

Siddhartha Kumar Bharti

Salesforce Tech Lead

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Date of birth: 18th June 1993

Career Objectives:

To work in a creative and challenging environment, where I can constantly learn and successfully deliver solutions to problems faced by my customers.

To enrich and utilize my skill and knowledge for the growth of the organization as well as my personal growth.

To secure a challenging position where I can effectively contribute my skills as an engineer, possessing competent Technical Skills.

To learn and innovate

I have been working as a Salesforce consultant for more than 7.8 years. I am also a Trailhead Ranger. I am skilled in the below areas of salesforce:

Salesforce Administration

Salesforce Classic development

Salesforce Lightning development

Salesforce Community Building

Einstein Analytics

Field Service Lightning

Sales Cloud

Service Cloud

Apex

Visual Force Pages

Lightning Aura Components

Lightning web components and LWC OSS

Integrations

JavaScript

ServiceMax

Willing to relocate: Anywhere

Work Experience

Salesforce Technical Lead

ValueLabs - Hyderabad, Telangana

January 2022 to Present

Application Development Specialist

Accenture - Kolkata, West Bengal

January 2021 to January 2022

Salesforce Consultant

Capgemini - Kolkata, West Bengal

October 2018 to January 2021

Worked onsite for 1.5 years in Manila, Philippines

Systems Engineer

Tata Consultancy Services (TCS) - Kolkata, West Bengal

June 2015 to October 2018

My Project Experiences are as below:

DESCRIPTION OF PROJECT # 1:

Period: June 2015 to February 2018

Client: Alcoholic Beverages Company(Diageo).

Role: SFDC Developer

Tools: SFDC, Apex Data Loader, Dataloader.io, Force.com Eclipse IDE Plug-in, Change Sets, Einstein Analytics, Community Builder

Company: Tata Consultancy Services

Team size: 6

Description: This project belonged to a multinational alcoholic beverage company. The Project was mostly based on Territory Management, Order Management, Contract Management, and rebate management. The Business Requirements were divided into monthly Sprint Releases. For each release, there were user stories that gave the details about the requirements. Except for User Stories, defect-fixing, and enhancement work were also handled through sprint releases.

- Experience in Administration, Configuration, Implementation, Lightning, and support experience with the Salesforce platform
- Worked on Lightning Design System, Lightning App Builder, and Lightning Component features.
- Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
- Developed Workflow, Triggers, Process-Builder, Visualforce Pages, Approval Processes, Apex Classes, and Controllers. Worked on Batch Apex.
- Experienced in Web Technologies like HTML, CSS, JavaScript
- Wrote SOQL and SOSL statements within custom controllers, and extensions.
- Experienced in implementing Big Object for Historical data archives.
- Efficient at customization part and sales force security models.
- Supported business needs with technical design documentation. Administered incident response and break-fix systems.
- Worked on automation of data load activities done via apex jobs
- Worked on mass transfer of records via batch when users are in-activated
- Analysis of Salesforce releases.
- Development of batch apex classes
- Approval processes
- Automation of manual processes

DESCRIPTION OF PROJECT # 2:

Value-Added Product

Mar 2018 to Jun 2018 (Full Time)

Value-Added Product (VAP) application was also built on the Salesforce platform. It's an application that was completely built on lightning. In this project, I worked on building lightning components and approval processes. This project was mostly based on the order management and approval process. I got to work on approval processes, process builders, etc.

DESCRIPTION OF PROJECT # 3:
Orbis Campaign Management;
July 2018 to September 2018

Orbis Campaign Management application was built on the Salesforce platform. It was a development project where I worked as a developer. My job in this project included understanding the client's business requirements, developing the technical design of the whole architecture in which the objects had to be used, designing the access criterion, developing the whole application via using apex classes, lightning aura components, apex triggers, batch apex, etc. In this project, I also worked on community builder and Einstein Analytics.

DESCRIPTION OF PROJECT # 4:
Meralco CXE (Capgemini)
October 2018 to December 2020

I worked on lightning components, community, and REST API for integration to mobile and other third-party systems in this project. This project was based on the service cloud and the community was completely customized via lightning components. Worked on javascript, jquery, jquery data table, chart js,xhr requests, javascript promises, encryption of data, sharing and visibility design, security fixes etc.

I worked on Field Service Lightning. It was a new implementation for our client and I lead the team for FSL development.

I also worked on external objects and SSO for the salesforce community via Google/Facebook.

The project involved the usage of REST API, OAuth and Heroku Connect.

