

# Sourabh Diwakar

## Salesforce Consultant

As a Certified Salesforce Developer hold good exposure on CRM, Salesforce Administration, and Customization & Development. Analytical, self-learner and dedicated Salesforce Developer with 5 years of experience. Motivated and eager to advance career with a growth-oriented, technically advanced organization.



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## WORK EXPERIENCE

### Salesforce Consultant IBM

07/2019 - Present,

Noida, India

#### Technical Experience

- I have been a part of 2 successful projects which make a good contribution to my achievements. My responsibilities include Development, Administration, documentation, support and many more.
- Good knowledge on Lightning Design System (LDS), LWC, Aura and Lightning Events, Community, Einstein Analytics, Apex, Lightning, Visual Force, Triggers, Email services, Batch jobs, Schedule jobs, Custom controllers & extensions.

### Salesforce Consultant Capgemini

11/2016 - 07/2019,

Gurgaon, Haryana

#### Technical Experience

- I have been a part of 3 successful projects which make a good contribution to my achievements.
- Implemented FSL Configuration (Service Cloud) set up Configured IOT set up and Einstein Bot.
- Implemented Cloudcraze manage package (Sales Cloud - e-commerce based), Google analytics for JCI (Tracking for Product Current location).

### Java Developer PC Technology

08/2015 - 08/2016,

Dehradun, India

#### Achievements/Tasks

- Participated in complete software development lifecycle, including performance analysis, design, development and testing.
- Worked on HTML and JavaScript codes to allow for integration and utilization of proprietary applications.

## CERTIFICATES

Salesforce Certified Platform Developer I

Salesforce Certified Administrator

Salesforce Certified Service Cloud Consultant

Salesforce Certified Einstein Analytics and Discovery Consultant

Salesforce Certified Field Service Lightning Consultant

## SKILLS

LWC

AURA

Apex Development

Integration (Apex Rest)

Einstein Analytics

FSL

Community

Visualforce Page

SLDS

Deployment with Continuous Integration -DX, Capado, ANT, Change Set).

Conga

Quip

Data Loader

## PROJECTS

### Shell Supplier (03/2020 - Present)

- Worked on Community Cloud, Einstein Analytics. Customization including LWC, Lightning Components, Apex Classes, Apex Triggers, Visualforce Pages.
- Role - Sr. Salesforce Developer
- Scope: Development of shell Supplier module for Shell. End to End development from Ticket creation phase to ticket closed for different Service Catalogues in shell Supplier Community.

### NBCUniversal (07/2019 - 02/2020)

- Worked on Integration (Rest Apex), Sales Cloud. Customization including Lightning Components, Apex Classes, Apex Triggers, Visualforce Pages, Batches, deployment with DX.
- Role : Salesforce Developer.
- Scope: Development for magic application, Data capturing enhancement from third party tool Magic Box office End to End development from User story gathering from client and implementation.

### Johnson & Johnson (02/2018 - 06/2019)

- Implemented Cloudcraze set up. Customization including Lightning Components, Apex Classes, Apex Triggers, Visualforce Pages.
- Role: Salesforce Developer
- Scope: Development for different Storefronts for JCI - Implemented some feature functionality of ecommerce like product tracking, feature product filtrations, coupons policies etc.

### Owens & Minor (07/2017 - 02/2018)

- Implemented FSL Configuration (Service Cloud) set up Configured IOT set up and Einstein Bot. Translation by workbench Translation.
- Role : Salesforce Developer
- Scope: project is to build a CRM Service solution for the Fields service Automation which is built on salesforce platform under service cloud to give more clarity on the case management and work order management.

## **EDUCATION**

### **Btech - CSE**

College of Engineering Roorkee

05/2011 - 05/2015,

*Roorkee, Uttrakahand*

### **Intermediate - PCM**

Shri Dasmesh School

05/2010 - 04/2011,

*Bazpur, Uttrakahand*

### **High School - PCM**

Shri Dasmesh School

05/2008 - 04/2009,

*Bazpur, Uttrakahand*