VIPIN KUMAR

Bengaluru, India
Email: vipinjskn@gmail.com
Mobile No: +91-*9389622013/7026531846*

Professional Summary:

- Around 7.4 years of total experience and around 6+ years of relevant experience in Salesforce Development i.e. Classic, Lightning & Integration.
- Adept in analyzing projects and programs through Agile SCRUM and Waterfall Project Management methodologies.
- Extensive knowledge of Salesforce.com implementation cycle in Sales, Service, Community and Custom modules.
- Experience in implementing Salesforce platform- Sales cloud, Service cloud, Market cloud, Chatter and App Exchange Applications.
- Adept in consulting on various projects by conceptualizing business requirements and models, performing gap analysis between goals and technical solution benchmarks, and designing process and system improvements to increase productivity while reducing operational costs.
- Excellent Communication, Client Interaction, Presentation and Problem-Solving Skills
- Knowledge and Experience on Projects including Technologies i.e. Salesforce, SAP & Mulesoft
- Knowledge and Experience on Salesforce Out of features i.e. Standard Objects, Custom Objects, Relationships, Users, Profiles, Sharing Settings, Data Management, Report & Dashboard, Workflow Rules, Process Builder, Flows, Custom Settings, Custom Metadata Types, and Schema Builder etc.
- Knowledge and Experience on Salesforce Customization features i.e. Object Oriented Programming Apex, Classes, Apex Triggers, Asynchronous Apex – Future Method, Queueable, Schedulable, Batch Class, Test Class, Visualforce Framework, AJAX Functions in Visualforce Framework, Java Script Remoting etc.
- Knowledge and Experience on Lightning Component & Lightning Web Component Frameworks.
- Knowledge and Experience on Aura Bundles, Lightning Events, Lightning Data Services, Aura Methods, Data Binding in Lightning – Bound or Unbound, Inheritance and Locker Services etc.
- Knowledge and Experience to migrate Salesforce Classis Applications to Lightning Experience.
- Knowledge and Experience on SOAP & REST Integration Utilities SOAP Web Services, RESTful Web Services and Callouts.
- Knowledge on Integration Patterns - Remote Process Invocation—Request and Reply, Remote Process Invocation—Fire and Forget, Batch Data Synchronization, Remote Call-In, UI Update Based on Data Changes & Data Virtualization.
- Knowledge on Integration Web Services API – SOAP, REST API, Chatter API, Bulk API, Metadata API, Streaming API and Tooling API etc.
- Knowledge on Outbound Messaging Integration – Workflow Outbound Message Action.
- Knowledge on Custom WSDL, Enterprise WSDL & Partner WSDL.
- Knowledge on Remote Site Settings, Named Credentials and Certificate & Keys (issued by Certificate Authority).
- Knowledge on Salesforce to External Integration, Salesforce to Salesforce Integration, Single Sign On, Connected Apps, Salesforce Connect and Force.com Canvas etc.
- Good Knowledge on Platform Events and Change Data Capture.
- Knowledge and Experience to implement Macros, Omni Channel & Live Agent
- Knowledge and Experience to work on Communities – Classic and Lightning.
- Knowledge and Experience to work on DevOps Model using GIT/GITHub in addition to CI/CD pipeline. Moreover, Good understanding on Branch Strategy Techniques.
- Knowledge and Experience to work on different Deployment Tools i.e. Change Set, ANT Migration Tool etc.
- Knowledge and Experience to work on HTML, CSS, Java Script, JQuery, XML and JSON etc.
- Knowledge on Field Service Lightning and completed Salesforce trailmix.
- Knowledge on Einstein Analytics & Discovery, and completed Salesforce trailmix.

- Knowledge on Salesforce CPQ (SteelBrick) and completed Salesforce trailmix.
- In addition to regular work, I am Involved as Subject Matter Expert (SME) in Cognizant Salesforce Academy as Salesforce Trainer / Mentor.
- Knowledge and Experience to work on Salesforce DX using VS Code.
- Knowledge and Experience to implement Lightning Flow & Login Flows.
- Knowledge and Experience to work on different tools Data Loader, Workbench, GIT, VS Code, SOAPUI, Change Set, ANT Migration Tool etc.
- Knowledge on Einstein Analytics and Einstein Discovery i.e. Analytics Apps, Datasets, Dataflows, Transformation, Recipe, Lenses and dashboards, Stories and Salesforce Analytics Query Language (SAQL).
- Knowledge on Salesforce CPQ i.e. Product Bundles, Features, Options, Pricing Methods, Product Rules, Price Rules, Discounting Tools, CPQ Templates & Documents, Guided Selling, Order Generation, Contract, Amendment, Advanced Approval and Smart Approval etc.
- In addition to regular work, I am Involved as Salesforce Panelist in Salesforce Interview Drives.
- In addition to regular work experience, I am involved in analysis and estimation of RFPs (Request for Proposals).
- Completed Salesforce Trailhead 250+ Badges and having more than 220,000 points.

