**DINESH KUMAR**

**Consultant [**Salesforce Developer**]**

**Mobile:** +91-7019848325

 +91-8792494812

**E-Mail:** **dineshkumarkapse@gmail.com**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_PROFILE SUMMARY\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**



* Currently working for **Capgemini India Pvt. Ltd.** with an overall IT Experience of **7.5 Years** in Salesforce.
* Having a relevant work experience of **6.5 Years** in Salesforce Development and **1 Year** in salesforce Testing/Admin.
* Experience in Administration, Configuration, Customization, Implementation and Support of Salesforce CRM based Application.
* Worked on **Asynchronous Apex** - Batch Apex, Future Methods and Scheduled Apex.
* Developed 12 **Apex Classes**, 8 **Apex Triggers** and 12 **Visualforce Pages** (Standard and Custom Controllers) based on the business needs.
* Experience in realizing the business requirements on Salesforce.com platform by designing the required the entities like **Junction Object, Master-Detail and Lookup relationships**.
* Created 10+ **Validation Rules** based on the functional requirements.
* Proficient in **Data Migration** from external systems to salesforce using **Data Loader**.
* Hands-on experience in creating 5 **Processes** through **Process Builder** for the defined immediate actions including **Parent-Child relations** and 6 **Workflow Automations** for **Immediate** as well as **Time Dependent workflow actions**.
* Deployed the code (2 Applications and their components) using Change Sets.
* Version Control Repository- Using **Bitbucket** for salesforce deployment.
* Hands-on experience on **SOQL** queries on both Related and Non-Related objects.
* Worked on creation of 10+ **Email Templates** with merging of the relevant fields.
* Implemented **Sharing Settings** at Record, Object and Field levels for different users.
* Worked on **Role based Sharing** based on the business needs.
* Have a good experience in creating custom **Objects**, **Fields** and **Apps**.
* Have a good hands-on on **Profiles** and **Permission Set**.
* Involved in framing 30+ Test Classes as part of the Unit Testing phase and the Deployment phase.

|  |  |  |  |
| --- | --- | --- | --- |
|

|  |
| --- |
|  **Salesforce Technologies**  |

 |

|  |
| --- |
| Batch Apex, Future Methods, Scheduled Apex, Standard & Custom Objects, Duplicate Rules, Matching Rules, Workflow & Process Builder, Sharing Rules, Profiles & Permission Set, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports & Dashboards and Rest API  |

 |
|

|  |
| --- |
|  **Languages**  |

 |

|  |
| --- |
| APEX, Visual Force, HTML and JavaScript  |

 |
|

|  |
| --- |
|  **Tools & Technologies**  |

 |

|  |
| --- |
| Force.com Platform (Sandbox and Production), Postman Rest Client, Force.com Data Loader, Conga Composer, Workbench  |

 |
|

|  |
| --- |
|  **Operating systems**  |

 |

|  |
| --- |
|  Windows  |

 |

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**CERTIFICATIONS**­­­­\_\_\_\_\_\_­­­­­­­­­­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* **Salesforce Certified Platform Developer 1**
* **Safe Agile**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**ORGANISATIONAL EXPERIENCE**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Have Been Working as **Salesforce Developer [Consultant]** in Capgemini India Pvt. Ltd. – [July 2014 to Present]

**Client**: RMIT University. **April’18-Present**

**Location**: Bengaluru, KA, India

**Role**: Salesforce.com Consultant

The Royal Melbourne Institute of Technology usually known as **RMIT University** is a research university established in **Melbourne**, **Australia**. There are four application belong to RMIT Project as RM-Relationship Management, ECB-Education Course Builder, RSTP, AMS. **RM-Relationship Management** will take care by Salesforce.

