**Experience Summary:**

* **Professional with Salesforce.com** having 5 years of experience in Salesforce.com Technology. Good knowledge on Salesforce Configuration and Customization.
* Working as **Senior Software Developer at Salesforce India.**
* Previously worked in Accenture and Cognizant, Bangalore.
* Involvement in Requirement Analysis, Design Document, Build, and Unit Testing.
* Worked extensively in Service Cloud and built Technical Service applications.
* Worked extensively on various customization requirements.
* Developed Apex Classes, Apex triggers, Visual force pages and Custom Components.
* Worked on CSS and JavaScript for various customization requirements.
* Complete ownership of the integration and customization end to end for all customization and Integration requirements.
* Good Knowledge in SOQL.
* Build configuration items like Process builder, Workflows, Validations, profiles, layout designs, and design and security settings.
* Good team player with excellent technical, management, interpersonal skills
* Coordination with the Client on a daily basis to discuss requirements & deliverables.
* Coordination with the Onshore and Offshore team.
* Have Knowledge on Sales cloud and experience in Service Cloud.
* Have knowledge on Lightning Framework.

# Organization Worked

|  |  |  |
| --- | --- | --- |
| Company Name | Years | Location |
| Accenture Services India Pvt Ltd | 3.1 Years | Bangalore |
| CTS | 1 year 8 months | Bangalore |
| Vlocity india | 7 months | Bangalore |

# Salesforce Skill

1. REST and SOAP
2. Lightning
3. HTML
4. CSS
5. JavaScript
6. **PD1 Certified**
7. **Java**

# History of Experience

**Projects undertaken:**

**Project 1:**

|  |  |
| --- | --- |
| **Title/ Client** | **Productization Team** |
| **Team Size** | 8 |
| **Role** | Senior Salesforce Developer |
| **Organization** | Salesforce Inc |

**Project Description:**

Currently I am working on the Telecommunication Industry on Vlocity CPQ/EPC,Order Management product. I am involved in creating different postpaid flows that will be consumed by 3UK applications.

**Project 2:**

|  |  |
| --- | --- |
| **Title/ Client** | **Brazil Call Center,Soyislaud** |
| **Team Size** | 5 |
| **Role** | Application Developer Analyst |
| **Organization** | Accenture Solution Pvt Ltd |

**Project Description:**

* Novartis patient support membership program to treatment for chronic diseases such as hypertension, diabetes, asthma, Alzheimer's, Parkinson's and others.
* The VMS program provides and assists patients to follow medical recommendations, promoting a better understanding of treatment and better quality of life. They have access to information about health and quality of life, innovative medicines, discounts on medicines and complementary services to the medication.

**Project 3:**

|  |  |
| --- | --- |
| **Title/ Client** | **Cargill** |
| **Team Size** | 15 |
| **Role** | Application Developer Analyst |
| **Organization** | Accenture Solution Pvt Ltd |

**Responsibilities:**

1. Involves in localization of projects.
2. Worked on User Story.
3. Worked on Defects in the system.
4. Develop different lightning components as per requirement.

**Project 4:**

|  |  |
| --- | --- |
| **Title/ Client** | **Philips** |
| **Team Size** | 6 |
| **Role** | Associate |
| **Organization** | Cognizant Technology Solutions |

**Responsibilities:**

1. Implemented Live Agent chat functionality for Philips for more than 40 countries.
2. Worked on Einstein Chatbot.
3. Migrated Knowledge Management module to Lightning.
4. Develop different lightning components as per the requirement.
5. TrackWise Implementation.
6. SailPoint Implementation.

**EDUCATION**

|  |  |  |  |
| --- | --- | --- | --- |
| **Qualification**  | **Year**  | **Percentage/CGPA** | **University** |
| B.Tech. | 2014  | 76 | WBUT |
| XII | 2010 | 73 | CBSE |
| X | 2008 | 81 | CBSE  |

**Declaration:**

I hereby declare that the information provided above is correct up to my knowledge.

Place: Bangalore Signature:

Date: 07.08.2020 Name : **Vishal Kumar**