

**Roshan Kumar**

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| **PROFESSIONAL SYNOPSIS** |

**Sr. Salesforce Developer** with total **6.5 Years** of experience in IT Industry (all in Salesforce Technology). Currently working on Salesforce Development, configuration, designing, customization, testing and end-to-end implementation, demos, as well as support projects on Salesforce and Force.com platform. I am working in a team of developers wherein I interact with client, Stake holders, End users and get the requirements and liaise with team for timely delivery of Projects.

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| **CERTIFICATIONS** |

* **Salesforce.com Certified Platform App Builder**
* **Salesforce.com Certified Administrator**
* **Salesforce.com Certified Service Cloud Consultant**
* **Salesforce.com Certified Platform Developer 1**

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| **CAREER CONTOUR** |

**Current Organization**

* Company : Virtusa Consulting Services Private Limited
* Designation : Lead Consultant-Technology. (Sr. Salesforce Developer)
* Period : From Nov 20 to Present.

**Previous Organization**

* Company : Vodafone India Services Private Limited
* Designation : Salesforce Developer.
* Period : From Dec’18 to Aug’20.

**Previous Organization**

* Company : Capita IT and Networks
* Designation : Salesforce Developer.
* Period : From May’18 to December’18.

**Previous Organization**

* Company : Cloudaction Technology Services Pvt. Ltd.
* Designation : Business Technology Consultant.
* Period : From January’15 to April’18.

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| **SKILL SET** |

* Apex, Visualforce, Triggers, Integration (REST), Lightning, Aura, LWC
* Scheduling and Batch Apex to process bulk data.
* Security Controls (Profiles, Roles, OWD, Sharing Rules, Groups, Permission Sets)
* Approval Processes, Validation Rules, Reports and Dashboards.
* Workflow, Process Builder, Flows, Approval Process, Validation Rules.
* Experience in Development/Configuration and Management of standard objects **Accounts, Contacts, Leads, Opportunity, Cases.**
* Community Cloud, **Sales Cloud**, **Service Cloud**, Reports and Dashboards.
* Data Migration through Change Sets, Data Loader, Import Wizard, ANT, Bamboo, Source tree and GitHub, SFDX, CI/CD.
* Experienced in Agile methodology, SCRUM, SPRINT,GROOMING, Retrospective.
* Worked on tools VisualStudio, Eclipse, JIRA, Rally, Workbench, Conga, MuleSoft, Informatica, PentaHo.
* Salesforce unit test creation for test coverage before deployments.
* Experience in Gathering Client requirements and implementing them in Salesforce.
* Experience in Creating RFP and UAT document of Project in order to understand project flow.
* Implemented end-to-end projects, created design for objects & relationships between them.
* Worked as Quality Analyst with complete ownership of project with documentation.
* Worked on different modules of salesforce mostly on Sales cloud, Service Cloud, Community Cloud
* I do conduct and participate in knowledge transfer sessions on salesforce for new joiners.
* Quick learner and excellent team player, ability to meet tight deadlines and work under

Pressure, can work with different time zone and be productive with new technologies.