**Responsibilities:**

* Interacted with various business team members to gather and documented the requirements. Implemented the requirements on **Salesforce.com platform** and worked closely with SalesForce.com consultants while implementing the solutions for the requirements.
* Worked on **Batch Apex** and **Scheduled Apex** for various business needs.
* Designed, Implemented and deployed the **Custom Objects, Page Layouts, Custom Tabs,Apps** to suit to the needs of the applications.
* Customized application to incorporate the business requirements which involved creating **custom Duplicate Rules and Matching Rules** for Contacts and Accounts.
* Designed, developed and deployed 8 Apex Classes & 4 Apex Triggers and Packages for various functional needs in the applications.
* Pages, Workflows & Validation Rules and Custom fields & Objects.
* Created the **20 Workflows** and **Process Builders** for automated field update and alerts.
* Enhanced data cleanliness and accuracy by 60% by adding custom **Validation Rules, Sharing Settings** and **Custom Formulas**.
* Implemented 10+ **Custom Reports** and deployed them for different business user levels.
* **Data Migration** done from external systems to salesforce using Data Loader.
* Involved in framing 20+ Test Classes as part of the Unit Testing phase and the Deployment phase.

**Tools / Environment**: Salesforce.com platform, Role Hierarchies, Sharing Model, Email Services/Alerts, VisualForce, Apex DataLoader, Workflow & Process Builder, Reports and Custom Objects.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Client**: GCI Prepaid **April’16-March’18**

**Location**: Bengaluru, KA, India

**Role**: Salesforce.com Associate Consultant

This application is Telecom based application from **Alaska**. There are two types of user will be using this application. First user is CSR user who will be using this application on outlets and another one is self-care user who will be using this application by them self. Customer can take network connection by reaching prepaid outlets. Customer's/users have to provide their personal details to get prepaid connection by opening their account on prepaid application. Once users activate their account after that they can operate their account by CSR user or by them self.

**Responsibilities:**

* Connecting daily status call with client.
* Used JIRA tool for user stories.
* Created Impact analysis document for maintenance ticket.
* Used to send Impact analysis document to the client to get approve to start work on it.
* Estimate the user story based on complexity.
* Deliver requirement based on estimate time.
* Proposed Salesforce reporting feature to the client on home page to better visualization.
* Used change set for production deployment.
* Used SVN for version control system.

**Tools / Environment:** Salesforce.com, User, JIRA Defect Logging, Smoke Testing, Impact Analysis Document, SVN.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Client**: Coke **Oct’14-Dec’15**

**Location**: Bengaluru, KA, India

**Role**: Salesforce.com Associate Consultant

This is the Retail online based application developed using Force.com, Html, Css, Java script. This application included standard object of salesforce Leads, Accounts, Contacts, Cases. In Lead object customer information has to fill as enquiry details. There are 7 outlets like ‘Burger King’, ‘McDonald's’ etc. which will be using this application.

**Responsibilities:**

* Attend stand up call and summary call every day.
* Created page layouts, search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs.
* Involved in salesforce deployment through change set tool.
* Deployed apex classes, apex triggers, visual force pages, static recourses, application etc.

**Tools / Environment:** Salesforce.com, change set, conga composer.

Have Worked as **Salesforce Developer** in Aspire Software Consultancy - Bangalore,Karnataka - June 2013 to June 2014.

**Responsibilities:**

* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Created templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs.
* Designed and developed SFA based Application on force.com platform in salesforce.com environment with Apex programming language at backend and Visual-Force pages as user interface.
* Created various Reports (summary reports, matrix reports, pie charts, dashboards and graphics) and Report Folders to assist managers to better utilize Salesforce as a sales tool and configured various Reports and for different user profiles.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**EXTRA-CURRICULAR ACTIVITY ACHIEVEMET**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Completed NCC- National Cadet Corps with A and B certificate.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **PROFESSIONAL QUALIFICATION**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

* Completed Diploma in Advance Computing(C-DAC) in Software Application from University of ACTS-PUNE in 2010 with grade B+.
* Completed Engineering Degree in Information Technology from University of Pt. Ravi Shankar Shukla University, Raipur in 2008 with percentage 69.50%.
* Completed Higher Secondary School Certificate in Science from Board of C. G. in 2004 with percentage 58.40%.
* Completed High School Certificate in Higher Hindi from Board of M. P. 2001 with percentage 60.20%.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **PERSONAL DETAILS**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date of Birth: 1st September 1985

Gender: Male

Language Known: English, Hindi and Marathi

Address: Kundallahalli Coloney, Whitefield, Bangalore - 560066