



Ajay Kumar Tiwari

Citizenship: Indian

Certifications: 4x Salesforce Certified Professional

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Objective

To work as a professional to appreciate and explore a challenging environment in the software industry that offers professional growth and advancement opportunity while being resourceful, innovative, and flexible

Professional Summary

Experienced Salesforce Developer with an overall IT experience of 4.11+ years, currently working in IBM India Pvt Ltd. Experienced in Agile/SCRUM Methodology. My Career dream goal to become a Salesforce Specialist.

- Experienced in working as a salesforce.com CRM developer in Salesforce Projects.
- Good Understanding of CRM skills and its Core functionalities.
- Experienced in Apex Class, Batch and Triggers, VF pages, Lightning Aura Component, Automation, Standard and Custom Objects of SFDC.
- Developed solutions where appropriate, to meet the customer needs work with external suppliers/Internal resources to provide the desired solutions.
- Experience Cloud Implementation overview on Customer Community portal.
- Agile Project Management
- Deployment tools- Changeset, Gearset, GIT, Workbench

Work Experience

Publicis Sapient--- Senior Association Technology

August 2021 – Present

IBM India Private Limited --- Senior Package Consultant

March 2021 – August 2022

Cognizant — Programmer Analyst

Jan 2020 - March 2021

I seek new challenges and try to think out-of-the-box while looking for creative solutions to a given problem.

Cloud Analogy — Salesforce Developer

Jan 2018 – Jan 2020

Here I worked on multiple projects which were related to Finance and education industry. I worked efficiently both as an individual contributor as well as along with a team. Here I also did the client interfacing in more than two projects.



Area of Expertise

- ✓ **Coding:** Apex Triggers, Classes, SOQL, VF, JavaScript, HTML, Lightning Component and LWC Basics
- ✓ **Database:** Basics of SQL, SOQL and SOSL.
- ✓ **Salesforce Configuration:** Custom Objects & App Creation, Layouts, Workflows, Process Builder, Flow, Validation rules, Custom Setting, Custom Metadata, Users, Profiles, Roles, Reports, Sandboxes and Experience Cloud.
- ✓ **Integration:** REST based Apex Web services.
- ✓ **Salesforce Deployment:** Change Sets, VS Code with SFDX CLI, Gearset and workbench.
- ✓ **Salesforce Tools:** Apex Data Loader, Developer Console, Workbench, Conga Composer.

Industry Projects Experience:

Duration: Aug 2022 – Present

Team Size: 6

Project Name: Hotel Industry

Role: Senior Salesforce Developer

Technology: Apex, LWC.

Description: Client having prebuild website for hotel booking on java platform so we are trying to move in LWC.

Duration: Jan 2022 – Aug2022

Team Size: 3

Project Name: Health Industry

Role: Salesforce Developer

Technology: Apex, Permission set & Profile, configuration, Automation.

Description: Client having platform user so they are not using Opportunity and Product. So, client upgrade their profile license so we implement the sales process in his system and utilize Opportunity, Lead, Product.

Duration: Mar 2021 – Jan2022

Team Size: 6

Project Name: Retail Industry

Role: Salesforce Developer

Technology: Aura,,LWC, Apex, community, configuration, Automation.

Description: It is a portal for B2B user where user can order food and beverages. It was a large project and we used modular approach for development. We had setup the community where user can add to cart, create Wishlist and order their Products.

Responsibility:

I have been part of one Major release

- ✓ *Agile/SCRUM Methodology– following Sprint based releases.*
- ✓ *Skills used in the project: Apex classes, Batch Apex, Aura, LWC, Test Class, Permission Set and Flows*

Duration: Sep 2020 – Mar 2021

Team Size: 8

Project Name: Home loan and small business loan portal

Role: Salesforce Developer

Technology: Aura, Apex, community, configuration, GitHub, Jira.

Description: It is a portal where multiple type loans are getting provided to the consumers. It was a large project and we used modular approach for development.

Responsibility:

I have been part of one Major releases

- ✓ *Skills used in the project: Apex classes, Batch Apex, Aura, Test Class, Permission Set and Flows*

Duration: Feb 2020 – Aug 2020

Team Size: 6

Project Name: Salesforce developer for a client in Health Industry.

Role: Salesforce Developer

Technology: Batch Apex, territory management, Reports & Dashboards, Data Loader using Command Line, Configurations.

Responsibility:



- ✓ Coding Apex classes, Batch Class, Triggers and Setup territory and Opportunity Team, Data Migration using command Line, Apex Test Class, Custom Report, Dashboards.

Duration: Oct 2019 – Jan 2020

Team Size: 4

Project Name: Centorbi Financial Group

Role: Salesforce Developer

Technology: Salesforce Development, Aura, Customer community and Integration.

Description: In this Project, we integrate the System with Yodlee. 'Yodlee API ("Yodlee API") is a flexible RESTful API that allows developers to access personal financial data from the Envestnet. We set up the community if the community user login into the respective bank then all the financial information will be stored in the salesforce system.

Responsibility:

- ✓ Coding Apex classes, Batch Class, Triggers and Creating Lightning component, Custom controllers.
- ✓ Setup the customer Community and create the custom component

Project Type: Knowledge Base & Customer Community

Team Size: 3

Role: Salesforce Developer

Technology: Lightning, Apex, Community, Knowledge Base

Description: As per the client's requirements, we set up the community dynamically on the knowledge base and want to access on a community tab basis of the user role. In this community, there is a various tab which are help article, FAQs, USER GUIDES, Support cases. The tab contains various databases on the user (Community user or Public user).

Responsibility:

- ✓ Coding Apex classes, Batch Class, Triggers and Creating Lightning component, Custom controllers.
- ✓ Setup the Knowledge Community and create the custom component

Project Type: Conga composer to send the certificate

Role: Salesforce Developer

Technology: Conga composer, REST Integration, Apex.

Description: this is for an institute which offers different courses. When the person completes the course then the user clicks on a button then a certificate and doc will send to the Person Account as attachment course name and other dynamic fields merge with the certificate. There is another button in the opportunity which sends the certificate for printing to the Print Company. You don't need to select the document manually and we send more than one attachment using it as a pdf attachment.

Responsibility:

- ✓ Coding Apex classes and create Email service.
- ✓ Setup the Conga composer and configure the documents.

Education

Year	Qualification	Institution/University	Aggregate
2018	MCA	Krishna Institute of Eng. and Technology, Ghaziabad	72%
2015	BCA	Dr. Vriendra Swaroop Institute of Computer Studies, Kanpur	65%

Languages

English Hindi

Declaration

I hereby declare that all the above written particulars are true to best of my knowledge and belief.

Ajay Kumar Tiwari