

JITENDRA SINGH KAPKOTI

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SUMMARY

- Currently working as **Senior Salesforce Consultant** in **Trangile Service Private Ltd** a Dubai based consulting firm and have 7 years of overall hands-on experience into Salesforce CRM Platform.
- **1x Salesforce Certified** and have an extensive **experience** for **International** and **Indian Clientele**.
- Have worked on **12 +** projects in **Sales cloud, Service cloud, Community Cloud** and **Pardot**.
- Well versed in the process automation using **Workflow, Process Builder** and also in custom Apex development like **Triggers, Batch Classes**, and Integration using **Rest API** implementation.
- Provide **performance feedback** and mentorship on a regular basis to each team member in a constructive manner. Write and administer performance reviews.
- Identify operational issues / risks, recommend and implement strategies to resolve problems, and monitor / measure client satisfaction
- Review and analyze project scope and manage client expectations.
- Involved in all **aspects of security, user management and data management**.
- Integration of SFDC workflows with third party apps, business objects and custom objects etc.
- Developed Lightning Component Framework and also built Lightning component using aura framework.
- Knowledge on **Salesforce Lightning Process Builder, Lightning UI/UX**, app builder and creating Visual Workflows, salesforce support communities and Chatter groups.
- Built **reusable UI/UX components** with lightning component framework.
- Knowledge to work on Salesforce **Einstein chatbot** & Wave Analytics product.

CERTIFICATIONS

1. **UX/UI & Frontend Development**
2. **Salesforce Platform Developer I**

TECHNICAL PROFICIENCY

- **Project Management:** Custom Software Development, Timeline and Milestone Management, Client Interaction.
- **Leadership:** Project Scheduling, Team Resource Allocation, Requirement Analysis,
- **Technical Skills:** Salesforce CRM, Apex Language, Apex Classes/Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages / Components, Apex Web Services, Workflow & Approvals, Dashboards, Analytic Snapshots, Case Management Automation, Custom Objects, Batch class, Scheduling class, Packages, Deployment, Process Builder, REST API, Web Services, Lightning development, SOAP, Cast Iron, WSDL, XML, JSON, REST, HTML, CSS, JavaScript, Bootstrap, AppExchange, packages.

WORK EXPERIENCE

- 1. Trangile Service Private Limited** Noida, India
Salesforce Senior Consultant April 2021 – Till Date
 - The responsibility includes Business requirement gathering, Client Interaction, Team resource allocation, Milestone and Deadline Management.
 - Interacted with clients to discuss functional requirements and business needs.
 - Gathered requirements and check the feasibility for key Salesforce projects.
- 2. Aspagteq Pvt. Ltd (Nov 18 – April 21)** Noida, India
Salesforce Admin/Pardot Nov 2018- April 21
 - Involved in creating and customizing Email template and configuring them to the email alert within the workflow rule for a standard/custom object.
 - Used Apex programming for Triggers and Class for designing custom business logic.
- 3. Spice Pvt. Ltd (June 16 – Nov 18)** Noida, India
Software Developer March 2017- Nov 18
 - Designed and developed SFA based Application on Froce.com Platform in Salesforce.com environment with Apex programming language at backend and Visual Force pages as user interface
 - Contributed UX viewpoints to UMANG Government Project including a comprehensive exercise
 - Experienced with Material designing and follow Google Material design guideline.
- 4. Zing Mobile Pvt. Ltd (June 14 – Nov 16)** Noida, India
Software Developer Nov 2015- March 17
 - Involved in implementation and Design of Cases and Issue with Order Management & Product Return module. Creating Workflow and Process builder based on business requirement.
 - Used Apex programming for Triggers and Class for designing custom business logic.

EDUCATIONAL CREDENTIALS

- 1. Bachelor of Technology (BTech) in Computer Science – 2014** DIT
University, Dehradun, India
- 2. Class 12th – 2010**
V.V.M.I.C., Uttarakhand, India

Languages Known: English, Hindi

Hobbies: Football, Travelling, Being Foodie

Have Passport: Yes.