 **Name :Santosh kumar**

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**Mobile : +91- 9066589975**

**Career Objective:**

* By Giving my best for the organization, I want to achieve the best possible position , which is possible for a person like me.

**Professional Summary:**

* 6.7 years of total IT experience and a relevant experience of 4 years in Salesforce Admin/Developer profile. Good exposure in writing Apex Classes, Apex Triggers, Asynchronous Apex ,Test Classes. Also, have good exposure in Salesforce Declarative Tools like Process Builder, Workflow Rules, Flows and Approval Processes/Email Alerts.
* Developed Process Builders, Flows, Approval Process, Email Alerts, Validation/Assignment Rules..
* Created Apex classes, triggers for validations, Auto-Response rules, Profiles, Permission sets, Record types, Page layouts to meet client requirements.
* Created many Apex batch jobs and scheduled jobs and optimized several Apex classes in the project.
* Having knowledge on Salesforce.com Data Migration using Data Loader, Workbench ,AppExchange tools and basics of Salesforce Integration and Lightning component.
* Good exposure on 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.
* Migration of the components between different Sandboxes using change sets.
* Having Good technical background with overall 2.7 years of Production Support and solid project experience in PL/SQL, Oracle 9i/10g, UNIX, Power shell Scripting, ETL Development Tools and basic knowledge on App signing for iOS**.**
* Extensive understanding of Different Production Support tools, Technology, UNIX and RDBMS concepts.
* Extensively used Cursors, Views, Synonyms, Indexes, Sequences, Joins and Sub-Queries for developing Pre-defined list.
* Developing control files to import the data from legacy system to Oracle tables using oracle utility SQL\*LOADER.
* Experience in application development, Task Automation, PTP related activities, maintenance and production support of large and critical network.
* Good understanding and expertise of the Software development life cycle.

**Work Experience:**

* **Software Developer** at **IQVIA** from **December 2014** to **Till date.**

**Technical Skills:**

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| Operating System | Windows |
| Languages | **APEX ,Apex Triggers , Asynchronous Apex, Flows, Workflow Rules, Lightning App Builder, Test Class, Process Builder, Email Alerts, Approval Process,SOQL, SOSL,PL/SQL , HTML, CSS ,JavaScript** |
| Database | Oracle 10g |
| Tools and Utilities | Data Loader, Salesforce Inspector,Workbench ,CRM Tools,SMART, Amdocs Clarify, Mobile Intelligence, Organization Manager, JIRA,CSM |

**Educational Qualification:**

* B. Tech. in Computer Science Engineering from West Bengal University & Technology, Kolkata with 73% Score.

**Achievements:**

* Awarded as the Best Team Player for efficiently handling all the challenges in terms of requirement analysis technical complexity and strict deadlines.

**Projects Profiles:**

**#Project 1(Current Project): AHM Centris Direct**

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| **Client** | Centris Direct - Manage the HCP Engagement |
| **Role** | Software Engineer |
| **Team size** | 28 |
| **Database** | Oracle |
| **Duration** | June 2017- Till date |

**Project description:**

AHM Centris Direct is a comprehensive, Web-enabled solution that improves communications, optimizes promotional activities, and streamlines new product launches for life science companies. The application enables different types of users to access the information most useful to them. It enables sales forces to access product information, evaluate competitors, and record customer and prospect data. It is basically a CRM solution that is designed to address Life Sciences industry’s need. The Application is available in Offline as well as online mode.

**Responsibilities:**

* Requirements gathering and preparing the Technical Design document, Preparing Configuration workbook, System Test Cases.
* Was part of the project from Initial stage (Requirement Gathering) till Production go live where I learned every aspects and life cycle of project.
* Customizing and developing the applications in Lightning as per the requirements.
* Created validation rules as per the client requirement.
* Created Contract Template using Visualforce code,Workflow Rules, Workflow Field updates, Email Alerts, Approval Process, Process Builder, Flows, Profiles, Permission sets, Assignment rules, Record types, Page layouts to meet client requirements.
* Implemented Email-to-Case for one of our clients(Pfizer).
* Created a support process end to end for one of our client(Novartis).
* Creating Apex classes and Triggers for Validations and Functionality.
* Data migration using Data Loader.
* Migrated the components between different Sandboxes using change sets .
* Creating the build plan, updating the technical Design Documents
* Helping the team to resolve the issues and improve the technical skills
* Reporting the status of the build on regular basis to higher level management team.
* Ability to work in a complex, deadline-oriented environment.

**Project 2: Mobile Intelligence & Organization Manager**

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| **Client** | Shared SAAS( Nestle, Reckitt Benckiser, Exeltis, Lupin etc.), UCB, Collegium |
| **Role** | Software Engineer1 |
| **Team size** | 22 |
| **Database** | Oracle |
| **Duration** | Dec 2014-May 2017 |

**Project description:**

Nexxus MI & OM is web based application with data feeds to/from other third parties or Home office applications, including SFA\*/CRM applications. Application enables home office users to manage Company Structure, Employee Profile Information, Realignment List and Rules, Products, Data Loading and Processing.

**Responsibilities:**

* Daily jobs include monitoring the application, data flow, solving daily issues.
* Following up with upstream for missing files
* Provide quick updates about issues and handle issue on proper time by escalating to proper team.
* Providing timely update of delay and issues on the batches through incident management by raising incident on time.
* Proactively participating on meetings for client requirement and on daily updates.
* Opening bridge call on time to resolve issues like delay in sending feed, DBA issues, impact analysis etc.
* Analyzing the root cause of Problems and discuss with team so that it will not repeat on near future.
* Sharing Daily/Monthly Report to clients.
* Responsible for creating Data interface document feeds for various interface based on Client needs.
* Coordinating with various interface systems on resolving their issues.
* Monitor both success and failure reports and running sluts on different engine and ftp engine.
* Creating JIRA tickets for unimplemented features.
* Expertise in handling issues related to both back-end and front-end.
* Responsible for data cleanup in accordance with the business rules.
* Coordination with different stakeholders for resolution of issues at all levels.
* Working with the Implication team for various PTP related activities.
* Participate in internal meetings to discuss the status of the application.
* Status update to the customer.

**Personal Details:**

**Nationality :** Indian

**Date of Birth :** 05/11/1990

**Sex :** Male

**Marital Status**  **:** Married

**Languages Known :** English, Hindi

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| **Declaration** |

I hereby declare that the above written particulars are true to the best of my knowledge and belief. If provided an opportunity, I will utilize it with all my determination to be a committed professional dedicated to the cause of the organization.

**Santosh Kumar**