##### Kishor Kumar

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**SUMMARY:**

* Around 4.6 years total IT development experience in Salesforce Administrator and development and Salesforce CPQ.
* Hands on experience in Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates in Salesforce/Steel brick CPQ Proficiency.
* Configuring the products, standalone, options, bundles, and multi-level bundles, in Salesforce platform.
* Experience in Lightning Components, Lightning App Builder, Lightning Data services.
* Experience in Design, Development, Testing, Project Support and Documentation of Salesforce.com solutions to Global Customers.
* Experience with Apex Data Loader for Data migration activities.
* Experience with Sales force Workbench for Data migration activities and Code deployments.
* Involved in Automated business process by using Workflow Rules, Process Builder and Approval Process for automated alerts, field updates and email generation according to application requirement.
* Responsible for creating Reports and Dashboards for Business Analysis.
* Involved in code reviews and performance improvements
* Strong Knowledge on Apex Triggers for various functional needs in the application.
* Experience of working with SFDC (salesforce.com) sandbox and production environments.
* Excellent work ethics, self-motivated, quick learner and team oriented. Continuously provided value added services to the clients through thoughtful experience and excellent communication skills.
* Knowledge on Validation Rules, Custom objects, Profiles, Permission Sets, Sharing Rules.
* Worked on Email templates, web-to-case and Email-to-Case.
* Involved in Deployment Activities Change sets.

**TECHNICAL SKILLS**

|  |  |  |
| --- | --- | --- |
| **Technologies**  **Salesforce CRM** | **Salesforce CPQ** , Sales Cloud, Service Cloud, SOQL, Triggers, Lightning components, Lightning AppBuilder, Reports and Dashboards  Security controllers using Profiles, Roles, Permission Sets and OWD, Validation Rules, Process Builder, Visual  Flow, Workflow & Approval Processes, Formula fields, Page Layouts, Record Types,  Custom Objects and Relationships etc. | Expert |
| **Langugage** | Html,SQL,Apex | Advanced |
| **Data Management Tools:** | Dataloader,Workbench | Advanced |

**PROJECT EXPERIENCE****:**

**Century 21 Real Estate LLC**   **Jan 2016 - Dec 2017**

**Role**: **SFDC Admin and Developer**

**Environment** : Saleforce.com platform, validation Rule, Workflow & Approvals, Reports & Dashboard.

**Responsibilities :**

* Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
* Worked with Visual Force Pages, Custom Controllers, Extension Controllers, Apex Coding, Apex Classes, Apex Triggers.
* Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Developed various Custom Objects, Tabs, validation rules and VisualForce Pages.
* Created page layouts, search layouts to organize fields, custom links, related lists and other components on record detail pages and edit pages.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
* Created Email templates, approval processes, approval page layouts and defined approval actions on them to automate the processes.
* Developed Apex Classes and Apex Triggers for various functional needs in the application.
* Used SOQL with in Governor Limits for data manipulation needs of the application using Force.com Explorer.
* Created users, roles, public groups and implemented role hierarchies, sharing rules and record level permissions to provide shared access among different users.
* Created profiles and implemented Object and field level security to hide critical information on the profile users.

**Project 2: Daimler JAN 2017 – DEC 2018**

**Role: SFDC Consultant**

**Responsibilities** :

* Understand the business requirements
* Worked on Triggers and Apex Classes
* Worked on Visual force pages and Controllers.
* Worked on Approval Processes.
* Creation of page layouts, validation rules, Email templates
* Worked on batch classes and Scheduled jobs.
* Worked on Lightning custom components.
* Profiles and roles was setup for different teams and at different positions.
* Workflow process automation, Reports and Dashboards creation
* Validating the migration process through Change sets .
* Involved in automate the Business process using Workflow Rules and Approval process.
* Involved in controlling the data access using sharing and security settings.
* Worked on deployment to UAT and Production instances using **change sets**.

**Project: Iron Mountain Services Pvt. Ltd Dec 2018 – Aug 2020**

**Role : Salesforce consultant**

**Environment** : Saleforce CPQ, Apex Trigger, Lightning Component, Workflow, Lightning Components

**Responsibilities :**

* As a team member,
* Created and configured Bundles and Products and Implemented Summary variables, Option constraints and Product rules for the bundles
* Creation of Product setup, Product Options, Product configuration & rules, Pricing, Discounting and Quote templates in Salesforce/Steel brick CPQ Proficiency.
* Worked on data migration and loaded the data into system
* Implemented various price rules to meet business requirements.
* Worked on Quote template to generate the quotes.
* Implemented Guided selling and Custom actions
* Create and maintain reports, dashboards, queues, routing configurations as needed.
* Management of page layouts, record types, workflows, permission sets.
* Worked with Data loader for loading the client’s raw data into Salesforce instance.
* Worked on service cloud Case Assignment rules, Auto response rules, Escalation rules.
* Creation of page layouts, validation rules, Email templates,
* Worked on Validation Rules, Custom objects, Profiles, Permission Sets, Sharing Rules.
* Worked on Deployments (UAT,QAFULL,Production).
* Mass update, insert of Account ,opportunity ,customer account data in sfdc through Data loader.

**EMPLOYMENT HISTORY**

| Date | Company Name | Role |
| --- | --- | --- |
| JAN 2016 to DEC 2018 | WiproTechnologies**.** | **Associate Consultant**, |
| DEC 2018 to Till date | Bahwan CyberTek Pvt Ltd. | Salesforce Consultant |

**QUALIFICATIONS**

| Level | Subject | College / University |
| --- | --- | --- |
| B.TECH | ECE | Jawaharlal Nehru Technological University Anantapuram |

**TRAININGS & CERTIFICATIONS**

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| --- | --- |
| Certifications Accomplished | * Sales force administrator (WI18). * Salesforce.com Certified **Platform-1 Developer**. |