4. **Salesforce Certified Platform Developer II**
5. **Salesforce Certified Platform Developer I**
6. **Salesforce Certified Field Service Lightning**
7. **Salesforce Certified Community Cloud Consultant**
8. **Salesforce Certified Sales Cloud Consultant**
9. **Salesforce Certified Sharing and Visibility Designer**
10. **Salesforce Certified Data Architecture and Management Designer**
11. **Salesforce Certified Application Architect**
12. **Certified SAFe® 4 Practitioner**
13. **Copado Certified Administrator**

Education:

Bachelor of Technology from Uttarakhand Technical University, Dehradun, India.

Tools Developed

1. **https://ashu-dataloader.herokuapp.com**

   This is Heroku based tool built on Codeigniter and It has ability to deploy large number of **Custom Metadata records** using csv file to salesforce and It can migrate data to any salesforce object, This tool has ability to **read files through ftp server.**

Project Summary

Client	: Shell	**Sept 2020 to till date**
Role	: Senior Salesforce Developer	

Responsibilities:

o End to End community setup and creation of depending components like profile, permission set, sharing set, Experience pages, Topics, etc.

o **Single Sign on** setup for salesforce community through Gigya CDC, for seamless access of salesforce community through SMH portal

o Developed service request creation flow in Using **Lightning web Components**

o Involved in POC development during client discovery

o Developed **Custom UI** in Lighting Web Components with reference to the Figma Designs provided by client

o Involved in business requirement gathering, analyzing the requirement and documenting the requirements.

o Involved in Agile ceremonies Like Daily Standup, Backlog refinement, Sprint refinement etc

o Worked on **Embedded Services Deployment** and configured chat button, Queue, Group, Chat deployment.

o Developed **Pre-chat form** in **Lightning web component** using BasePreChat interface

o Developed **Omni-channel routing** using **SnapInsSnippeSetting javascript** and routed to the chat button based on the pre-chat form input and logged in users contact details

o Implementation of **Salesforce platform Cache** for storing and retrieving the parameters being passed from SMH portal to salesforce.

- o Worked on **Triggers and future methods** for creation of community users when contact is being passed from GSP system.
- o Worked on **Mulesoft API Integration** for gathering the invoice details from GSP system to salesforce, while creating the service request.

Environment: VSCode, Azure Devops, Salesforce.com, Force.com, Apex, Force.com migration tool, Developer console, Process Builder, Email Updates, Rest API, JavaScript, Agile, Copado.

Client	**: Honda**	**Sept 2019 to Sept 2020**
Role	**: Senior Salesforce Developer**	

Responsibilities:
- o Implementation of **Single Sign on** using salesforce as Identity provider and Honda web application developed on .NET,Heroku platforms and non-web applications, having separate connected apps in salesforce for each application.
- o Implementation of **Single Log out** Implementation for same applications.
- o Involved in the client meeting to understand their business and provide them suitable and possible solutions to authenticate twenty seven functional application from salesforce(Single Sign On).
- o Implementation of login flow in order to additional security through OTP.
- o Involved in development of custom community theme to create exact UI as Honda applications earlier having.
- o Implementation of custom registration page which include security questions flow as per existing applications resgistration.
- o Worked on communities to use community users for **Authorization and Authentication** of Honda applications
- o Translate customer requirements into formal requirements and design documents, establish specific solutions, and leading the efforts including programming and testing that culminate in client acceptance of the results.
- o Created proof of concept on **"Salesforce Embedded Login"** to integrate third party application to salesforce.
- o Contactless user creation in salesforce and expose it as source of Identity for Honda's application.
- o Created proof of concept on **"Lightning out"** so salesforce lightning component can be integrated to their application.
- o Worked on Heroku postgress connection with salesforce objects using saleforce connect.
- o Developed php application on **"Heroku platform"** to demonstrate contact less user creation using salesforce rest API.
- o Proof of concept on Salesforce as Identity provider and Gmail as service provider.
- o Proof of concept on Salesforce as Identity provider and Salesforce as service provider.
- o Service provider initiated SSO and Identity provider initiated SSO
- o Setup new salesforce org and creation of Dev,Merg,UAT sandbox

Environment: VSCode, Azure Devops, Salesforce.com, Force.com, Apex, Force.com migration tool, Developer console, Workflows, Email Updates, Rest API, JavaScript, Agile.