Skills:

CRM Tool	Salesforce.com
BA Tools & Utilities	JIRA, VSTS, SharePoint, ALM, MS Office, MS Project etc.
SFDC Tools	Data Loader, Workbench, GIT, SOAPUI, Any Point Studio – Mulesoft, VS Code etc.
Force.com	Apex, Visualforce Framework, Lightning Component Framework, Lightning Web Component Framework, Integration, Web Services/Callouts, SOQL, SOSL, SAQL etc.
Scripting Language	HTML, CSS, Java Script, JQuery, XML, JSON etc
Database	SFDC database, SQL Server, Oracle Server etc.

Academic Credentials:

Indian Institute of Technology (Indian School of Mines), Dhanbad, India   **2012 – 2014**
M. Tech. (Master of Technology) - Computer Science and Engineering (CSE)

Greater Noida Institute of Technology, Greater Noida, India   **2006– 2010**
Bachelor of Technology- Information Technology

Salesforce Certifications: 16

- Salesforce Certified Administrator
- Salesforce Certified Advanced Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform Developer II
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant

- Salesforce Certified Community C loud Consultant
- Salesforce Certified Field Service Lightning Consultant
- Salesforce Certified Einstein Analytics and Discovery Consultant
- Salesforce Certified Sharing and Visibility Designer
- Salesforce Certified Data Architecture and Management Designer
- Salesforce Certified Development Lifecycle and Deployment Designer
- Salesforce Certified Application Architect
- Salesforce Certified CPQ Specialist
- Salesforce Certified Integration Architecture Designer

Salesforce Certifications Link for Verification:

https://trailhead.salesforce.com/credentials/certification-detail-print?searchString=JkhC0gPmQBcTfKoiCaLExz5D1xYPj0QMpP+gyydDms+OeIfNJpZZBt7XyAj/FWrL

Professional Experience:

Cognizant Technology Solutions, Bangalore, India   **Jan 2017 – Present**
Technical Lead

Project 1:

CLIENT: ANHEUSER-BUSCH INBEV
PROJECT NAME: PEOPLEPORTAL FOR HUMAN RESOURCE MANAGEMENT
Start Date: 02/01/2019
End Date: Till Date
ROLE: SR SALESFORCE DEVELOPER / TECHNICAL LEAD
SOFTWARE: SALESFORCE.COM, Mulesoft & SAP

Project Objective:

The application is all about Human Resource Management and using Lightning Community as a Platform. There are multiple modules i.e. Employee Information, Hiring Module, Position, Request to fill, Leave & Absence and Termination etc. Using Salesforce platform for User Interface and storing some temporary data, SAP to store Human Resource Database Information and MULESOFT as middleware for Integration.

Roles & Responsibilities:

- Work closely with Business Owners to analyze and gather business requirements for the implementation of salesforce.com CRM application; Developed Business Requirement Document (BRD), Functional and non-functional requirements documents.
- Participate in the Agile development process by translating requirements into user stories in VSTS; Documented technical specifications and tracked the requirements by creating Requirements Traceability Matrix (RTM)
- Participate in daily stand-ups, sprint planning and retrospective sessions; Reported success/failure status and demonstrated functionality achieved through each sprint to the stakeholders.
- Majorly work on Community Cloud implementation.
- Majorly work on Salesforce Implementation along with Integration.
- Work on Application developed with Salesforce, Mulesoft and SAP platforms.
- Work on Drafting the Technical Design Document related to functionalities implemented.
- Work on most of all Salesforce utilities used in Configuration, Customization (Apex, Visualforce Framework and Lightning Component Framework etc.) and Integration.

- Perform thorough testing of all the functionalities of the application
- Use SOSL and SOQL queries to fetch data from SFDC database.
- Work on Proposals and Demos related to new features launched by Salesforce to enhance Client Business.
- Used GIT/DevOps along with CI/CD Pipeline for Continuous Integration and Continuous Deployment.

Project 2:
CLIENT: UNIT4
PROJECT NAME: UNIT4 SERVICE APPLICATIONS WITH COMMUNITIES
Start Date: 02/01/2017
End Date: 01/31/2019
ROLE: SR SALESFORCE DEVELOPER
SOFTWARE: SALESFORCE.COM

Project Objective:

This project/application is developed for ERP based company and they are providing Sales/Service for their ERP Product. Using application to provide the business to different customers/partners. It is used to sell the products and to provide the services for the products purchased by Customers. In this application, customer/partner portals and communities are used to create the cases. In this application, agents/consultants can create the cases on behalf of the customers.

