

**ASHISH KUMAR**  
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## OBJECTIVE

To work on challenging position, enhance my skills and knowledge through commitment, consistent team spirit, continuous learning and direction provided by the organization.

## PROFESSIONAL SUMMARY

- Having total around **6 Years** of experience in Salesforce Development.
- Experience in **Salesforce Sales Cloud, Service Cloud and Community Cloud.**
- I have 6 Salesforce Certified Certification Sales Cloud, Service Cloud, PD-1, Salesforce Certified Administrator, App Builder, Omni Studio Developer.
- I have good experience on APEX, Trigger, Batch Class, Wrapper Class, Lightning Aura Component, Lightning Web Component, deployment tools like Copado, Autorabit, Jenkins, Azure DevOps, Source Tree.
- I have learning knowledge of Marketing Cloud, Vlocity Media and Communication.

## TECHNICAL EXPERTISE

<b>CRM Tools</b>	Salesforce.com
<b>Salesforce Technologies</b>	Triggers, Classes, Interfaces, Apex Test Classes, Future Method etc. Batch Apex, REST Api, Wrapper Classes
<b>Salesforce Deployment Tools / API</b>	Data Loader, Change Sets, Force.com IDE, Eclipse IDE and Workbench, AutoRabit
<b>UI Technologies</b>	Visualforce, JavaScript, LWC, Aura Framework.
<b>Domain Skills</b>	Manufacturing & Service, Banking & Finance.

## PROFESSIONAL EXPERIENCE

### **IBM India Ltd (February 2021 to till now)**

**Client:** *Baxter*

**Role:** *Salesforce Developer*

**Duration:** *Jan 2022 to till now*

#### **Description:**

The company primarily focuses on products to treat kidney disease, and other chronic and acute medical conditions. The company deals across two businesses: Bioscience and Medical Products. Baxter's Bioscience business produces recombinant and blood plasma proteins to treat haemophilia and other bleeding disorders; plasma-based therapies to treat immune deficiencies and other chronic and acute blood-related conditions; products for regenerative medicine, and vaccines. It's manufacture & service Baxter's Medical Products business produces intravenous products and other products used in the delivery of fluids and drugs to patients.

I've worked on the B2B Portal that's allow the user to create the order, track task and raise the request as a case as per requirement.

#### **Roles and Responsibilities:**

- Worked on the Community Cloud, Sales Cloud and Service Cloud products in this project
- Worked on the Lightning Aura Component and Lightning Web Component development with best practice.
- Created Lightning components for community page and case creation form on lightning component for the Baxter B2B Portal.
- Worked on the integration to get the account and product data from JDE system, used Platform Event, REST API and Wrapper Classes to integrate the system.

- Worked on configuration part Task, Approval Process, Group, Queue, Process Builder and Customization Part like Wrapper Classes, Batch Class, Schedulable Class, Lightning Component, CSS, Apex class, Apex test Classes and Trigger.
- Worked on community cloud, Portal user and partner user and customization if community page with lightning component.
- Worked on in the admin tasks such as designing the security of the application using Profiles, Organization-Wide Defaults (OWD), Record Level, Field Level, Object Level and Permission sets company information.
- Deployment with Bitbucket, Autorabit.

**Client:** *Lowe's*

**Role:** *Salesforce Developer*

**Duration:** *February 2021 to December 2021*

**Description:**

Lowe's Inc. is a leading home improvement retailer serving approximately 19 million customers per week across 2,200+ home improvement stores in the United States and Canada. Its India Center is the driving force propelling our \$90 billion home improvement business. We leverage talent, technology, and innovation to provide groundbreaking solutions that enable an unparalleled phygital retail experience for our 20+ million customer base every week. I worked on the sales cloud to automate the sales process using multi level approval process using flow, Process Builder and apex customization.

**Roles and Responsibilities:**

- Worked on the Sales Cloud and Service Cloud products of salesforce in this project
- Worked on the Lightning Aura Component and Lightning Web Component development with best practice.
- Created Screen flow for approval and invoke the apex logic using flow and invocable method.
- Created batch job schedule apex class to remove the purge the inactivated account and send the purged account details to business team.
- Created Lightning components for community page and case creation form on lightning component.
- Worked on the integration to get the account and product data from JDE system, used Platform Event, REST API and Wrapper Classes to integrate the system.
- Worked on configuration part Task, Approval Process, Group, Queue, Process Builder and Customization Part like Wrapper Classes, Batch Class, Schedulable Class, Lightning Component, CSS, Apex class, Apex test Classes and Trigger.
- Worked on community cloud, Portal user and partner user and customization if community page with lightning component.
- Worked on in the admin tasks such as designing the security of the application using Profiles, Organization-Wide Defaults (OWD), Record Level, Field Level, Object Level and Permission sets company information.
- Deployed the changes from Dev environment to QA environment using copado tools.

**Infosys Ltd (March 2019 to till now)**

**Client:** *BP (HRM) UK*

**Role:** *Salesforce Developer*

**Duration:** *Jan 2020 to Feb 2021*

**Description:**

It's a HR application build on the salesforce community cloud and service cloud, it has different customized community page with different lightning component, It's allowed the HR Team to enable the candidate to know about the organization and resolve the issue and query of candidate during onboarding process.

