**Vijay Kumar**

**Salesforce Business Analyst | Developer**

**Team Lead|H1B|Atlanta|+1-7706256447|****vjnetizen@gmail.com**

**Summary**

* A highly motivated **5x Certified Salesforce Consultant/Business Analyst** with over 8 years of experience designing, developing, implementing Salesforce CRM application.
* Experience in analyzing data using Einstein Analytics, data migration using Data Import Wizard, Apex Data Loader.
* Experience in data visualization using various Business Intelligence tools like Tableau and Einstein etc.
* Experience in Agile/Scrum SDLC Lifecycle.
* Experienced in project management activities like scoping, reports, effort estimation, true-ups, business process evaluation and productivity gains.

**Certifications**

* Salesforce Certified Administrator
* Salesforce Certified Advanced Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Einstein Analytics and Discovery Consultant
* AWS certified Cloud Practitioner

**Technical Skills**

**Tools**: Tableau, Confluence, JIRA, MS Visio, HP QC, Data Loader, Splunk, Toad, ETL K2view.

**Language**: Apex, Visual Force, Python (NumPy, Pandas, Scikit-learn), JavaScript, SQL, HTML, CSS.

**Project Experience - Tech Mahindra Americas Inc. (04/2011- Current)**

**Project AT&T Mobility Retail**

**Salesforce Business Analyst**

**Atlanta, Georgia**

* Led a team of 10 developers, testers with minimal supervision and served as the only POC for onsite client.
* Facilitated discovery sessions with clients/stakeholders and created artifacts like Business Requirement Document, business process flows, gap analysis, Data mapping etc.
* Coordinated with developers in translating business requirements to solution design document
* Documented the training approach and delivered training to 150+ users.
* Prepared test scripts for user acceptance testing and logged tickets in JIRA.
* Utilized Tableau and excel to create insightful reports and dashboards to send to leadership.
* Achieved 34% increase in sale after implementation of Einstein Analytics involving dashboards, Stories, prediction model, insights, lens, datasets, dataflows, JSON, SAQL, Data migration and SOSL.

**Project Fleet Plan**

**Salesforce Developer/Administrator**

**Noida, India**

* Created a pilot project within 10 weeks using Salesforce as risk management solution achieving 10% operation savings and reducing cost by 1/3.
* Worked on various objects, created formulae fields, workflow rules, validation rules, approval process
* Created VF pages, apex test classes, batch apex, Lightning components (LWC).
* Created 100+ Reports and dashboards based on user profile.
* Drove metadata/data cleansing and Data migration assuring data integrity.
* Involved in integration of application with social media platform using RestAPI.

**Project eGrid**

**Salesforce Developer/Administrator**

**Noida, India**

* Implemented Salesforce service cloud – Knowledge Sharing platform.
* Implemented omnichannel, web/email to case, KB articles and case routing.
* Configured users, roles, profiles, custom objects and developed Apex triggers.

**Project AT&T Data Architecture and Solution**

**Data Analyst**

**Pune, India**

* Designed data solutions for Testing and Development Teams.
* Co-ordinated extraction of data from production and transferring into Test environment via ETL.
* Performed data estimation, data cleaning, data validation and data modelling.

Other Projects that had my involvement during my tenure in **Tech Mahindra include: Momentum Energy, AT&T Salesforce Communities, AT&T -LS OMS.**

**Education**

Bachelor of Technology in **Computer Science Engineering**, Graduated First Class in July 2010