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| **Name** | Vikash Kumar |
| **Role** | Salesforce Lead Consultant |
| **Experience** | 5.5+ Years |
| **Current Organization** | Vyom Labs Pvt Ltd (Dec, 2014 - Current) |
| **Educational Details** | Master of Computer Application (May, 2015), Pune University |
| **Email** | okvikash.kumar@gmail.com |
| **Mobile** | +91 97644 57109, +91 82085 67229 |
| **Notice Period** | 30-45 Days |

**Trainings and Certifications:**

* Salesforce Certified Platform Developer I
* Salesforce Certified Service Cloud Consultant
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Administrator
* Salesforce Certified Platform App Builder
* BMC Service Delivery and Administration training & ITIL v3 Training

**Highlights**:

* 5.5+ Years of experience on delivering Salesforce and Remedyforce projects as Lead/Technical Consultant
* Involved in various pre-sales activities like understanding the **RFP**, demos and **POCs**.
* 6 months experience of Lightning Component development

**Summary**:

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| * Overall 5+ years of experience as Salesforce & Remedyforce Consultant in Salesforce. Salesforce experience comprises of **Configurations**, **Customization** and **Integrations**. * Experience in **Design, Develop, and Articulate** solutions based on customer's strategic business and technical requirements. Following **Agile Methodology.** * Experience in creating different project implementation documents like **FDD, SDD.** * Experience in implementing of **Sales and Service** cloud projects along with **Community**. Knowledge of **Marketing** Cloud. * Experience in configuring Users, P**rofiles, Roles and Permissions,** Workflow, Approval, Validation Rules, **Process Builders, Flows** towards business requirements. * Worked with A**pex Classes, Visualforce Pages, Triggers, SOQL, SOSL** and manipulating records with DML. **Lightning Development** experience**.** * Use of APEX with **Best Practices**. Experience in using **Asynchronous Apex**. * Extensive experience in setting up **integrations** with on premise/on-cloud external systems using **Pentaho**, Web Services, **REST** APIs. * Integrated Salesforce with **Event Management** tools like DataDog, PRTG, **and User Directory** like JumpCloud, Active Directory and many more, also implemented SSO with ADFS, Okta, OneLogin and O365. * Knowledge of Salesforce **CPQ** and **Einstein**. * Created complex **Reports and Dashboards** to show KPIs and other statics to stakeholders. |

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**Projects:**

1. **Sales cloud implementation for leading home accessories company.**

**Client Name : Patodia Exports -** Leading home Accessories Company

**Description :** A Global manufacturer and distributor company of home accessories. Sales cloud implemented to maintain their sales process and various activities performed by their sales executives.

**Roles:**

* Deal with Account, Contact, Opportunity, Lead, and Campaign Object and Manage whole business flow.
* For Lead generation we use web to lead out of the box functionality
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Developed workflow rules for various tasks and Email alerts as per the requirement
* For email functionality**, integrated Mail Chimp** with the Salesforce.
* Created a **Visualforce** page to display records and written **apex** controller.
* Used apex data loader and import wizard to import bulk records in Salesforce.

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1. **Service Cloud Implementation**

**Client Name : Servetta -** Lead and battery Producer Company

**Description :** Lead and battery Producer Company in North India wanted to manage all their customer queries inside Salesforce. Service cloud is implemented to keep track of post sales activities of client. There are two main teams involved in solving customer queries, in house service team and field service team. Email and web to case are enabled for end users to raise cases. Taking images of damaged product is also mandatory while working on the case for the field service engineers.

**Roles:**

* Worked on standard objects and custom objects, fields, validation rules, assignment rules, formula fields.
* Worked on different page layouts, record type for different type of users.
* Worked on Profiles, Users, OWD, Sharing rules, Permission set and Field level security.
* Create different support processes.
* Worked on **Omni channel**, created **macros** and milestones.
* Worked on Html, Custom and Visualforce template.
* Created workflow rules and defined related tasks, email alerts, and field updates, Assignment rules, Auto-Response rules.
* Worked on **Process Builders**, **Flows** and defined related field updates.
* Deployment using Change Sets and ANT.

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1. **Salesforce CRM (Sales + Service) implementation**

**Client Name : Flexo Image & Graphics -** Leading flexo presses distributors and providers.

**Description :** Customer wanted to use salesforce Sales and Service cloud features on salesforce platform license.

**Roles:**

* Implemented sales & service process including Lead, Opportunity, Quote, Case, and Knowledge as per client’s requirement.
* Created many relationships and created Junction object implementing rollup summary fields to aggregate data from child records to parent.
* Developed workflow rules for various tasks and Email alerts as per the requirement.
* Developed Approval process for the application by implementing custom formulas in different stages of approval.
* Created Sales and Support process including Lead, Opportunity and Solution processes.
* Configured custom reports increase visibility into the sales pipeline.
* Worked on Salesforce.com Standard Objects including Accounts, Contacts, Opportunities, Cases, and Leads.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to manage sharing access among different users.
* Created various Custom Objects, Tabs, Components and Visualforce tabs.

