



KUMAR GAURAV

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EXECUTIVE SUMMARY

- Extensive **Salesforce** CRM development with **4 plus** years of experience in the **IT** industry.
- Extensive experience with the Salesforce.com development **life cycle, application design patterns, integration patterns and deployment planning.**
- Developed **Lightning Component Framework** and built **Lightning components** using **aura framework.**
- Built **reusable** UI components with lightning component framework.
- Well-versed with all the technology utilizations in Salesforce.com (**APEX Classes, APEX Triggers, Asynchronous Apex triggers, VisualForce pages, Lightning Components, Force.com IDE, Eclipse with SOQL, SOSL, Custom Metadata, Platform Events**) & can suggest the technical approach to be taken for individual engagement.
- In-depth experience in CRM business processes like **Forecasting, Campaign Management, Lead Management, Pipeline Management, Account Management and Case Management.**
- Used **Email to case, Web to Case** features and created a **community** where the customers can create, update and manage their cases.
- Proficient in dealing with functionalities related to **sales cloud & service cloud.**
- Experience with SFDC Service console, customer portal, case management, knowledge base.
- Experience working in **Agile methodology & Scrum methodology.**
- Created test scenarios on Sandbox and migrated code to deployment upon successful testing.
- Review/Adjust/Write Apex and **VisualForce** page builds to ensure we keep code coverage at a high percentage as well as meet business needs.
- Created customized UI as per the client and application requirements using Visualforce.
- Has worked as a Software Engineer, communicating directly with the client, responsible for gathering business requirements & implementing the same.
- Possess good team spirit and the ability to understand and adapt to innovative technologies and environment.
- Expertise in **Business Analysis methodologies and iterative Software Development Life Cycle (SDLC)** in relation with all the phases of Rational Unified Process (RUP).

- Experience in data migration using **Data Loader, Data Import Wizard, SFDC Data Export, Mass Delete.**
- Well acquainted to deployments using **Change Sets & ANT Migration Tool.**
- Experience in Creating **page layouts, search layouts** to organize **fields, custom links, related lists, Salesforce Path, Quick Action** and other components on a record detail.
- Working with different aspects of Web Services (**XML, WSDL, SOAP, REST**).
- Expertise in customizing standard Objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports (Summary reports, tabular reports, Pie charts) and Dashboards and Report folders for different user profiles as per the requirements.
- Created **lookup** and **master-detail** relationships on the objects and created **junction objects** and various advanced fields like **Picklist, Field Dependencies, Custom Formula, Approval Process, Sharing rules for automated alerts, field updates and Email generation.**
- Implemented **Security and Sharing rules** at Object Field and Record levels for different users in the organization.
- Setting **Cases** (Web to case, Email to case), Solutions, **Case Assignment and Lead Assignment.**
- Expertise in **Lightning app builder** (salesforce 1) and implemented new applications based on **Lightning** to have compatibility of the app in mobile, Tab and Desktop versions.
- Knowledge on Salesforce **Lightning Process Builder & Lightning app builder.**
- Strong experience with source control tools Git, Bit bucket.
- Experienced in Object Oriented Analysis and Design and **Object-Oriented Programming** and Design Patterns under **MVC (Model View Controller)** Architecture.
- Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
- **Excellent communication** and **inter - personal skills**, accustomed to work in both large and small team environments. A team player with strong ethic, a positive attitude and ability to make the best use of individual resources.
- Knowledge of domain comprising CRM.
- Certified **Platform App Builder, Platform Developer I, Sharing and Visibility Designer, Copado SalesforceDevOps Administrator, AWS Developer Associate.**

EXPERIENCE

03 SEPTEMBER 2019 – PRESENT

APPLICATION DEVELOPMENT ANALYST, ACCENTURE

03 JANUARY, 2017 – 31 AUGUST, 2019

APPLICATION ANALYST - 1, VIAMI SOLUTIONS (A PRODUCT-BASED COMPANY)