**Roles and Responsibilities:**

- Created Lightning components for community page and case creation form on lightning component and configured the Einstein Chatbot.
- Worked on configuration part Task, Approval Process, Group, Queue, Process Builder and Customization Part like Wrapper Classes, Batch Class, Schedulable Class, Lightning Component, CSS, Apex class, Apex test Classes and Trigger.

- Worked on community cloud, Portal user and partner user and customization if community page with lightning component.
- Worked on in the admin tasks such as designing the security of the application using Profiles, Organization-Wide Defaults (OWD), Record Level, Field Level, Object Level and Permission sets company information, different Security Level and User Management like new user creation, password policy etc.

***Client: Sodexo***

***Role: Salesforce Developer***

***Duration: June 2019 to December 2019***

**Description:**

Sodexo is event management company having different legacy system to manage Account, Contact, Booking, Enquiry and lead management now they have used salesforce as a centralized system for all the legacy system and Sync these system by SOAP, REST and salesforce batch job which sync the real time data with salesforce and legacy system.

**Roles and Responsibilities:**

- Worked on the Apex Classes, Triggers, Visualforce Pages, Wrapper Class, Apex unit test class, Batch Apex, Future Method, Lightning Component, Einstein Chatbot.
- Worked on Sales & Service Cloud Various Object, Workflow, Process Builder, Approval Process
- Worked on in the admin tasks such as designing the security of the application using Profiles, Organization-Wide Defaults (OWD), Record Level, Field Level, Object Level and Permission sets.
- Implemented Chatbot to automate customer enquiry and booking services for faster service and reduce load on customer service.
- Experience of creating User Manual of Application for End User, Data Loader, Change set, Workbench, Data Import and Export wizard

***Client: DOA (JCI)***

***Role: Salesforce Developer***

***Duration: March 2019 to June 2019***

**Description:**

JCI has embarked on consolidating the Global Retail business onto a single instance (or 'org') of Salesforce.com. JCI wants to allow the Global Retail business manage the majority of their DOA (Delegation of Authority) request on the Salesforce.com platform and replace the existing 'paper'-based systems such as e-mail currently used for this purpose in the majority of the business.

For this there is already a project under execution. With that project, the DOA process would be defined and streamlined across all retail business segments and sub-regions. The result will also provide options for consolidating reporting and future global enhancements.

**Roles and Responsibilities:**

- Worked on Various Standard Salesforce Objects of Sales & Service Cloud.
- As a Force.com developer worked on developing business logic using Apex Triggers and Apex Classes.
- Involved in maintenance phase task like Creating User Manual, Bug fixing and Deployment Activities.
- Worked on Workbench & Data loader for extracting, updating & Inserting user data.
- Worked on Lightning Component development to search Group Lead and its related records

**Birlasoft LTD (March 2017 to March 2019)**

***Client: VSG, DOVER Group***

***Role: Salesforce Administrator & Developer***

**Description:** Dover is a diversified global manufacturer with annual revenue of approximately \$7 billion, it delivers innovative equipment and components, specialty systems, consumable supplies, software and

digital solutions, and support services. Vehicle Service Group (VSG) is part of Dover Corporation and it is a strong, diverse and dynamic global leader in the vehicle service industry.

#### Roles and Responsibilities:

- Import and export the data from the Data loader, Data Import/Export Wizard and Workbench.
- Worked on the Apex Classes, Triggers, Visualforce Pages, SOQL.
- Provided 24\*7 Support, worked on Service Now ticketing tools with resolve the Incident ticket within SLA.
- Experience on the various salesforce.com standards object like Leads, Accounts, Contact, Opportunities, Products
- Involved in the Admin tasks such as designing the security of the application using Profiles, Organization-Wide Defaults (OWD) and Permission sets.
- As a Force.com developer worked on developing business logic using Apex Triggers and Apex Classes. Worked on asynchronous Apex jobs like - Batch Class, Scheduled Class, Future Class, Apex Test Class.

### OTHER SOFTWARE KNOWLEDGE & TRAINING

#### **Training Undergone**

Completed **Java Certification** Course from **NIIT** in Noida.

Completed Software **Testing Training** from **QSpider** in Noida.

#### **Core Java**

Good Knowledge of **OOPS concepts**

Sound Knowledge on **Classes, Methods, Constructors, Inheritance, Method Over loading, Method Overriding, Abstract Classes, Interfaces, Type Casting, Encapsulation, Polymorphism, Collections and Exception Handling**

#### **Manual Testing:**

Proficiency in **Software Testing.**

Good knowledge of **SDLC and STLC.**

Good Knowledge of Writing, **Execution and Reviewing of Test case.**

Sound knowledge in **Smoke, Functional, Integration, System Testing.**

### ACADEMIC SUMMARY

**B. Tech (ECE)** from Arya Institute of Engineering & Technology, Jaipur in **2016**

**Intermediate in Science (12th)** from M.B.I College, Gaya in **2011**

**SEC (10th)** from Patna Central School, Patna in **2009**

### PERSONAL PROFILE

Languages known : English, Hindi  
Nationality : Indian  
Address : Ambala City, Sector 10

Ashish Kumar