

HARSH SINGH

SENIOR DEVELOPER

Personal Details

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Professional Summary

- Over 5+ Years of experience in Analysis, Design, Development, Testing, Deployment using java related technologies.
- Extensive experience in developing user interface and backend business requirements.
- Experienced in Web development specialization in React, Python, JavaScript and JQuery.
- Experienced in writing Aura Bundle, LWC, Apex Trigger, Integration, Batch Apex, Streaming API.
- Extensive experience in integration with 3rd party application using SOAP and REST.
- Develop test automation script using Selenium with Java.
- Having good understanding on Salesforce.com CRM and ServiceMax product.
- Interact with customers for solutions and designing over the ServiceMax product.

Education

Post Graduate Diploma, PG - DAC

Aug 2014 - Feb 2015 | CDAC - Bangalore

Bachelor Of Technology, CS

Mar 2010 - June 2014 | GBTU - Lucknow

Employment History

Senior Software Engineer, Intuit | Bangalore

Apr 2019 – Present

- Design, build, or maintain web sites, using React.
- Created Aura Bundle , LWC, Apex Classes, Apex Triggers, Streaming Api and Visual Force Page to support the custom functionality related to SFDC.
- Integration using REST and SOAP with 3rd party applications.
- Develop or validate test routines to ensure that test cases mimic external interfaces and address all browser using Selenium with Java.
- Code Migration using GIT, SourceTree, AutoRabit and Jenkins.
- Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.
- Converted all visual force pages into aura component and developed Apex classes, object creation and Triggers to support the existing feature and new requirements.
- Maintain understanding of current web technologies and programming practices.
- Analyze user needs to determine technical requirements.
- Evaluate code to ensure that it is valid, is properly structured, meets industry standards and is compatible with browsers, devices, or operating systems.
- Confer with management or development teams to prioritize needs, resolve conflicts, develop content criteria, or choose solutions.
- Sprint planning and technical estimation for the user stories. Effective communication and interaction within team mates to ensure smooth running of the project.

Skills

- **Salesforce** – Aura Bundle / Apex / VisualForce / LWC / Flows / Process Builder / Configuration
- REACT JS
- PYTHON
- J2SE / J2EE / SELENIUM
- JAVASCRIPT / JQUERY
- HTML / CSS
- **Tools** – Jenkins / AutoRabit / BitBucket / SourceTree / GitHub / JIRA

Awards

Associate of the Quarter Q3

Cognizant, Bangalore | 2016

Appreciation Certificate for speed delivery of My ACUVUE platform for Vision Care Asia Pacific.

Cognizant, Bangalore | 2018

Employment History

Services Engineer, GE Digital (ServiceMax) | Bangalore

July 2018 – April 2019

- Create Aura Bundle , Apex Classes, Apex Triggers, Batch Jobs and Visual Force Page to support the custom functionality related to SFDC.
- Integration using REST and SOAP with 3rd party applications.
- Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.
- Code Migration using WatchMan.
- Maintain understanding of current web technologies and programming practices.
- Analyze user needs to determine technical requirements.
- Correct errors by making appropriate changes and rechecking the program to ensure that the desired results are produced.
- As a Services Engineer, I am working with various customers –
 1. Qube Limited
 2. Bridgestone Corporation
 3. Sensomatic Electronics
 4. Deloitte Consulting
 5. Sysmex Corporation

Associate, Cognizant Technology Solution | Bangalore

Mar 2015 – July 2018

- Design, build, or maintain web sites, using Python.
- Create Aura Bundle , Apex Classes, Apex Triggers, Batch Jobs and Visual Force Page with proper coding standard to support the custom functionality related to SFDC.
- Integration using REST and SOAP with 3rd party applications.
- Code Migration using BitBucket, SourceTree and Jenkins.
- Converted all visual force pages into aura component and developed Apex classes, object creation and Triggers to support the existing feature and new requirements.
- Identify problems uncovered by testing or customer feedback, and correct problems or refer problems to appropriate personnel for correction.
- Maintain understanding of current web technologies and programming practices.
- Analyze user needs to determine technical requirements.
- Confer with management or development teams to prioritize needs, resolve conflicts, develop requirements, or choose solutions.
- Perform requirement analysis and programming tasks to support the custom functionality.
- Correct errors by making appropriate changes and rechecking the program to ensure that the desired results are produced.

Key Projects Handled

Intuit – TurboTax / Mint

Intuit has its own flagship tax filing software called TurboTax and Mint for that we work in service cloud where we done customization for improving support and tax agent experience and we created a new commerce order flow in lightning and right now we are migrating to lightning from classic service console. We are moving some feature of TurboTax app to a standalone app using React and Java.

ServiceMax Field Services

ServiceMax is an app exchange product that provides cloud-based field service management solutions for technicians, managers and executives. It also provides SaaS (Software as a Service) mobile and cloud solutions for parts logistics, work order management, communication and analytics accessible through mobile devices. It provides Connected Field Service, an Internet of things (IoT) solution that connects machines directly to the technicians who service them.

Global Consumer Care

The Global Consumer Care Platform will be used for capturing consumer interactions with the Consumer Care Center (CCC) through different communication channels including: phone, email, web forms, social media, chat, SMS, letters, and fax regarding:

- General inquiries
- Preference complaints
- Product Quality Complaints (PQC's)
- Adverse Events (AE's)

The Global Consumer Care Platform will be used by all 4 regions: NA, LATAM, EMEA, and APAC. It will be a staggered deployment by region with LATAM being first for deployment, followed by EMEA, APAC and lastly NA.

We have also converted the entire service cloud application into lightning experience as per client requirement.

Universal Contact Us

Consumer-facing Universal Contact Us (UCU) forms allow consumers to submit questions, comments, concerns, complaints or general feedback about a product or program through a web form. Pre-chat landing forms allow consumers to submit information and request to chat with a Consumer Care Specialist (CCS). The successful submission of a pre-chat landing form sends consumers to the GCC Platform Chat functionality and the consumer-submitted information to the GCC Platform. No information from the pre-chat landing form is stored in the Global UCU SFDC system.

Key Projects Handled

MyAcuvue Vision Care

Loyalty Program Tool implemented within Salesforce for Johnson and Johnson where the Consumers can avail loyalty points and discounts based on the type of transactions and ladder type. Real time integration with third party server to sync transaction and coupon discount availed by end Consumers.

Deal Automation

Deal Automation App, automating the deal phase for merger and acquisition for the working Group, Chief Executive Officer, CFO etc. The first acquisition was done through e-mail, but later a need to Develop an application was requested.

IConnect Support EMEA

Social Support Tool we have implemented a community Tool with SFDC for Johnson and Johnson where the end user can interact with their peers for any business-related issues/queries. At the same time, they will get the instant access to the knowledge base built on Salesforce.

Project 411

Project 411 is a web application build on python where they have information related to all the johnson and johnson projects with there description and budget information. It also includes information related to johnson and johnson products all over the world and along with the prices. It displays also displays charts related to each project.