SHIVANK

SALESFORCE DEVELOPER | Total experience **3.5 years**

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# PROFESSIONAL SUMMARY

* Having around of 3.5 years of overall IT experience as well in Salesforce CRM as an Administrator /Developer.
* Good knowledge of CRM Business Process. Worked on Salesforce Application Development using Configuration and Customization.
* Experience in Salesforce Customization like creating **Apex Classes, Triggers, Objects, External Objects, Aura Component, Standard Controllers, Custom Controllers and Controller Extensions**.
* Extensive experience of using declarative feature like **Validation Rules, Process Builders, Workflows, Visual Workflows, Email Alerts, Custom Formula Fields, Profiles, Permission Sets and Sharing Rules, Flow(Before Save Flow)** for satisfying complex business process automation.
* Expertise in analyzing business requirements and gathering information required for implementation of the business requirement.
* Have good working knowledge in querying salesforce.com database using **SOQL & SOSL** queries and Governor Limits.
* Experience in **Salesforce Lightning**.
* Experience in **Salesforce integration with REST and SOAP APIs**.
* Technology savvy with aptitude and experience in adopting modern methodologies and innovative techniques to boost work efficiency.
* Good knowledge of **DEVOPS** and **Front-end** Technologies like (**HTML, CSS, JavaScript**).
* Good at **Java** along with **Data Structure** and **Algorithms**.
* Experience in Accenture Robotics Platform hands on in Automation Process with Salesforce and Python**(Pandas, DataFrame, OS)**
* Experience of deployment using **Change Set and Managed Package**.
* Proficiency in using apex **Data Loader**.
* Worked on **Entitlement Management** and **Knowledge Articles**.

# TECHNICAL SKILLS

* **Salesforce CRM:** Salesforce.com Administration/Development, Apex, Triggers, Visualforce, Workflow, Entitlement Management, Process Builder, Approval Process, Validation Rule, Reports, Dashboards, Chatter, Release Activities, HTML, CSS, JavaScript.
* **Language:** Apex, Python.
* **Scripting Language:** HTML, CSS, JavaScript.
* **Database Technologies:** SQL, SOQL, Salesforce Data Loader.
* **Automation Tool:** Accenture Robotics Platform

# EXPERIENCE SUMMARY

**COMPANY : Accenture Solutions Private Ltd - Bangalore** (Duration: Jan 2019 – till date).

**Project Name** : EMC- Service Cloud

**Client** : Dell

**Technologies** : Service cloud (Lightning)

**Tenure** : Jan 2019 – Till Date

**Role** : Salesforce Developer

**Project Description:** Dell is a one of the largest Technological corporations that manufactures, sells, repairs, and supports computers and related products and services. Case Management module takes care of Internal and external collaboration of cases in which multiple agents can work to efficiently solve the Customer Case. Case and Asset sync is done between multiple system to keep these data updated across the system.

# RESPONSIBILITIES:

* Requirement Analysis. Creating POC for feasible solution.
* Creating a Routing Technique to Route the Cases to the Qualified Agent.
* Established the connection within different system owned by DELL and EMC
* Updating TFS (Agile Tool) for Estimation, User Story status update, task creation etc.
* Developing requirement using Salesforce configuration and customization technique in Salesforce Lightning. Worked on REST API Integration
* Unit Testing requirement in Developer Org. Creating/Optimizing Test Classes for Apex code.
* Pushing component to upper environment through Git.
* Fixing bug/defect raised in User Story. Code optimization, code/peer review.
* Attending Daily Scrum meeting, story grooming sessions and working/discussion sessions with leads and architects.

**COMPANY : Fresco Software Solutions Private Ltd - Bangalore** (Duration: May 2017 – Dec 2018).

**Client** : Incyte

**Technologies** : SFDC, Force.com, Service Cloud (Salesforce Classic)

**Tenure** : May 2017 – Dec 2018

**Role** : Salesforce Developer

# ROLES AND RESPONSIBILITIES:

* Working as Salesforce Developer
* Having regular interactions with the BAs to understand requirements and have discussions related to requirements
* Created visual workflows that insert Case record based on outbound call response criteria.
* Created Process Builder to retrigger call based on outbound call response criteria.
* Worked on Apex class .
* Worked on post and pre migration deployment
* Modified Apex triggers to implement the required enhancements.
* Worked on Test Coverages for Apex classes.
* Customized different page layouts and assigned them to different profile users.
* Customized tabs among different business user groups.
* Modified Apex class and Apex triggers to implement the required enhancements.
* Maintained source code using Microsoft TFS tool.
* Involved in Unit testing and Test Coverages for Apex classes.
* Created documentations for the developed enhancements.
* Worked on both Waterfall model and Agile model development projects.

# EDUCATIONAL QUALIFICATION

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| --- | --- | --- |
| **Course / Class** | **University/ Board** | **Passing Year** |
| **B.Tech.(CSE)** | AKTU (Ambedkar Institute of Technology for Handicapped, Kanpur) | 2014-17 |
| **Diploma(Chemical Engineering)** | Board of Technical Education (Delhi) | 2013 |
| **Matriculation** | CBSE | 2010 |

**ACHIEVMENTS**

* Won 2 Apex Awards from Accenture.
* Won 2 ACE (Accenture Excellence) Awards from Accneture.

**PERSONAL SKILLS**

* Fast learner of new technology and business process.
* Good presentation, communication and interaction skills.
* Self-motivated, hardworking and highly process oriented.

# PERSONAL DETAILS

Date of Birth : 18th August 1995

Language Know : English, Hindi Gender : Male

I hereby declare that all the statements made in this Curriculum Vita are true and correct to the best of my knowledge and belief.

Place: Bangalore Shivank