

# SHAILENDRA KUMAR

Shakti Khand-2 Ghaziabad

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## OBJECTIVE

Creative code writer with 4+ years of experience and a degree in computers looking for a position as a Salesforce Developer with your company that allows for the use of extensive knowledge of cloud-based systems and application development.



## IT EXPERIENCE SUMMARY

Organization Name	From Date	To Date	Role
Cloud Science Labs Noida	Apr'21	Till Date	Salesforce Developer
Webkul Noida	Oct'20	Apr'21	PHP Developer
C-Zentrix	Jan'18	Oct'20	PHP Developer



## TECHNICAL SKILLS

- Apex, Triggers, Batches, Integration
- SOQL
- Lightning/Aura Component
- Salesforce Admin



## EDUCATION

### Master of Computer Application | 2016-2018

- Completed from Ajay Kumar Garg Engineering College Ghaziabad with 71.9%

### Bachelor of Computer Application | 2013-2016

- Completed from Babu Banarasi Das University Lucknow with 66.3%



## PROJECTS

### Cloud Science Lab's :

#### ITRC [Notified] (May'21 - Till Date)

- **Project :** ITRC Notified
- **Project Duration:** May-2021 –Till Date
- **Role Description:** Salesforce Consultant
- **Technologies Used:** Apex, SOQL, Salesforce Admin
- **Project Description:** The ITRC educates consumers, corporations, government agencies, and other organizations on best practices for fraud and identity theft detection, reduction and mitigation.
- **Responsibilities Involved:** Apex development, worked on case management system as per the business requirement which includes web to case, assignment rule. Developed APEX classes, Batch classes, Controller classes and APEX triggers for various functional needs and implemented the business logic as per the requirement. Designed and deployed the Custom objects, Custom tabs, Validation rules, Workflow rules, Components to suit the needs of the application. Wrote test classes with coverage of more than 90%. Fixed bugs, provided production support and deployment using change set.

#### DIR Port Drayage (May'21 - Till Date)

- **Project :** DIR Port Drayage
- **Project Duration:** May-2021 to Till Date
- **Role Description:** Salesforce Consultant
- **Technologies Used:** Apex, SOQL, Salesforce Admin
- **Project Description:** We build the Port Drayage Public Search on the Salesforce platform. This system is built upon and integrated with the already developed architecture for DIR's Case Management System. We are responsible for changes/enhancements to DIR's Case Management and managing documents in the system. We provided an online search page on the DIR website for direct public access to unpaid final judgments and wage claims, including drayage motor-carriers with unsatisfied judgments.
- **Responsibilities Involved:** Enhanced the online public search into two different searches, Judgment and Wage Claim. Developed APEX classes, APEX triggers for various functional needs and implemented the business logic as per the requirement. Implemented the user interface as per the needs of the client.

### Webkul's :

#### Bigcommerce Marketing Cloud

- **Project :** Marketing Cloud
- **Project Duration:** Dec-2020 to April-2021
- **Role Description:** Software Engineer
- **Technologies Used:** PHP, HTML Symfony, JavaScript, JQuery
- **Project Description:** Marketing Application for order management in Big-Commerce.
- **Responsibilities Involved:** Make some required customization for the client.

### **Bigcommerce SMS Notification**

- **Project :** SMS Notification
- **Project Duration:** Dec-2020 to Jan-2021
- **Role Description:** Software Engineer
- **Technologies Used:** PHP, HTML, Symfony, JavaScript, JQuery
- **Project Description:** SMS management for the updates for customer in Bigcommerce Application.
- **Responsibilities Involved:** Make some required customization for the client.

## **C-Zentix's :**

### **Pidilite CRM**

- **Project :** Pidilite CRM System
- **Project Duration:** August 2018 – Oct-2020
- **Role Description:** CRM Developer
- **Technologies Used:** PHP, MYSQL, HTML, JavaScript, JQuery
- **Project Description:** The CRM system for manage all the new projects, new construction, stakeholders, project warranty and manage loyalty Program for coupon points which are given by Pidilite Products. CRM system also manages all the report.
- **Responsibilities Involved:** Involved in the development of the web based application as per the client requirements and in the maintenance using php. Manage the ticket side and TAB side in the Pidilite CRM.

### **CZCRM Multitenant**

- **Project :** CZCRM Multitenant
- **Project Duration:** JANUARY 2019 – Oct-2020
- **Role Description:** CRM Developer
- **Technologies Used:** PHP, MYSQL, HTML, JavaScript, JQuery, MongoDB, Redis
- **Project Description:** CZCRM Multitenant is the C-Zentrix product which is having multiple functionality with multiple user. Multitenant having the ticketing and lead creation with call, web and email.
- **Responsibilities Involved:** Involved in Module Creation, Report Management and Bug Fixing.

### **ThomasCook CRM**

- **Project :** ThomasCook CZLEAD
- **Project Duration:** May 2019 – March-2020
- **Role Description:** CRM Developer
- **Technologies Used:** PHP, MYSQL, HTML, JavaScript, JQuery.
- **Project Description:** Lead Management for the ThomasCook. CZLEAD manages the call from the IVR and push the lead.
- **Responsibilities Involved:** involved in module creation for calling Rules and manage the reports for the leads.

## USHA Int.

- **Project :** USHA Int. CZLEAD
- **Project Duration:** May 2019 – Sept-2020
- **Role Description:** CRM Developer
- **Technologies Used:** PHP, MYSQL, HTML, JavaScript, JQuery.
- **Project Description:** Lead Management for the USHA Int. It manages the lead by the API.
- **Responsibilities Involved:** involved in module creation, create an API for Lead Push from the IVR



## OTHER ABILITIES

- Ability to write and speak in English
- Work experience with Ubuntu and windows.
- Ready to work with new technology.



## EXTRA CURRICULAR ACTIVITY

- Member of Organizing Committee in School.
- Involved as Volunteer and participant in some of events in the college.
- Participate in sports event in org( C-Zentrix) in cricket



## PERSONAL DETAILS

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|-------------------|----------------------------|
| • Nationality     | : Indian                   |
| • Gender          | : Male                     |
| • Father's Name   | : Mr.Rajendra Singh        |
| • Address         | : Shakti Khand 2 Ghaziabad |
| • Languages Known | : Hindi, English           |

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Place : Ghaziabad