I got exposure to live agent configuration and social customer service features on the Salesforce platform.

In this project, I was 16 months onsite between June 2019 to September 2020 in Manila, Philippines.

This project was very exciting and I got the opportunity to work on many areas of Salesforce such as enabling single sign on the experience cloud with the help of Google and Facebook, using Heroku connect to synchronise data between the Salesforce organization and the Heroku Postgres database, exposing apex classes as endpoints so that the mobile app could interact with the salesforce system using a connected app.

Most of the customizations on the experience cloud were done via lightning aura components so I got an opportunity to work extensively on aura components.

DESCRIPTION OF PROJECT # 5:
GSMS
Jan 2021 to December 2022

Worked for Boston Scientific (client of Accenture).

Day-to-day activities included working on LWC, JavaScript, ServiceMax, integrations etc.

It was a project which dealt with field service and asset management for Boston Scientific.

I got experience in Servicemax configurations including Service flow manager, mobile configurations, dispatch console, Servicemax administration of profiles and using ProntoForms with servicemax etc. This project used ServiceMax for asset management. I got the opportunity to work on SFMs, asset management, management of servicemax profiles, mobile configurations etc.

DESCRIPTION OF PROJECT # 6:

Citation

Jan 2022 to Present

Working for Citation UK. It's a consultancy firm in the UK. I am working as a Technical lead at ValueLabs and Citation UK is our client.

I primarily work on Field service lightning here and also work on integrations, LWC components and apex classes. I also got exposure to GitHub here currently we are using Copado for the deployments. Since Citation caters to about 50k customers hence is necessary for them to schedule appointments for their clients therefore they are using Salesforce field service for all scheduling all the service appointments. Everything for service starts with the Service delivery plan and that further creates the work orders and service appointments in the system.

In this project, I also got exposure working on Salesforce CPQ and Apex enterprise design patterns (Authored by Andy Fawcett from Financial Force).

I worked on various aspects of Salesforce CPQ in the current project which includes Products, Product Selection, Bundle Configurations, Pricing, Orders, Contracts, Amendments and Quote Templates.

The day-to-day activities involved the development and deployment of stories, working with the business analysts to identify gaps in the story requirements, designing the stories, helping the team to identify the efforts required (in terms of story points) for each story, doing code reviews with special focus on test-driven development (TDD), mentoring junior teammates etc.

I worked on REST-based integration between Salesforce and Jitterbit.

DESCRIPTION OF PROJECT # 7:

Citation Field Service: Fire Risk Assessment

Jully 2022 to Septmeber 2022

Fire risk assessment (FRA) was a department within Citation however the scheduling of the service appointments was done via the legacy system. Citation decided to move this from legacy system to Salesforce and I was part of the team which delivered this.

Field service was already developed in the system and we had to amalgamate the Fire risk assessment in the existing setup. So I worked on Salesforce field service end to end. I worked on apex classes to integrate FRA into the current field service set-up and the overall configuration of field services such as territories, territory members, operating hours, and scheduling policies (work rules and service objectives) etc.

Education

Bachelor's in Production Engineering

BIT Sindri (Vinoba Bhave University ,Hazaribagh) - Dhanbad, Jharkhand

June 2011 to June 2015

Higher Secondary(12th Pass) in Science

Kendriya Vidyalaya, Bokaro Thermal

May 2009 to May 2010

Secondary(10th Pass)

DAV Public School, Kathara

May 2007 to May 2008

Skills / IT Skills

- Salesforce,Triggers,Workflows,Process builders,Webservices,Visual force,Lightning,CRM,Batch Apex,LWC,LWC OSS,OAuth,REST API,FSL,jQuery,Java Script,Aura Components (6 years)

Certifications and Licenses

Salesforce Certified Platform Developer I

April 2017 to Present

Salesforce Certified Administrator

July 2019 to Present

Salesforce Certified Platform App Builder

January 2020 to Present

Salesforce Platform Developer II

June 2020 to Present

Field Service University 1 (ServiceMax)

February 2021 to Present

ServiceMax Certified Administrator

March 2021 to Present

ServiceMax Certified Advanced Administrator

June 2021

Copado Fundamentals I

August 2021 to Present

Copado Fundamentals II

Salesforce Certified Associate

April 2023 to Present

Additional Information

Professional Aspirations:

I would like to work in a dynamic environment where there is opportunity to innovate continuously. I have good interest in programming and in Salesforce CRM. I also have good communication Skills. I have great interest in solving logical problems and that's why I love to innovate on the Salesforce platform