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1. **Sales Cloud Enhancement and Service Cloud Implementation**

**Client :** African & Eastern

**Description :** Client wanted to enhance existing Sales process implemented in Salesforce especially around Contract and Quote. In the next phase as part of service cloud implementation, they wanted to follow ITIL based practices. An ITIL based flow including Cases, Problem and Change request has been implemented for client. Automated processes like creating problem from similar cases and raising change request for cases are developed. Other features like assigning cases first to queue and then only to available agents has been implemented, also entitlement, milestones and knowledge are enabled.

**Roles:**

* Create custom visualforce page overriding standard contract page with extra features
* Custom quote management including images to be part of quotation while sending to customer.
* Create different custom objects like Change request, problem with required field
* Validation rules based on different conditions across all modules.
* Created multiple page layouts, record type and support processes.
* Developed different workflows, process builders and flow to automate various processes.
* Created various assignment rules to assign cases based on region, category etc.
* Various milestones and related actions like sending missed SLA emails configured.
* Created skill based routing to assign cases to respective team base on various conditions.
* Used change set and ANT tool to migrate from sandbox to production.

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1. **Salesforce Custom Application Development**

**Client Name :** **Cargill Inc., USA** - Supplier of Food ingredients, Bio-Industrial, Animal nutrition, Protein and Salt, Agriculture Supply across the globe.

**Description :** Client is a leading food industry in USA. Application was developed to certify the grains delivered by farmers and settle the payments to be done to them. Each station receives the grains and certifies them and either accepts or rejects them.

**Roles:**

* Gather requirements and prepared functional specification document
* Created various user interfaces to upload excel files, viewing tickets and displaying ticket details.
* **Parsing of excel sheets** and inserting records in various Salesforce objects to create tickets.
* Application developed using Visualforce pages and custom controllers
* Written trigger to automate the process like changing status and team of ticket based on criteria
* Displayed Salesforce custom reports and dashboard in custom Visualforce page proving users to apply filter from Visualforce page only.
* Integration with **ERP system** using web services

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1. **BMC Helix Remedyforce(Salesforce Application) implementation**

**Client Name : Aspect Inc., USA -** One of America’s leading Call Center Software Solution Provider Company which has its global presence in more than 30 countries.

**Description :** This project was implemented in two phases for separate departments. In Remedyforce Incident and Change Management was implemented along with Salesforce customization like Visualforce pages, Apex classes and Triggers.

**Roles:**

* Configuration data like Users, Profile, Permission Sets, Roles, Queues and its members, Public Groups, Category, Template and Service Request Definitions are uploaded with the help of data integration tools Apex Data Loader and Pentaho.
* Created apex classes to fulfill some requirements like Auto – closure of incidents, update bulk records etc.
* Developed Visualforce pages and Apex controllers for Visualforce pages.
* Created custom settings to use in triggers.
* Implemented Salesforce Chatter to raise incidents from chatter.
* Conducted Admin, staff and end user trainings.
* **Active directory** integration with the help of Pentaho
* Created tickets from Event Monitoring Tool – PRTG via **REST API** Integration

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1. **Remedyforce Implementation and Integration with Portfolio Management application**

**Client Name : Wilsonart, USA -** America’s leading manufacturer and distributors of Epoxy Resin Work surfaces, Solid phenolic Compact, Laboratory visualizer and Sink Outlets

**Description :** Involved Remedyforce customization and administration, and integration with Portfolio Management application which is an application developed on Force.com platform.

**Roles:**

* Bulk data-load of configuration data using Data Loader tool
* Created Users, Profile, Permission Sets, Roles, Queues, Public Groups and Sharing Rules.
* Creation of Apex controllers and Visualforce pages.
* Configured Workflow rules, Approval processes, Sites, Email Alerts and Foundation Data as per the requirements.
* Creating a schedulable class which checks the tickets resolved date and auto close it after 24 hours.
* Integration with force.com based project management application named “Portfolio Management”.
* A back and forth flow established between Remedyforce and Portfolio Management modules with the help of apex triggers.
* Real time syncing between modules like Remedyforce incident to Portfolio user story with the help of different triggers.
* Auto creation of user story record once incident met the criteria and send User story for approval automatically.
* Automatically status transition for Incident and User story.

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