Prakhar Sinha

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CAREER OBJECTIVE

I am looking forward to associate myself with an organization which would provide me an exciting and challenging environment blended with value creation opportunities.

PROFESSIONAL SUMMARY

- Currently working as Lightning Salesforce Developer in DELLEMC since May 2019.
- Worked as Senior Associate Consultant in Infosys from Feb 2018 to May 2019 .
- Previously worked as Programmer Analyst in Cognizant Technology Solutions from Dec 2014 to April 2018.
- Worked on Salesforce Lightning Components , Lightning Web Components , Apex, Visualforce, SOQL, Trigger and Test classes.
- Worked on Community Cloud Platform while implementation of a Customer Portal for end users .
- Have good expertise in Advanced JAVA, Ajax, JavaScript and SQL.
- Good experience of user interface design, development and debugging.
- I directly communicate with users, developers and infrastructure teams for problem resolution.
- Document procedures, best practices and troubleshooting FAQs.

EDUCATIONAL BACKGROUND

- Completed B.Tech in Electronics and Communication, from Dayananda Sagar Colllege of Enginerring, affiliated to VTU, with 70%
- Intermediate (10+2/ XII) from DAV Cantt Road Khagaul in 2009, with 76%
- Matriculation (10th/X) from Dav Cantt Road Khagaul Patna, with 86%.

TECHNICAL SKILLS

- Languages : SQL, Javascript, Ajax, Jquery, CSS,SOQL & SOSL
- Databases : SQL Server
- Tool : Salesforce.com(Apex, Aura, Lwc, VF Page, SOQL, Admin), Force.com, Eclipse
- Markup Language : HTML, XML
- Operating System : Windows

TRAINING

- Completed 3 months Advance Java training conducted by Cognizant Technology Solutions.
- Completed training in Salesforce Developer training conducted by Cognizant Technology Solutions.
- Was a member of Interview panel for Salesforce recruitment in DellEMC.

CERTIFICATIONS & AWARDS

- Salesforce Certified Platform Developer 2
- Salesforce Certified Platform Developer 1
- Salesforce Certified App Builder

Project Name : Enabling Work Order Functionality for converging Two CRM into one CRM

Description : This was an implementation and development of a product which was mainly focused on providing the agents flexibility to create the work Order from Case itself and give a single UI page to interact with their customers. It enabled the agents to work on Salesforce platform and helped the client to move from Legacy Siebel CRM.

Responsibilities:
- Working on Apex Triggers , Classes , Batch Classes and Test Classes as part of project implementation .
- Worked on Lightning WEB components to build the customized solution based on Business Requirements.
- Worked on Flows, Process Builders, Future Methods
- Developed test class using the test Data Factory.
- Implemented OData External Service to interact with external system.
- Participate in design meetings and contribute to technical approach
- Worked on Batch class to process the records on hourly basis
- Worked on interacting with external system using Rest API service
- Hands on Experience on Outbound Messages to Trigger an update of record to External System
- Worked on Salesforce Connect(External Objects).
- Worked on Custom metadata Types to store the static Data

Project Name : Migration from Old Legacy CRM to Salesforce CRM

Description : This project is mainly focused on enabling the creation of workOrder for Agents for Latam countries also. It was mainly focused on providing the agents flexibility to create the workOrder from Case itself and give a single UI page to interact with their customers. It enabled the agents to work on Salesforce platform and helped the client to move from Legacy Siebel CRM

Responsibilities:
- Developed Lightning components to allow the creation of WorkOrder from Case Feed Tab
- Developed Lightning Page to build a Single UI for various functionalities related to the WorkOrder
- Developed Lightning Aura Components to build the customized solution as per the business requirements.
- Developed Apex Class to control the functionalities of the Lightning component
- Worked on Flows and Process Builder
- Implemented OData External Service to interact with the external Syste
- Developed Apex triggers and triggerHandler in line with Buisness Requirements.
- Worked on Batch class to process the records on hourly basis

Project Name : **Account Merge (Sales and Service)**

Description: The project is mainly focused on the merging of Accounts and Child records in Salesforce CRM.

Responsibilities:

- Impact Analysis of the account merge on the data and visibility of the accounts for sales and service profiles.
- Changed the whole model of Account Partnership and sharing of account with the portal community users.
  - It involves the creation of triggers and sharing rules on the basis of partner roles.
  - Created the data for account merge.
  - Implemented a new Community portal and helped the client for clean up the data and made available the Salesforce License to use.

Project Name : Service Cloud Implementation

Description: This project is developed for Client to enable the Service Cloud in Salesforce CRM. Cases can be created by internal User or an external Users in Salesforce using Communities.

Responsibilities:

- Requirement gathering, analysis and design.
- Created Visual Force Pages, Apex classes ,Test Classes and corresponding objects for the same .
- Writing unit test case and data analysis .
- Developed batch Class as per the clients requirements
- Worked on Communities
- Created Workflows, validation Rules and Process Builder
- Worked on Knowledge articles
- Import the data from Old Legacy CRM into Salesforce CRM using apex data loader
- Creation of Approval Process
- Worked on Sharing Rules, Role Hierachy , Profiles and Permission Sets.

Project Name : Sales Cloud Implementation

Description: The project is mainly focused on enablement of Sales Cloud Application for the Client.
                Enabled the system to generate the leads , Accounts and Opportunities according to the products outlined by the Client

Responsibilities:
- Requirement gathering, analysis and design.
- Created Visual Force Pages and Visualforce Components as per the requirements .
- Created Apex Classes and their corresponding Test Classes .
- Created Custom Metadata type to store the validation error messages .
- Created Batch Class for Account Merge at Salesforce end .
- Worked on products, pricebooks, opportunities,opportunity team.
- Created the sharing rule and worked on Profiles and Roles.
- Created custom report type depending upon the business requirement
- Developed triggers, validation rules and workflows for automating the sales process

PERSONAL DETAILS

Father's Name	:	Ram Autar Prasad
Mother's Name	:	Barsha Sinha
Date of Birth	:	26•02•1992
Nationality	:	Indian
Languages Known	:	English, Hindi
Sex and Marital Status	:	Male & Single

REFERENCES

Available on request   *as on 04th Nov 2020.*