Client	**: PepsiCo**	**Dec 2018 to Sept 2019**
Role	**: Senior Salesforce Developer**	

Responsibilities:
- o Worked in **lean Agile SaFe** environment to delivery quality and with high ROI.
- o Involved in the client meeting to understand their business.
- o Created algorithms to automate the work where we are generating the **WO/WOLI/SA based on Visit Plan (Custom Object)**, Routes, Service Territories.
- o Created algorithms create **Service Appointments** through chaining of **Queueable Apex**.
- o Created **FSL Gantt Action** using **Lightning component**.
- o Created algorithm which sends the notifications to managers once the employees will work more than their assigned hours in Service Appointment week or more than 5 consecutive days.
- o Automated the creation/updation of Service territory member by integrating the salesforce system with the IDM system (third party system).
- o Worked on the **Scheduling policies and the work rules** which needs to **Schedule the Service Appointments by FSL engine**.
- o Involved in the requirement gathering Sessions.
- o Conducted the demo sessions to business users.

- o Designed the security model like **roles, profiles, field level securities**. Also implement the Permission Sets. Implemented Object level, Field level and Record level security.
- o Implemented Custom tabs, Objects, pick lists, lookups, master detail relationships, validation Rules, workflow rules, process builders.
- o Implemented queue and public group.
- o Responsible for all the activities related to configuring **Data Loader, uploading data in CSV files** into salesforce.com
- o Involved in creating triggers, apex classes.
- o Provide solutions for complex reporting requirements. **Used bucketing, formula field**s in reports.
- o Involved in all SaFe ceremonies' Like **PI planning, Iteration Planning, Backlog refinement, Feature Breakdown, Retrospective.**

Environment: VSCode, Azure Devops, Salesforce.com, Force.com, Apex, Force.com migration tool, Developer console, Workflows, Email Updates, Rest API, JavaScript, Agile/SaFe, FSL Gantt Chart.

Client   **: Eli Lilly and Company (US)**   **Oct 2017 to Oct 2018**
Role   **: Salesforce Developer**

Responsibilities:
- o Involved in **business requirement gathering**, analyzing the requirement and documenting the requirements.
- o Designed, developed and deployed the **Custom objects, Components, VisualForce Pages** to suit to the needs of the application.
- o Created various **Profiles, Roles, Page Layouts, Security Controls** and Sharing Settings and configured the **Permissions sets** based on the **Organization hierarchy** requirements.
- o Designed, developed, test and deployed custom Salesforce applications software using **APEX**
- o **Classes, Controller Classes, Batch APEX** and **APEX Triggers** for various functional needs in the application.
- o **Apex sharing** to share records dynamically.
- o Used **SOQL** and **SOSL** for data manipulation needs of the application using platform database objects
- o Consumed **REST** based web services.
- o Involved in implementation of **PingId Authentication** for eSignatures on forms.
- o Created **workflow rules, process builder,time-triggered email alerts**, and **filed updates** to implement business requirements.
- o Involved in implementation of **custom Email Services**
- o Experience in SFDC Integration using **Webservice** and **Apex programming**, Salesforce Service Cloud enterprise
- o Developed Visualforce pages with **SLDS and jquery**.

Environment: Eclipse IDE, Salesforce.com, Force.com, Apex, Force.com migration tool, Developer console, SOAP API, Workflows, Email Updates, Rest API, Bulk API, XML, JavaScript, Agile/Scrum, Jenkins Job, Github.

Client   **: Fullforce Automation**   **Jan 2017 to Aug 2017**
Role   **: Salesforce Developer**

Responsibilities:
- o Analyzing **application requirements** and providing best **feasible solutions**.
- o Implementing the requirements and preparation of **technical documents.**
- o Administer the overall configuration, user management, customization, design and layout, data management, functionality of Salesforce Product.
- o Worked on Created **Custom Objects, Fields, Apex Classes, Apex Triggers, Apex Controllers, Batch Classes and Test Classes**
- o Developed **Lightning components, record page with Lightning builder, Lightning events, Lightning custom application**
- o Created **List views, Reports, Dashboards, Page layouts, Custom objects, custom fields, validation rules.**
- o Created **picklists, dependent picklists, lookup, master-detail relationship**, and **formula fields** on **custom objects**.
- o Used **field level security** along with page layouts to manage access to certain fields.
- o Have pleasant experience with **DataLoader, Eclipse and ANT migration tool**.
- o Worked on data import and export using **dataloader**, **import wizard** and using **Salesforce API's**.
- o Handled development of unmanaged package.
- o Created various **workflows** to send **emails, field updates, outbound messages**

o   Data setup through **Custom metadata**.
o   Handled **code migration** from one org to another org effectively and taken care of all **deployments** to different orgs through installation of unmanaged package.
o   Involved in **Analysis, Design, Development** and **testing** In Agile methodology.

Environment: Eclipse IDE, Salesforce.com, Force.com Sandbox, Dataloader, Import Wizard, Apex, XML, JavaScript, Controllers, Sharing Rules, Visualforce Pages, Workflows, Email Updates, custom email notification, lightning component.

