

Kuljot Singh Vij

Sr. Salesforce Developer

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- 6.7 total years of experience in Salesforce configuration and customization.
- 2.3 years of experience working with Athenahealth and 4.4 years of experience working with Trekbin Technologies.
- Strong verbal/written communication and data presentation skills and worked on onshore-offshore model teams.
- Well versed with SFDC best practices and implements the same in projects.
- Worked in all phases of SDLC right from requirement gathering to deployment and support.
- Excellent in analytical, problem solving, critical thinking and leadership skills.
- Quick learner and adapts to dynamic work environments.

Skills

Lightning Web and Aura Components	■■■■■ Excellent
Apex (Trigger, Batch, Scheduler, Queueable)	■■■■■ Excellent
Visualforce	■■■■■ Excellent
Web Service Callouts	■■■■■ Excellent
JavaScript, Angular JS, Lightning Design System, Bootstrap and CSS	■■■■■ Excellent

Work History

2017-11 – Current **Senior Member of Technical Staff**
Athenahealth, Bangalore, Karnataka

Customer Issue Resolution Service Console App
CSIR app is based on standard and custom implementation. It helps agent to resolve client issues. It has few standard features like Email2Case, Queues, Case Assignments, Knowledge Base, Communities, OMNI Channel, etc. and few custom engines to do case assignment based on case classifications and various business use-cases, etc.

- Roles and responsibility:**
- Participation in Bottom Up Release Planning.
 - Participation in Sprint planning and Daily scrum meetings.
 - Requirement gathering and analysis.
 - Designing and Developing new features.
 - Designing and Enhancing the existing features.

Team size: 10
Project term: 6 months

Migration of Quote2Cash System from Sugar to Salesforce CRM

Quote to Cash System was built on Sugar CRM and integrated with various external systems (Microsoft Great Plains, Snowflake, Digital Route, etc). This complete sugar system needs migration on Salesforce Platform. Integrated Salesforce + CPQ/Billing products with other external systems.

Roles and responsibility:

- Participation in Bottom Up Release Planning.
- Participation in Sprint planning and Daily scrum meetings.
- Requirement gathering and analysis.
- Designing and Developing new features.
- Designing and Enhancing the existing features.

Team size: 12

Project term: 1.4 years

2013-07 – 2017-10

Senior Technology Associates

Trekbin Technologies Ind. Pvt. Ltd., Bangalore, Karnataka

Workflow Templates Suggestion and Deal Memo Lightning Components

'Workflow Templates Suggestion' is a model of a Salesforce Health Cloud's 'Care Plan Template' feature. This component is built in Lightning aura component and used in Case detail page. This app helps user through interactive Tree View with Checkbox UI to select Templates and Milestone Tasks, which further can be cloned and associated with Case record based on certain logic.

'Deal Memo' is a generic component built in Lightning aura component. It has a design exposed to get the fieldset name, and implements hasRecordId, hasObjectName to auto detect the record details. This was built to allow user to display the record details with specified fields in a new tab section in record detail page.

Roles and responsibility:

- Requirement gathering and analysis.
- Sharing understanding to Client and proceeding with development.
- Developing from scratch Lightning Aura Components, SLDS, Apex Controller, FieldSets, Trigger, Lightning Action and Custom Visualforce Button.
- Objects involved are Case, Opportunity and few Custom Objects.
- Migrate development changes to multiple internal and client environments using Pipelines CI tool.

Team size: 4

Project term: 2 months

Household Builder AngularJS Component

Household Builder is a console component which was designed for service cloud app. This tool helps to get the duplicate contact records, which behind the scenes uses Salesforce Duplicate Management feature with some custom apex development.

Roles and responsibility:

- Requirement gathering and analysis.

- Sharing understanding to Client and proceeding with development.
- Developing from scratch Visualforce page with AngularJS, Apex Controller, Triggers, Test Classes and used Salesforce Lightning Design System to give native look and feel.
- Objects involved are Account, Contact, DuplicateRecordSet and DuplicateRecordItems.
- Migrate development changes to multiple internal and client environments using Pipelines CI tool.

Team size: 4

Project term: 2 months

Customization using triggers, Convert Attachments to Salesforce Files

Client had a number of users they were migrating the Licenses from Full Licenses, to Platform Licenses. This action would require several customization's in their org since users on Platform Licenses do not have access to Lead, Opportunities, or Cases.

Customization Details:

Create and Maintain Opps Custom Object to replicate the Opportunity.

Replace Notes & Attachments with Notes & Files, and Grant Access to Opps for all Opportunity Notes & Files.

