

SHIVAM JINDAL

SOFTWARE DEVELOPMENT ENGINEER - II
EXPERIENCE - 2.1

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Location : Delhi, India

salesforce

Strong engineering professional with cutting edge software development skills, seeking a position to utilize my skills and abilities in the computer science industry that offers ever present scope of professional growth while being resourceful, innovative and flexible.

WORKING EXPERIENCE

Software Development Engineer - II

Genpact

September 2018-present

[Stories / Tasks]

- Analyzed requirements and developed a functionality for SLA Calculations and log Milestone Using Apex classes & Triggers and lightning component.
- Developed a functionality Work Allocation to assign task in more systematic order and calculate workload on each user.
- Analyzed the requirements and Build a portal on community for vendor to raise request for support and create invoices.
- Analyzed the problem of a customer and developed a module Auto Assignment of cases on Case object to schedule the available cases to users on a particular time by supervisor using LWC and apex.
- To track the interaction, Developed a Custom Report Builder using lightning and Apex.
- Developed an out of the box feature of macros in salesforce for the customers to ease the process and reduce clicks by using apex and lightning components.
- POC of Einstein Intent API and Wave Analytics.
- POC on various IVRS platform example :- Google Dialogflow , Microsoft Azure and Twilio.
- Deployment of Angular and Node.js application on heroku and manages the database.
- Handled and resolved the critical bugs came at the customer end with the collaboration of support team

CYCOOS

Internship in Java Web Application

October - 2016 to December-2016

Understand the SRS and Build an authentication page fare calculator and other services for a courier company

EDUCATION

Amity University , Noida

Bachelor of Technology (CSE)

July 2014 - July 2018:

6.5(CGPA)

CERTIFICATIONS

- Intro to cloud Computing (Microsoft)
- J2EE
- Platform Developer - I (Salesforce)
- Platform Developer - II(Salesforce)

PUBLICATIONS/PATENTS

- A critical analysis on integration of fog and cloud.
- Effect on IT industry with the evolution of social.
- Vehicular pollution control system (Application No.201911026856 A)

APPRECIATION / AWARDS

- Certification from DST and Amity University in entrepreneurship.
- Participation in State level Hacker cup Competition.
- Participation in national level Hackathon "Digital Disruption" Organised by NASSCOM and Global logic , live prototype on IOT based Smart mirror.

SKILLS

- **Backend Languages :-** Apex , python , java , C++.
- **Frontend Languages :-** LWC, Lightning components ,SLDS , html, javascript , Angular js.
- **Salesforce :-** Salesforce Lightning, Salesforce CPQ , Metadata API, JSON, Javascript, Einstein intent API, Triggers, Process Builder, validation rules, Data Loader, SOQL/SOSL , SFDX CLI
- **DevOps:-** AWS Elastic Bean , Docker , AWS EC2
- **Database :-** MySql , NoSql Firebase.
- **Project Methodologies / Tools :** AGILE, Jira, VSTS

PROJECTS

- Image Segmentation — MATLAB Organic Fruit Defect Detection based on watershed algorithm.
- Home Automation — IOT Designed a Home automation system with the help of Raspberry pi 3.0.
- 3D printer — IOT using open source software Slicer and Raspberry 3.0.
- Linux Tablet for coders — IOT using linux and Raspberry 3.0.
- Developed an social Networking site using angular and typescript.