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**Umang Singhal**

Bachelor of Technology

Electronics and Communication Engg.

 **Contact No.:** Mobile: +91-7417798912

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**Career Objective:**

Intend to build a career with a leading corporate world of hi-tech environment with committed & dedicated people, which will help me to explore myself fully and contribute to the growth of organization by putting my affords, skills and knowledge acquired over the time.

**Professional Experience**

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| **Saasfocus (A Cognizant Company) Current****Technical Lead:** * Currently handling a team of more than 12 people with 3 projects for a pharma leading client ABBOTT.
* Experience in SOW creation and effort estimations for the projects.
* Designing the Technical Design Documents, Implementations and solutions to the clients.
* Assess new technologies, software to improve and/or automatize some technical processes (code checking, tests, deployment…)
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| **Project:** Health Care**Abbott India Ltd**: Headquartered in Mumbai, Abbott India Limited, a publicly listed company and a subsidiary of Abbott Laboratories, takes pride in offering high-quality trusted medicines in multiple therapeutic categories such as women's health, gastroenterology, cardiology, metabolic disorders and primary care. |
| Key Accomplishments and Responsibilities. | * Guided the Salesforce consultants, customers and technical teams to create unique customer solutions leveraging the full power of the Salesforce platform.
* Represents the project as a Technical Lead expert who influences customer senior management on significant Salesforce matters.
* Plan and do the follow-up of the developments and technical tasks
* Ensure quality of development done by internal or external teams
* Validate the technical architecture on Salesforce and between Salesforce and other applications
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| **Project:** Finance**Stratton Finance Pvt. Ltd**: Stratton Finance is one of Australia's largest car and asset finance brokers, with offices in most Australian cities and a national network of franchises. Stratton through this strategic alliance was looking for an end to end automated online consumer self-service car platform providing same customer experience across desktop or tab or mobile device leveraging Salesforce customer community.* **Key Technologies** – Apex, Lightning Component, Lightning Design System, Integrations, Service Cloud, Customer Community, Conga Workflow.
* **Tool Used** – Jira, Salesforce Developer Console, Force.com IDE, Rest Api, Workbench and Postman.
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| Key Accomplishments and Responsibilities. | * Guided the Salesforce consultants, customers and technical teams to create unique customer solutions leveraging the full power of the Salesforce platform.
* Represents the project as a Salesforce expert who influences customer senior management on significant Salesforce matters.
* Work under general direction and independently determines and develops approach to solutions.
* Build the architecture of the project which include Object model and security design which stands against the penetrating testing.
* **Subject Matter Expert** on Lightning Component, Lightning Design System and Integrations (Equifax Score Seeker, Equifax Id Check, ABN Check, Google Places, Macquarie Bank, Third party System etc.)
* Created a full fledge financial loan system which covers whole life cycle of loan.
* Responsible for the deployment on the production environment.
* In depth knowledge of best practices recommended by Salesforce.com for Apex Code and SOQL/SOSL.
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| **Project:** On Boarding System**Aussie (Australia Onsite):** Aussie is an Australian retail financial services group with operations spanning all mainland capital cities and major regional centres throughout Australia. Aussie was looking to an On-Boarding portal system to on board the brokers into the system providing a same experience with mobile, tab or desktop leveraging Salesforce community.* **Key Technologies**– Apex, Force.com, Community, Lightning Component, Lightning Design System, Lightning Flows.
* **Tool Used** – Form Assembly, Salesforce Developer Console, SOAP UI Force.com IDE, Rest API, Workbench and Postman.
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| Key Accomplishments and Responsibilities. | **Developed and maintain application software for the operation of a company.*** Advice on a variety of broad questions and concerns from customer management regarding project requirements, documents needs, technical standards, and conditions, communicate the status of requests and determines the feasibility of projects, documents findings and actions.
* Designed and developed custom Lightning Pages, SOQL, Apex Classes, Apex Triggers & Batch Apex, and Lightning Component.
* Knowledge migration from classic to lightning.
* Created the full fledge call center with case management and customer support life cycle.
* Created the questions and answer screen for agents to capture customer details using lightning flow.
* Design the object model and enabled the person accounts.
* Involved in end-to-end delivery management, quality assurance, status reporting and end user (business, development, QA & UI/UX teams) knowledge transfer.
* Managed UAT sessions off-shore with the development and QA team.
* Worked on importing/exporting data using Data Loader.
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| **Project:** Lending**Silver Chef**: Silver Chef is Australia's only dedicated hospitality equipment funding solution. Since its inception in 1986, it has helped more than 25,000 customers, from start-up cafes to large restaurants and hotels, to realise their business dreams.* **Key Technologies** – Apex, Lightning Component, Lightning Design System, Integrations, Service Cloud, Customer Community.
* **Tool Used** – Salesforce Developer Console, Force.com IDE, Rest API and Workbench.
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| Key Accomplishments and Responsibilities. | * Developed a single page application.
* Integrated system with Third party APIs like Experian, Equifax.
* Part of project estimations and architecture.
* Develop lightning components for community.
* Created the critical portion of application creation and integrated the page with Experian using lightning component.
* Integration with messaging app exchange product to generate OTPs.
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| **HCL Technologies Ltd. Apr’16 – Jun’17****Associate Consultant-Salesforce**  |
| **Project: Salesforce*** **Key Technologies**– Apex, Force.com, Deployments, Lightning, Lightning Design System
* **Development Tool** – Salesforce Developer Console, Workbench, Splunk, Delphi, Fiddler, Advanced REST Client.
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| Key Accomplishments and Responsibilities. | * **Responsibilities**: Resolve the issues of client involving custom Apex and Visualforce development. That includes Triggers, Apex classes, Visualforce pages, Integration, deployment, Portals etc. Interact with the customers on daily basis and providing them the resolution based on the severity level.
* **Subject Matter Expert** on Lightning, Lightning Design System and Integration ()
* Manage highly visible, global and strategic, enterprise cases and ensure 100% customer satisfaction.
* Handing Deployments using Change Sets, Force.com IDE, including code coverage issues etc.
* Liaise and work closely with the Salesforce Tier 3 and R&D team on escalated technical issues and product roadmap changes/new features.
* In depth knowledge of best practices recommended by Salesforce.com for Apex Code and SOQL/SOSL.
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| **Project: Oak Ridge Investments Ltd.*** **Key Technologies**– Apex, Force.com, Deployments, Lightning, Lightning Design System
* **Development Tool** – Force.com IDE, Workbench, Advanced REST Client, Fiddler.
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| Key Accomplishments and Responsibilities. | **Developed and maintain application software for the operation of a company.*** Designed and developed custom SOQL, Apex Classes, Apex Triggers & Batch Apex.
* Worked on Lightning component and created custom calendar which shows the details of upcoming releases to client. Also used Lightning design System as a CSS.
* Worked on SOAP and REST based integration.
* Created a username and password OAuth flow.
* Worked on importing data using Data Loader and Installed App from AppExchange.
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| **Cyber Group India Pvt. Ltd. August 25, 2014 – April 04, 2016****Associate Engineer:** |
| **Project: Just Energy Services -** Energy Retail firm in U.S.A selling electric energy produced from Hudson River * **Key Technologies**– C#, JavaScript, HTML, Bootstrap CSS, JQuery and Angular JS (Beginner).
* **Development Tool** – Visual Studio 2013, SQL Server Management Studio 2008
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| Key Accomplishments and Responsibilities. | **Developed and maintain application software for the operation of a company.*** Identify the operating problems within production and co-ordinate with Business to resolve issues.
* Worked on User Stories as per client requirements.
* Monitor ticket queues and resolve technical operation issues.
* Identification of program bugs, analysis of problems at application level.
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| **Project:** Stage Stores, Inc. is a department store company specializing in retailing. The corporate office is located in Houston, Texas.)* **Key Technologies**– Apex, Visual Force, CSS, JavaScript.
* **Development Tool** – Force.com, Developer Console, Salesforce SaaS.
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| Key Accomplishments and Responsibilities. | * Created Visual force pages and Apex Triggers.
* Created Custom objects and workflows.
* Worked on SOQL.
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| **Genius + Core Integra (Tata Consultancy Services) Jan 07, 2013 – April 20, 2014­­** |
| **Operations Executive** |
| Key Responsibilities. | **Online Assessment System (Small & Medium Business)*** Managed Online assessment exams like GATE, IBPS, JEE (Main), etc. conducted by TCS.
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**Experience as a Trainee**

