

# **Kshitij Tiwari**

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## **Career Objective:**

To work in a challenging environment which will help me to explore my skills and work with passion and Dedication for IT company, and share my knowledge & Skills with Colleagues. Willing to learn new things and implement them that will lead to satisfaction.

## **Professional Summary:**

- Having 5 years of IT experience as **Salesforce Developer**
- Having solid experience in **SFDC Configurations/Customizations**.
- Extensive knowledge of **Configuration** like creating Objects, Tabs, Validation rules, Workflows, Approval process, Process Builder, Handling Page Layouts, Related List, Field Dependencies, Public Groups, Queues, Custom Settings.
- Knowledge on creating **Roles, Profiles, Permission Sets, OWDs, Sharing Rules**.
- Experience in building robust application on Force.com platform using Apex classes, Visual Experience in code migration tools like Force.com IDE(Eclipse), Change sets. Force pages, Triggers, Email services, Batch jobs, Schedule jobs, Custom controllers & extensions.
- Good knowledge on best practices in **Development & Governor limits**.
- Experience in data migration tools like **Apex data loader, Workbench and dataloader.io**.
- Experience in code migration tools like **Force.com IDE(Eclipse), Change sets**.
- Implemented projects under Agile Methodology and Test Driven Environments with large and small Team Projects.
- Excellent team player with good problem solving abilities and quick learner with good communication skills and trouble- shooting capabilities.

## **Certifications:**

- Salesforce Certified CPQ Specialist
- Salesforce Certified Platform Developer II
- Salesforce Certified Community Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator

## Technical Skills:

Technologies/Cloud	<b>Salesforce.com (CRM), Salesforce CPQ, Sales cloud, Community cloud, Apttus CPQ</b>
Languages	Apex, Visualforce, Lightning
Force.com	Apex classes, Triggers, VisualForce Pages, Custom Controllers, Extensions, Batch Apex, Scheduled Apex, SOQL, SOSL.
Deployment Tool	Change set, Eclipse
Tool	Workbench, Apex Data Loader, Dataloader.io, Rally, X-Author for Excel, Jira, Azure DevOps
Web Technologies	HTML, JavaScript, CSS

## Project Experience

(1) **Role:** Team Lead (Salesforce CPQ Developer)

**Software:** Teijin Aramid sales

**Project:** Teijin Aramid sales and CPQ

### Synopsis:

Teijin Limited is a Japanese chemical, pharmaceutical and information technology company. The application uses **Sales cloud** and **Salesforce CPQ** for configuring, pricing and quotation of high-performance fibers such as aramid, carbon fibers & composites, healthcare, films, resin & plastic processing, polyester fibers, products converting and IT **products**.

### Accountabilities:

- Accountable for **designing** CPQ application from scratch which includes Product modeling, setup and configuration.
- Accountable for **requirement gathering** from client directly and provide solutions to team members.
- Designed and Developed Apex Triggers, Apex Classes and Visualforce pages, to implement custom business logic for various functionalities.
- Configured the Processes using Process builders/Workflows, product validation rule, price rules, constraint rules, price book setup.
- Configured the approval processes for various regions.
- Involved in preparation of "Train the trainer" document for the application developed.
- Accountable for all 7 **Go-Live** based on regions.

(2) **Role:** Salesforce Lightning Developer

**Software:** Customer Portal

**Project:** Data Co-Order Management system

### Synopsis:

DCC is a supplier of smart meters to the UK region that leverages Salesforce community portal to assist the different Customers like British Gas, Scottish Power to gain knowledge, participate in consultations, take up surveys, participate in events and monitor any industrial changes by means of articles and news. It also helps the administrator to track the level of customer engagement and

report on the same. The application uses Lightning Components to get and order the consignment. The Sales representatives track the dispatched order status in Delivery Module. External users leverages Salesforce partner community portal to view and edit details of consignments.

**Accountabilities:**

- Involved in the Requirement gathering, Analysis and providing estimates.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- Developed application on community cloud from scratch.
- Implemented community cloud OOTB feature.
- Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
- Enabled Aura Framework, by adding Aura Attributes and Aura Handlers for Events to focus on Logic and Interactions in Lightning Applications.
- Designed and Developed Apex Triggers, Apex Classes and Visualforce pages, to implement custom business logic for various functionalities.
- Configured the Processes using Process builders/Workflows, Auto-response rule, Escalation rules to implement functionalities.
- Configured the approval processes using Approval Process.
- Involved in preparation of “Train the trainer” document for the application developed.

(3) **Role:** Salesforce /Apttus Developer

**Software:** Apttus CPQ

**Project:** Sales CPQ Healthcare

**Synopsis:**

The Salesforce Application has been implemented in Force.com, which deals with all the Sales Operations associated with a Healthcare Organization, General Electric. Apttus CPQ is exclusively used by Sales team for configure, Price and Quoting of various Healthcare equipment. It was implemented for various regions Including APAC, China, and EMEA. The application contains various processes which has been implemented using OOTB features available in Apttus CPQ. The application also contains the custom business operations which are implemented using Force.com Components like VF pages, Apex Classes, Triggers and Process Builder.

**Accountabilities:**

- Involved in the Requirement gathering, Analysis and providing estimates.
- Design and Develop Apex Classes and Visualforce pages, to implement custom business logic for various functionalities.
- Configured the Processes using Process builders/Workflows to implement functionalities.
- Configured the approval processes.
- Developed Security model which includes Role hierarchy, OWD, Sharing rules.
- Create Apex test classes with test coverage of org above 90% and performed Unit Testing of the application to verify the desired functioning of the application.
- Deployments using Change Sets to the connected sandboxes.
- Maintaining coding standards and best practices set by Salesforce.
- Resolving validation errors faced by deployment team while deploying Package into Production.
- Accountable for 10 + successful Go live/Cutover activities.

**Personal Details:**

**Born:** August 24, 1993 | **Languages Known:** English, Hindi | **Status:** Single **Interests:** Bike Rides, Traveling and Exploring.