Client   : LegalForLandlords   **Aug 2016 to Dec 2016**
Role   : Salesforce Developer
Responsibilities:
o   Created **custom controllers** implementing complex code for retrieval from **Sales Force to VF pages**
o   Worked on **partner portals, sharing model.**
o   Integrated **Salesforce with php website** using php Salesforce toolkit.
o   Developed and consumed **soap based webservice.**
o   Implemented **Elavon payment gateway** through force.com site.
o   Developed **batch classes** to migrate documents from **Salesforce to amazon s3 Bucket using rest API** on daily basis.
o   Supported the data migration activities for migration the data from various business sources with the support of salesforce.com.
o   Worked on various Salesforce.com standard objects like **Leads, Accounts, Contacts, Opportunity Reports** and **Dashboards**.
o   Created **Users, Roles, Public Groups and implemented role hierarchies, sharing rules** and **record level permissions** to manage sharing access among different users.
o   Create various roles, profiles and configured the permissions based on the organizational hierarchy requirements.
o   Configured **Salesforce.com security profiles**
o   Creating **custom fields, workflows** and approval processes.
o   Created **validation rules, auto response rules and email templates, queues, escalation rules, assignment rules, page layouts** and **record types**.

Environment: Salesforce.com Enterprise Edition, Reports and Dashboards, Workflows and Approvals, Data Loader, Reports, Custom Objects, Custom Tabs, Security Controls, Data Management, Manage Users, Page Layout, Validation Rules, Amazon s3, Box.

Client   : Moula Money   **Feb 2016 to July 2016**
Role   : Salesforce Developer

Responsibilities:

o   Involved in various stages of the project life cycle primarily **design, implementation, testing, deployment** and enhancement of the application.
o   Developed Partner community for Moula group to streamline the process of Partner on boarding and process referrals
o   Developed and deployed **workflows, Reports, Approval processes** using salesforce.com platform.
o   Developed **reports, dashboards**, and processes to continuously monitor data quality and integrity.
o   Created and used **Email templates in HTML**, Custom and Visualforce format.
o   Created **Workflow Rules** to automate **Tasks, Email Alerts, Field Updates, time-dependent** actions.
o   Created **Email templates** and inbound emails using **Visualforce** for the clients and customers.
o   Maintained data cleanliness and accuracy by adding **custom validation rules, custom formulas, reports and dashboards.**
o   Developed **Apex Classes, Controller** and **Apex Triggers** for various functional needs in the application.
o   Maintaining **test coverage** for all the classes and triggers and supporting deployment activities.
o   Used **Change Sets** to deploy code from **sandbox to sandbox and production environment.**
o   Created **workflow rules** and defined related **tasks, time triggered tasks, email alerts, field updates** to implement business logic.
o   Configured various **Custom Reports** and **Report Folders** for different user profiles based on the need in the organization.

o   Responsible for all the activities related to configuring **Data Loader**, uploading data in CSV files into salesforce.com, checking for the correctness of the data.

Environment: Eclipse IDE, Salesforce.com, Force.com Sandbox, Apex, XML, JavaScript, Controllers, Visualforce Pages, Workflows, Email Updates, Web Services API, Permissions, Profiles and page layouts

Client	**: Organic Response**	**Sept 2015 to Dec 2015**
Role	**: Salesforce Developer**	

Responsibilities:

o   Involved in **Salesforce.com Application Setup** activities and customized the apps to match the functional needs of the organization.
o   Met with Business stakeholders for detailed requirements elicitation and gathered business requirements through various interviews, and meetings to collect functional and non-functional requirements relating to client's **Salesforce CRM platform enhancement and initiatives.**
o   Developed, gathered and documented the business requirements of clients and business partners.
o   Organized and validated the requirements and ensures that all are traceable and measurable.
o   Designed and maintained **user roles, security, profiles, workflows, approval processes, and validation rules.**
o   Assisted in **user acceptance testing (UAT) process** including creating and validating **UAT scripts** and coordinating UAT process with users.
o   Created new **custom objects, assigned fields, page layouts, workflows, email templates, data fields, reports and dashboards** according to the business need.
o   Worked with various salesforce.com objects like **Pricebook, pricebookentry, product, productlineitem.**
o   Participated in the training sessions to support end users. Assisted in designing and creation of training material and conducted internal training sessions for business users on Salesforce technology functionalities.
o   Responsible for Creating the **Validation rules** for email and other custom fields.
o   Maintained & enhancing **visual layouts, workflow rules** and business logic to enhance business processes and improve user experience.
o   Extensive experience on **Visualforce pages** and **Page layouts** according to the business requirements.
o   Based on the business requirements, created multiple custom objects and fields (created lookup fields to maintain relationship between objects).
o   Supporting **BAT** and **UAT with testers**.

Environment: Salesforce.com, Apex, Configure a salesforce Console**,** HP Quality Center, Oracle 11g, Visual Force Pages, XML, Security Controls.