**Videocon Industries Limited:** Worked in Videocon Industries Limited as a Graduate Engineer Trainee in LCD/LED division.

**Educational Qualification:**

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| **Year** | **Institute** | **Course** | **University** | **Aggregate%** |
| 2014 | CDAC | PG Diploma in Embedded and VLSI Systems | IT and Communication Ministry of India | 79% |
| 2012 | R.D Engineering College | Bachelor of Technology | U.P. Technical University | 74% |
| 2008 | T.R.M Public School | 12th | CBSE(AISSCE) | 84% |
| 2006 | T.R.M Public School | 10th | CBSE(AISSE) | 77% |

**Certifications**

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| **Certifications/ Workshops** | **Institute/Organization** | **Year** |
| Salesforce Sharing and Visibility | Salesforce | 2020 |
| Salesforce Certified Platform Developer II (SU18) | Salesforce | 2018 |
| Salesforce Certified Platform Developer I (WI17) | Salesforce | 2016 |
| Salesforce Certified Platform App Builder (SP16) | Salesforce | 2016 |
| Salesforce Service Cloud | Salesforce | 2020 |
| Salesforce Certified Administrator (SP16) | Salesforce | 2016 |
| Animation Workshop “Animator” | Emanagineer, India | 2010 |
| Ethical Hacking and Information Security Workshop | Innobuzz Knowledge solution | 2010 |

**Technical Skills:**

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| Languages : Apex, Visualforce, HTML, Java Script, JQuery, C sharp, Lightning Component, LDSFramework : Dot Net Framework 4.5, Aura(Lightning Component)Tools : Salesforce Developer Console, Force.com IDE, Apex Data Loader, Fiddler, Workbench, REST API, SOAP UI. DBMS : MS SQLPlatforms : Force.com, Visual Studio, SQL Server 2008Others : MS Office |

Personal Details:

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| Date of birth | 13-09-1990 |  | Father Name | Mr. Y.K Singhal |
| Gender | Male |  | Martial Status | Married |
| Nationality | Indian |  |  |  |
| Permanent Address | D-5 Gurunanak Pura Street No-4 Modinagar Pin No- 201204 |

**About me:**

* I am a focused person.
* I believe, if we are doing a work then do it perfectly.
* I am a diverse learner.

I hereby declare that the information given above is true to the best of my Information knowledge belief.

**DATE: UMANG SINGHAL**