Roles & Responsibilities:

- Worked closely with Business Owners to analyze and gather business requirements for the implementation of salesforce.com CRM application; Developed Business Requirement Document (BRD), Functional and non-functional requirements documents
- Participated in the Agile development process by translating requirements into user stories in VSTS; Documented technical specifications and tracked the requirements by creating Requirements Traceability Matrix (RTM)
- Participated in daily stand-ups, sprint planning and retrospective sessions; Reported success/failure status and demonstrated functionality achieved through each sprint to the stakeholders.
- Majorly worked on Service Cloud & Community Cloud implementation.
- Majorly worked on Salesforce Implementation along with Integration.
- Worked on Application developed with Salesforce and DellBoomi.
- Worked on Drafting the Technical Design Document related to functionalities implemented.
- Worked on most of all Salesforce utilities used in Configuration, Customization (Apex, Visualforce Framework and Lightning Component Framework etc.) and Integration.
- Performed thorough testing of all the functionalities of the application
- Used SOSL and SOQL queries to fetch data from SFDC database.
- Worked on Account Merge Project to provide consistency in System.
- Worked on Migration of Application from Classic Platform to Lightning Platform.
- Worked on Proposals and Demos related to new features launched by Salesforce to enhance Client Business.
- Managed all Deployment activities amount different Organizations i.e Developer Sandbox, SIT Sandbox, UAT Sandbox and Production.
- Involved with L1/L2/L3 Team to provide support in case of criticality & complexity of tickets.

TEK Systems, Bangalore, India   **Jan 2016 to Jan 2017**
Senior SFDC Developer

Project 1:

CLIENT: Hewlett Packard Enterprise
PROJECT NAME: HP Partner Care
Start Date: 01/15/2016
End Date: 01/13/2017
ROLE: SR SALESFORCE DEVELOPER
SOFTWARE: SALESFORCE.COM

Project Objective:

Client is a US based Insurance, Banking and financial service provider. This application is to capture and track enquires of customers. This application is using Partner Case to track the customer enquiries, question and answers and complaints using portals, web chat and phone enquiries. Using Data Categories and Knowledge Articles to provide the solutions.

Roles & Responsibilities:

- Understanding user requirements and preparing understanding document
- Preparation of Design approach and data model for business sign off
- Development of Proof of concept to provide demonstration to customer for UI- look and feel
- Configuration of Salesforce.com Application which involves building user interface, implementing business logics, using work flows, validations, configuring access levels, Reports
- Creation of custom objects for integration of data from external applications
- Building custom logic and UI using Apex and Visual force.
- Perform unit testing and product test scenarios and test results.
- Support to Integration and Data Migration teams with respect to Salesforce.com.
- Prepare design documents , configuration workbook , UTR
- UAT and Implementation support

DBGI, Dehradun   **April 2014 to May 2015**
SFDC Associate

Project 1:

CLIENT: DBGI
PROJECT NAME: Complain Tracking System
Start Date: 04/15/2014
End Date: 04/30/2015
ROLE: SALESFORCE DEVELOPER
SOFTWARE: SALESFORCE.COM

Project Objective:
This client is one of Educational Institutes and project is designed for tracking the students, employees and end users complains and feedback. Case Management is fully utilized to achieve end-to-end functionality of project. Important features of Case

Management i.e. storing information in different objects, Assignment Rules, Escalation Rules, Entitlement Process/Service Level Agreement and Communalities are used in this project.

Roles & Responsibilities:

- Understanding user requirements and preparing understanding document
- Preparation of Design approach and data model for business sign off
- Development of Proof of concept to provide demonstration to customer for UI-look and feel
- Configuration of Salesforce.com Application which involves building user interface, implementing business logics, using work flows, validations, configuring access levels, Reports
- Creation of custom objects for integration of data from external applications
- Building custom logic and UI using Apex and Visual force.
- Perform unit testing and product test scenarios and test results.
- Support to Integration and Data Migration teams with respect to Salesforce.com.
- Prepare design documents , configuration workbook , UTR
- UAT and Implementation support
- Proving training in Salesforce Technology i.e. Out of Box features & Customization – Apex & Visualforce.

Marcom IT Solutions, New Delhi   **Oct 2010 to Mar 2012**
Software Engineer

- Worked at Marcom IT Solutions, New Delhi as Software Engineer.
- Worked on .Net Platform/SQL Server to design Web Applications.
- Qualified GATE 2012 Examination with good Score and got admission at **Indian Institute of Technology (Indian School of Mines), Dhanbad, India** in course *M.Tech. (Master of Technology) - Computer Science and Engineering (CSE)* in session 2012 to 2014.