Migrating the Case Process to a Custom Object.

Roles and responsibility:

- Requirement gathering and analysis.
- Sharing understanding to Client and proceeding with development.
- Creating Custom Settings, Custom Objects and Fields.
- Developing or enhancing existing Triggers, Test Classes and Change Sets.
- Objects involved are ContentDocumentLink, Cases, Opportunity and few Custom Objects.

Team size: 3

Project term: 1 month

Recruitment Process using Process Builders and Apex Classes

Client was looking for an automation process which helps them to convert the leads into accounts and opportunities based on score calculation that was captured in a custom object through Pardot Marketing Tool. Worked on various inbuild tools and did some custom development.

Roles and responsibility:

- Requirement gathering and analysis.
- Sharing understanding to Client and proceeding with development.
- Developing or enhancing existing Apex Controllers with Invocable Method, Process Builder, Future Method, Test Classes, Change Sets and Destructive Changes.
- Objects involved Lead, Person Account, Contact and few Custom Objects.

Team size: 3

Project term: 1 month

Ratecard Automation using Triggers

Client was looking for an automation process through which they can calculate and capture the hours details consumed by a Candidate in a Shiftwork object. There was predefined rate card amount maintained in a list custom setting for each band. Based on selected band value in a Job

object they wanted to create JobCard Detail, Timesheet, Timesheet Details and Shiftwork records and capture the calculated hours in each Shiftworks based on Day, Night and Holiday hrs that was calculated based on selected Start/End Date on Job.

Roles and responsibility:

- Requirement gathering and analysis.
- Sharing understanding to Client and proceeding with development.
- Developing or enhancing existing Triggers, Apex Handlers, Custom Settings, Test Classes and Change Sets.
- Objects involved Holiday and few Custom Objects.

Team size: 3

Project term: 2 months

SFDC Integration with Google DoubleClick application

Created a sales cloud app called 'DC Connector'. Allow to use the media management features of DoubleClick in Salesforce. DoubleClick is a powerful tool used by Advertisement companies for the management/analysis of their website traffic and visitors. This tool majorly used for forecasting the network traffic on the website for upcoming days and also capable to integrate with Google Ad Sense, etc. DoubleClick was integrated with Salesforce using SOAP API.

Roles and responsibility:

- Requirement gathering and analysis.
- Sharing understanding to Client and proceeding with development.
- Developing or enhancing existing Apex Controllers, Triggers, Scheduler Batches and Test Classes.
- Upgrading Apex Service Classes to DoubleClick latest release.

Team size: 5

Project term: 2 months

SFDC Integration with Sigmund application

Salesforce 'Patient Journey Tracking' app uses a Microsoft product Sigmund (3rd party) software to maintain patient records and other details. Client had a requirement to sync these two systems so that any changes happen in their legacy system needs to be synced in SFDC and vice versa. This 3rd party system was integrated with Salesforce using REST API.

Roles and responsibility:

- Requirement gathering and analysis.
- Sharing understanding to Client and proceeding with development.
- Developing from scratch Visualforce pages, Apex Controllers, Triggers, Scheduler Batches, Future Methods and Test Classes.
- Sigmund 3rd party software integration with SFDC using REST API.
- Objects involved are Account, Opportunity and few Custom Objects.
- Code commits, sharing daily status reports with Team.

Team size: 3

Project term: 3 months

Campaign Builder and Suggestion Sidebar Components

Campaign Builder is a custom app build using Visualforce page with AngularJS and SLDS which is launched through a detail button on Campaign page. This custom page allows user to get a list of Contacts from different associated custom objects. It has capabilities to set and save the advanced filters sets on Campaign record in a rich text area field, which is used to get the saved contact record details back on launch of this page. Filter Set is a pop-up modal which allows user to create and save multiple AND/OR filter rows. Suggestion Sidebar console Component is another custom app build using Visualforce page with AngularJS and SLDS. This component is used to display a list of Campaign records under two sections based on their record types. This component also allows user to perform some CRUD action, hide/show details based on certain criteria, creation of new record using URL query string to pre-populate some fields, etc.

Roles and responsibility:

- Requirement gathering and analysis.
- Sharing understanding to Client and proceeding with development.
- Developing Visualforce page, Apex Controller, Remoting Methods, Wrapper Class and Test Classes.
- Customizing and Configuring Custom Setting, Fieldsets, Creating Fields.
- Handling redirection and button functionality based on Classic and Console mode.
- Setting up gulp, bower, node, yeoman tools to build the app structures and install basic dependencies.
- Building app using different libraries like Angular, Salesforce Design System, Underscore, etc.
- Migrate development changes to multiple internal and client environments using Jenkins CI tool.