SKILL SET

- Programming Language: Apex, Python (Beginner)
- Salesforce API Tools: Eclipse, Apex Explorer, App Exchange, Data Loader, Workbench, Visual Studio Code
- Salesforce Technologies: Apex Class, Apex trigger, Asynchronous Apex triggers, Apex Batch Class, Apex Scheduler Class, Queueable Apex, Apex Test Class, Wrapper Class, Lightning Component, Test Class, SOQL, SOSL, Validation Rules, Work Flows, Dashboard, Reports, Sandbox development and Testing
- Web Technologies: Visualforce Pages, Web Services, XML, HTML, CSS, Java Script
- Web services: REST, SOAP, WSDL, XML, JSON

SALESFORCE CONFIGURATION

- Requirement Gathering and Analysis: Interact with the end user and understand the requirement. Create SOP and BRD as required.
- User Management: Creating new users, worked on role hierarchy, profile, permission sets.
- Configuration: Page layouts, record types, sharing setting, territory management, validation rules, custom objects custom field and relationships.
- Automation: Worked on creation of automation in salesforce using workflow field updates, email alerts, process builder, approval processes, auto response, lead assignment rules and case assignment rule.
- Reports and Dashboards: Worked with the end user to create and modify reports and dashboards. Creating summary, tabular, matrix and joined reports. Adding chart to report to show report in graphic format. Creating dashboards for visual representation of reports using various components. Also schedule reports and maintain report folders.
- Data Management: Managing data in Salesforce using data loader tool and workbench. Insert, export, update, upsert and delete records in salesforce as per business requirement.
- Marketing: Worked on Campaign and Lead Management relevant configuration.
- Sales Cloud: Worked on opportunity, product and price book management Sales Assistant.
- Service Cloud: Case management, service console setup and customization.

PROJECTS

PROJECT NAME: VMS CUSTOMER TAGGING

COMPANY/BUSINESS: VIAVI SOLUTIONS

TEAM SIZE: 2

MY ROLE: DEVELOPER & BSA

DETAILS: Viavi currently does not have the capability to reliably track customer vertical market segmentation information throughout the customer journey.

Viavi is unable to use sales funnel, bookings and shipment data for in-depth strategic segmentation analysis. This project was to facilitate compensating salespeople and manufacturer's reps properly without significant non-value-added activity.

ROLES & RESPONSIBILITY:

- Worked as a lead as well as a developer.
- This application was built on Sales Cloud.
- Configured and deployed Process Builder.
- Created and deployed Several Reports using salesforce.com platform.
- Developed and deployed workflows and approval processes for opportunities.
- Created and used Email templates in HTML and Visualforce.
- Responsible for understanding the business case, accessing project feasibility, develop project charter, getting detailed requirements from stake holder, project scoping, detailed design, development, unit testing, deployment after UAT.
- Worked on Agile Methodologies.
- Drafted technical documentation of the application and user's manual.

PROJECT NAME: DEAL DESK

COMPANY/BUSINESS: VIAVI SOLUTIONS

TEAM SIZE: 1

MY ROLE: DEVELOPER & BSA

DETAILS: To document creation of a section within the SFDC Opportunity for those deals requiring supporting documentation and content in order to be completed successfully through to PO booking.

Using existing and new fields & attributes, enable other groups to quickly identify and seek out the information they need to facilitate business processes and decisions in a timely manner on a specific opportunity.

ROLES & RESPONSIBILITY:

- Worked as a lead as well as a developer.
- This application was built on Sales Cloud.
- Responsible for understanding the business case, accessing project feasibility, develop project charter, getting detailed requirements from stake holder, project scoping, detailed design, development, inline Visual Force page, unit testing, deployment after UAT.
- Created and deployed Several Reports using salesforce.com platform.
- Created custom controllers implementing complex code for retrieval from Salesforce to VISUALFORCE pages.
- Performed data migration into Salesforce application using apex data loader through CSV files.
- Created and used Email templates in HTML and Visualforce.
- Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
- Daily Scrum Call with the Manager and Team to discuss the status of functionality.
- Worked on Agile Methodologies.
- Drafted technical documentation of the application and user's manual.

