


Sumit Verma

 sumitkmrvrm@outlook.com

 +917017276671, +917500209942

 Bengaluru, India

Objective:

Having **3 year 9 months** overall experience in CRM implementations and 1 year 6 months experience in salesforce lightning customization and configuration. I wish to accommodate enough skillset and knowledge to lead development in an assignment with in next 2 years.

Profile Summary:

3 year 9 months of IT experience in CRM implementations with Salesforce and Siebel. It involves various phases of software development for instance requirement gathering, design, development and testing of CRM applications across the **Telecom** and **Finance** domain.

- Experience in analysis and design of customer requirements across 2 projects.
- Collaborated in requirement gathering, business analysis for salesforce.com implementation.
- Hands on Experience in Salesforce Administration, Platform Development (SOQL, SOSL, Apex programming, Aura components, Change sets) and Community builder in Salesforce lightning.
- Designed and developed the custom solutions in salesforce.com considering the governor limits and incorporating the best practices.
- Worked on many end to end flows (like New, Change Plan, Disconnection and Renew) of Telecom domain, Also have significant understanding of orders, work orders, product structures, pricing and assets.
- Worked in Agile as well as waterfall model.

Career Summary:

Organization	Time Period
Shell India Markets Pvt Ltd Parent Organization - Royal Dutch Shell (RDS)	June 2019 to Present (1 year 6 months)
Tata Consultancy Services	Feb 2017 to May 2019 (2 year 4 months)

Technical Skills:

Technology	Development skills	
	Declarative	Non-Declarative
Salesforce	<ul style="list-style-type: none">• Workflows, Process Builder, Flows and Approval Process.• Record Types, Page Layouts, Custom Fields, Validation Rules, Custom Objects.• Profiles, Permission sets, Sharing, Reports and Dashboards	<ul style="list-style-type: none">• Apex, Triggers, SQL.• Community Builder, Aura Components, SLDS.• JavaScript, HTML, SOQL.

Siebel	<ul style="list-style-type: none">• Fields, Business Components, Business Objects, Controls, Applets, View and Screens.• Validation rules, Tables.• Order Management (Catalog, Pricing and Products).	<ul style="list-style-type: none">• Scripting, workflows• Business Services and Open UI.• Oracle SQL
---------------	---	--

Assignments:

Organization & Assignment	Role	Responsibilities & Tasks Performed	Team Size	Duration
RDS (Income Portal)	Salesforce Developer	<ul style="list-style-type: none">• Requirement gathering & analysis.• Estimation & planning.• 3. Stakeholder Management.• SFDC declarative & non-declarative development.• Document updating & support team KT.• User training sessions.	6	Aug'19-to-Current (1 year 4 months)
RDS (Fleet Solutions)	Salesforce Administrator	<ul style="list-style-type: none">• SFDC Configuration & administration.	3	Jun'19-to-Aug'19 (2 Months)
TCS (ACT CRM Tx)	Siebel Developer	<ul style="list-style-type: none">• Requirement analysis.• Estimation & Planning.• Siebel config, customization• Oracle SQL development• Unit Test creation, debugging• Order Management	30+	Apr'17 -to-May'19 (2 year 2 months)

Project Achievements:

Project	Achievement
Income Portal	<ul style="list-style-type: none">• <i>Developed reusable component for pagination and custom reports, which have saved around 22 hrs of development effort.</i>• <i>Developed a data loader tool for business users, it can facilitate bulk import of records from CSV on community portal with excellent user experience. I am currently working on it to make it reusable along with my day to day activity.</i>• <i>Developed a complex logic to automate the Income distribution and accrual business flow as per the billing cycle. It is one of the major time savers (~40 hrs./month) for end users in the whole product.</i>

Fleet Solution	<ul style="list-style-type: none">• Since this was my first project in salesforce, so along with the project work I have managed to acquire 3 super badges on trailhead for learning purpose.
ACT CRM Tx	<ul style="list-style-type: none">• <i>Optimized Chane Plan workflow</i> - Reduced the execution time of Plan Change flow by doing some much needed customizations in it. Reduced its execution time from 4 secs to 2.5 secs.• <i>Solely designed, developed the Hardware Inventory Management system</i> and its interrelated functionalities with respect to Sales Order, Work Order and Service Request.• <i>Semi-Automated the order fall out retrigger</i> - developed a custom screen incorporating all the Siebel Bulk Order related functionality like importing text file into system, process different kind of orders asynchronously based on action provided and provide response as well for every record.

Feel free to visit to my [Trailhead](#) and [LinkedIn](#) Account to know more about me. Please do note that I don't mind having a quick call.