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| **PROJECTS** |

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| **Client: IT Solutions domain**  **Client Name: Neighbor Works (United states)**  **Project:**  Salesforce Development and Implementation  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Jan 2015 to April 2015 | * Worked on development, customization which includes Apex classes, Apex triggers, Visualforce pages, Batch class, Workflows, Flows, Process builders etc. for the client’s Incident Management and Self Service, Configuration Management, Foundation Data collection and Architecture, Service Request, Knowledge Management and Service Level Management processes. * This enabled the customer to provide its users with a Self Service portal and email integration so that they can create Incidents by sending email to different email IDs for Service Desk, and also to submit an Incident Ticket or Service Request using Service Portal and track their ticket progress using Self Service interface. |
| **Client: Homes and Finance domain**  **Client Name: - SiliconExpert (United states)**  **Project:**  Salesforce Development and Implementation  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: May 2015 to September 2015 | * Worked on development, customization that included Apex classes, Apex triggers, Visualforce pages, Batch class, Workflows, Flows, Process builders etc. for the client’s Incident Management and Self Service, and Service Level Management processes. * This enabled end users to easily log an issue or request, view status of any open ticket and communicate with staff. |
| **Client: Integration tool (Cloudaction internal project)**  **Product Name - Actionhub**  **Project:**  Development of actionHub application on salesforce platform for Integration engine with 3rd party system  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Oct 2015 to Dec 2015 | * actionHub is an integration accelerator developed exclusively for Remedyforce to drive IT and non-IT business services across the enterprise by automating data synchronization and business rules orchestration between enterprise systems.   Developed this application using Apex, VF Pages, and all the administration part of Salesforce Technology. |
| **Client: Online sports portal business domain**  **Client Name: Coral Racing, London (UK)**  **Project:**  Salesforce Development and Implementation  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Oct 2015 to Dec 2015 | * Worked on development, customization which includes Apex classes, Apex triggers, Visualforce pages, Batch class, Flows, Process builders etc. for the client’s Incident Management Processes. * Created Workflows, Survey Management and Foundation data Management. |
| **Client: Data storage and Networking products domain**  **Client Name: Brocade Communication, San Jose (United States)**  **Project:**  Salesforce Development and Implementation  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Jan 2016 to Dec 2017 | * Development, customization enhancement and addressing day-to-day issues on salesforce platform also request for change (enhancements), and knowledge transfer to users to educate them about the system designed and configured so that it should be easy for them to use it as an end user across the globe. * Did Requirement gathering including workshop with their respective departments/team and did customization on salesforce which includes Apex classes, Apex triggers, Visualforce pages, Batch class, Workflows, Flows, Process builders etc. implemented the same on Salesforce Platform. |
| **Client: Healthcare Domain**  **Client Name: Change Health Care, Nashville (United States)**  **Project**: Salesforce Development and Implementation  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Jan 2017 to April 2018 | * Worked on the live Configured Salesforce System. * Worked in Agile methodology to work on new requirements, fixes on sprint basis. * Did development using Apex classes, Batch classes, Triggers, Visualforce Pages, Workflow Rules, Process Builders, Email Templates, Org Wide Setting, Sharing Rules, Roles & Responsibilities and Profiles the system to complete the requirement. |
| **Client: Financial Domain**  **Client Name: Fusion Global Business Solutions, London (UK)**  **Project**: Salesforce Development Implementation and Support  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: May 2018 to Dec 2018 | * Working Directly with Client on Development of Salesforce Platform for Financial Force (Process Service Automation application). * Requirement gathering from client on regular basis * Did Development using Apex classes, Batch classes, Triggers, Visualforce Pages, Workflow Rules, Process Builders, Email Templates, Org Wide Setting, Sharing Rules, Roles & Responsibilities and Profiles |
| **Client: Telecom Department**  **Client Name: Vodafone Roaming Services, Luxembourg (Europe)**  **Project**: Salesforce Development Implementation and Support  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Dec 2018 to Aug 2020 | * Worked with stakeholders on New Development, Enhancement, Customization, bug fixes and live support of application designed on Salesforce lightning which captures business of International Roaming services across the Europe & New Zealand * Lightning components, Apex classes, Batch classes, Triggers, Visualforce Pages, Web Services, REST, Workflow Rules, Process Builders, Email Templates, Org Wide Setting, Sharing Rules, Roles & Responsibilities and Profiles. |
| **Client: Healthcare Department**  **Client Name: United Healthcare Group, USA**  **Project**: Salesforce Development Implementation and Support  **Designation**: Salesforce Developer  Project Environment: Salesforce (Sandbox, Production)  Duration: Nov 2020 to Current | * Working with business on New Development, Enhancement, Customization, bug fixes and live support of application designed on Salesforce lightning which captures business of healthcare in entire USA * LWC, Apex classes, Batch classes, Triggers, Web Services, REST, Workflow Rules, Process Builders, Email Templates, Org Wide Setting, Sharing Rules, Roles & Responsibilities and Profiles. |

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| PERSONAL DOSSIER |

* **Date of Birth**: 02/09/1991
* **Gender**: Male
* **Pan Card No**.:CKFPK0124A.

**I hereby declare that all the information mentioned above is true to the best of my knowledge.**

**Current Location**: Pune.

**(ROSHAN KUMAR)**