Akshith Vijay Kumar

6x Certified Salesforce Certified Professional

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**PROFESSIONAL SUMMARY:**

* 6x Salesforce Certified professional with close to 5 years of Salesforce experience with Energy, Banking ,Healthcare and Insurance clients. Background in Salesforce development, Administration, Force.com developer, and involved in various phases of entire project from requirement gathering to Deployment, debugging training the end users.
* **Certifications-** Salesforce Platform Developer I & II , Salesforce Admin ,Salesforce CPQ Specialist, Service Cloud Consultant , Salesforce Marketing Cloud Admin
* **Technical Skills** : Salesforce Apex , Aura components , LWC , Sales Cloud , Service Cloud, Marketing Cloud, Java , JavaScript, SQL, Process Builders , Workflows, Visual Flows.

**PROFESSIONAL EXPERIENCE:**

**Client :Quest Diagnostics(Contract)**

**HCL Implementation September ‘20- Present**

**Sr. Salesforce Lightning Developer(REMOTE)**

**Responsibilities:**

* **Project Description**: The project aimed at converting existing classic interface to Lightning UI using Lightning Web Components(LWC)/Aura
* Built Lightning Web Components and Aura Components from scratch along with Apex callout services to retrieve data from ERP system and display it on the Lighting Data Table on the Account Record Page
* Used SFDX to retrieve and push metadata from Dev sandboxes to QA. Used Azure DevOps for version control.
* Converted Classic Javascript buttons to Quick Actions using LWC. Used Aura components to call the LWC
* Converted Visualforce pages to Lightning Data Tables using LWC by using SLDS and custom CSS
* Used Lightning message services to pass different data from one component to another and also built re-usable components
* Built Dynamic Data Tables to display different rows and columns using LWC
* Worked on Validation Rules, Match and Duplicate Rules, Case Assignment Rules, creating new and modifying page layouts and Lightning record pages.
* Worked on code optimization and refactoring of Apex class and Triggers. Established a Trigger framework for various custom and standard objects
* Built custom Lighting App pages using LWC and Aura.

**NextEra Energy, FL March 2020 – August 2020**

**Sr. Salesforce Developer/Administrator**

* **Service Cloud Implementation** : Initial enterprise wide implementation of salesforce across customer service and operations. Solution included a case management structure within the declarative and integrate key account data from the trust accounting system using informatica to enable servicing of accounts via service cloud
* Worked on **Field Service Lightning managed package** and Integrated Google Maps with Salesforce to display various Salesforce accounts, leads & opportunities on Google Map. Implemented logic to trigger events to Field service users which better assisted them during maintenance of the power lines products offered to their customers.
* Involved in Data mapping and migration of data from legacy systems to Salesforce.com Objects and fields.
* Created modern Enterprise **Lightning Apps** combining **Lightning Design System**, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.

**Bank of America, NJ (Contract) March 2019 -2020**

**Sr. Salesforce Developer/Administrator**

* **Project Description**: The project involved in integrating systems such as SIEBEL and Mulesoft with Salesforce for client communications and also creating dynamic notifications for Salesforce users. Also involved with integrating Sales Cloud with Marketing cloud for Email communications
* Developed Apex REST API to integrate and POST data in Salesforce object from Mulesoft application. Also developed a process builder which invokes an Apex conditionally depending upon the data received from Mulesoft.
* Was solely responsible for writing web services using REST services to get real-time data from an external SQL database to show on internal visual force and lightning pages.
* Worked on Exact Target Salesforce Marketing Cloud to trigger various types of Email templates for various events.
* Involved developing AMPSCRIPT code to be used in the HTML Email templates to display dynamic content.
* Built HTML Email templates using Content Builder in Marketing Cloud
* Used ANT Migration Tool for deploying along with Team Foundation Server for version control
* Involved in merging different metadata packages such as Profiles, objects etc into the source control. The version control was later migrated to BitBucket.

**Blue Cross Blue Shield Association BCBS, Chicago, IL Aug 2017 – March 2019**

**Implementation: Altus group (Contract)**

**Salesforce Developer/Administrator**

* Implemented new enhancements including creation of custom objects, workflows, email alerts, templates and UI changes.
* Worked on Salesforce Lightning Components for building customized components replacing the existing ones.
* Also embed Lightning Components in Visual force page by using new Lightning Out feature by event-driven programming.
* Created Various Profiles and roles, modified various sharing settings for the security needs of the application.
* Developed and maintained visual force pages, custom components with responsive design using bootstrap.
* Designed and developed Apex Classes, Controller Classes, Controller Extensions and Apex triggers for various functional needs in the application.
* Triggered interface events by user interactions, which includes Lightning Component framework and also involved in building Lightning Components using the aura framework.

**Westfield Insurance, OH(Contract) Dec 2015 -- July 2016**

**Role: Salesforce Developer/Admin**

**Responsibilities:**

* Implemented Web to Case, Email to Case functionalities to provide a better customer support to the customers.
* Developed Assignment rules, Escalation rules to enable proper routing of cases to the case team members.
* Developed workflow rules, tasks, emails and alerts to track customer related tasks and activities.
* Designed various types Email templates for auto response to customers.
* Created triggers to enforce the constraints on the fields and to schedule tasks.
* Created auto assignment rules using the workflow process to route tasks.
* Created Test Classes in order to check the validation of triggers and workflow rules.

**Client : HCA, Nashville, TN(Contract) Aug 2015 – Nov 2015**

**Salesforce Developer/Admin**

**Responsibilities:**

* Configured Salesforce objects like Accounts, Contacts, Leads, Opportunities, Reports and Dashboards.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Designed and modified Approval processes and created Approval steps which used email alerts and field updates.
* Developed Visualforce Pages to include extra functionality and wrote Apex Classes to provide functionality to the visual pages.
* Wrote triggers to process incoming service e-mail requests from customers to automatically create new case records.
* Worked with Approval processes that used Email Approval steps.
* Created Many-to-Many relationships and created Junction objects to implement Roll-up Summary fields to aggregate data from child records on the parent.
* Designed Validation Rules along with Roll-Up Summary Fields to maintain data quantity and data consistency.

**Education:**

* Bachelor’s in Electronics Engineering – Vaughn College of Aeronautics Hyderabad, India
* Master’s in Systems Engineering – University of Houston, Texas