PROJECT NAME: MARKETING DEVELOPMENT FUNDS (MDF)

COMPANY/BUSINESS: VIAVI SOLUTIONS

TEAM SIZE: 6

MY ROLE: DEVELOPER & BSA

DETAILS: This custom app is used in an indirect sales channel where funds are made available by VIAVI to help affiliates, channel partners, resellers, VARs, or distributors, etc. sell its products and create local awareness about the national brand.

ROLES & RESPONSIBILITY:

- Worked as a developer.
- This application was built on Sales Cloud and Partner Portal.
- Responsible for coding using Apex Class, Apex Trigger, Batch Class, Scheduler Class, Apex Sharing.
- Worked with OOPS concepts such as Inheritance, Encapsulation, Abstraction and Polymorphism.
- Involved in Analysis, Design and Development of different phases of Process Flow module.
- Designed and developed highly customized front end screens using Visual Force page, CSS, HTML.
- Added Dynamic functionality to the user interface using Java Script.
- Imported accounts and contacts data through Import Wizard.
- Created Workflows and Approval processes and developed validation rules.
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Developed and maintained SFDC analytical reports and dashboards for management review.
- Guided Team members how to overcome the complex scenarios when they are experiencing some critical issues like duplicating of records, bug fixes in coding etc.
- Followed Scrum Agile methodology for the iterative development of the application.
- Scripting of Test cases base on the specifications received for the request.

PROJECT NAME: SALESFORCE – FENERGO CLM (CLIENT LIFECYCLE MANAGEMENT) INTEGRATION

COMPANY/BUSINESS: ACCENTURE

CLIENT: ALLIED IRISH BANKS, DUBLIN, IRELAND

TEAM SIZE: 6

MY ROLE: DEVELOPER & BSA

DETAILS: This custom app is built to make the Relationship Managers in the driving seat of the client onboarding journey, providing them with insight into and oversight over the entire end-to-end client onboarding process. The application empowers Relationship Managers to drive key KYC processes (including client outreach and data/documentation collection).

ROLES & RESPONSIBILITY:

- Worked as a developer.
- This application was built on Sales Cloud.
- Responsible for coding using Apex Class, Apex Trigger.
- Integration built using Named Credentials, HTTP methods used were GET and POST, parsing done was using JSON. A total of 6 different api callouts were built

by setting different paths for Named Credentials for creating data, uploading binary file, getting data and updating data in SFDC.

- Worked on Asynchronous Apex triggers for updating the client onboarding status in SFDC received from external system.
- Worked with OOPS concepts such as Inheritance, Encapsulation, Abstraction and Polymorphism.
- Involved in Analysis, Design and Development of different phases of Process Flow module.
- Developed re-usable UI components with the Salesforce Lightning Aura Component Framework and Salesforce lightning Design System (SLDS).
- Developed various Custom Objects, Tabs, Entity-Relationship data model, validation rules on the objects and tabs, Components, quick actions, formula fields, page layouts, Salesforce path, etc.
- Implemented security and sharing rules at object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Created email alerts on successful client onboarding.
- Followed Scrum Agile methodology for the iterative development of the application.
- Scripting of Test cases to check the functionality and to maintain a code coverage of 85+%.
- Drafted technical documentation of the functionality.

ACADEMIC CREDENTIALS

MAY 2012

BACHELOR OF ENGINEERING (BE), RKDF INSTITUTE OF SCIENCE & TECHNOLOGY
RGTU, BHOPAL, MADHYA PRADESH

MARCH 2008

SENIOR SECONDARY (12TH), CBSE
SARASWATI VIDYA MANDIR, BOKARO, JHARKHAND

MARCH 2006

HIGHER SECONDARY (10TH), CISCE
DENOBILI SCHOOL, CHANDRAPURA, JHARKHAND

PERSONAL DOSSIER

DATE OF BIRTH: 15 – AUG – 1990

GENDER: MALE

NATIONALITY: INDIAN

MARITAL STATUS: SINGLE

LANGUAGES KNOWN: HINDI, ENGLISH

PASSPORT: N9595371

CURRENT ADDRESS: FLAT: A104, MARK 1, DATTA MANDIR ROAD,
WAKAD, PUNE, MAHARASHTRA – 411057.