Team size: 3

Project term: 4 months

Call List, Category Spend and Custom Interaction Log Sidebar AngularJS Components

These components were created for a client who wanted to use them in their service cloud console. Call List is a Visualforce tab configured as a left sidebar component under Navigation tab in Console App. It is used to display a list of active Campaign records and its associated Campaign Member records. Category Spend is right side bar component used to display the Account's Category Spend details for the last 90 days. Which also display's data in summarized view with the ability for the User to drill down and see the lower Category tiers if needed. Interaction Log is used to take quick notes on a customer interaction with some additional features.

Roles and responsibility:

- Requirement gathering and analysis.
- Sharing understanding to Client and proceeding with development.
- Developing Visualforce page, Apex Controller, Remoting Methods, Wrapper Class and Test Classes.
- Customizing and Configuring Custom Setting, Fieldsets, Creating Fields.
- Handling redirection and button functionality based on Classic and Console mode.
- Setting up gulp, bower, node, yeoman tools to build the app structures and install basic dependencies.
- Building app using different libraries like Angular, Salesforce Design System, Underscore, etc.
- Peer code review, code commits, sharing daily status reports with Team.

Team size: 3

Project term: 6 months

SteelBrick CPQ Implementation

Client was already using another CPQ application (zuora) for configuring price quote. However, the current 3rd party implementation was storing information in Salesforce as well as in their servers. This was creating data sync issues. Secondly the pricing of the existing tool was on the higher side, so client wanted to identify and implement another tool for CPQ. Steelbrick was identified as the required implementation and migration.

Roles and responsibility:

- Understand the data model of the existing tool and Steelbrick
- Table and field mapping
- Understanding the behavior of calculations in both the tools
- Ensure that all functionality is implemented
- Data migration from the earlier tool to Steelbrick

Team size: 3

Project term: 6 months

Meeting Notes

Client was using Salesforce Activities extensively to plan & manage their work and assign the tasks to team. Many a times created activities were intended for multiple contacts and Accounts and sometime involve custom objects as well. As Salesforce doesn't provide any efficient UI to create and relate any activity with multiple entity at a time hence the need of this project to improve the efficiency and save time. We built a UI, which was highly configurable and customizable based on context/record type/profiles. Admin can configure activity fields and their attributes (order, required?) and also related objects which need to be attached with any activity. In this way, end user can create activity by entering the required fields and at the same UI they can search the other object records, using auto-complete for each object, to associate with same activity. In resulted activities, one is marked as parent and others are children in which custom text field holds the Id of parent activity. This way, it allows identifying and searching the activity of same family. It also has capabilities to store user preferences on each open and closed custom activities in a grid component. This grid supports various features i.e.: global search, column wise search, sorting, column rearrangements, etc.

Roles and responsibility:

- Requirement gathering for the implementation of functionality.
- Understanding business requirements.
- Identifying business flow, transactions, creation of objects, fields, relationships, page layouts and configurations.
- Developing from scratch Visualforce pages, Client-side scripts, Validations, Apex Controller Classes, Triggers and Test Classes.
- Developing light weight user interface to the Visualforce pages with AngularJS.
- Objects involved are Activities, User, Account, Contact, Opportunity and few Custom Objects.
- Migrate development changes to multiple internal and client environments using Jenkins CI tool.
- Documenting installation/configuration steps and maintaining templates.

Team size: 5

Project term: 1 year 6 months

Accomplishments

“Go Getters” This award has been given to the Trekkers who have gone above and beyond to achieve the impossible!

Education

2008-06 – 2012-05

Bachelor of Science: Computer Science

Chhattisgarh Swami Vivekanand Technical University

Certifications

Salesforce Platform App Builder Certified
Salesforce Administrator Certified
Salesforce Platform Developer – I Certified
Salesforce Platform Developer – II Certified
Salesforce Sharing and Visibility Designer Certified
Apttus CPQ-201 Certified

Interests

Learning new features and earning new badges on Salesforce Trailhead.

Additional Information

- Actively participated in Internal Hackathon event, built an App Exchange product using Lightning Aura Component and Design System. “Account Lifetime Value” This component allows us to dynamically visualize Won Opportunities information on the Account page over the lifetime of sales history. It is a dynamic bar chart that would allow us to click on a bar to drill down into a more detailed time frame.
- Conducted internal training sessions on Salesforce and Angular JS.
- Participated in agile training and part of release planning.