

Ashish Jain

Professional Summary:

- Total 5 years of experience in IT Industry and same year of experience in the areas of development on Salesforce Technologies.
- Good amount of experience in documentation, development, deployment (using Change sets and Copado) and implementation of Salesforce.
- Well versed in agile methodology and used different tools like JIRA and Service now for the Project Management.
- Hands on experience on preparing technical design documents.
- Having hands on experience to design solutions on Salesforce Platform.
- Worked extensively in **Apex, SOQL, HTML, Java Script** languages.
- Strong in developing tools and system applications using **Apex, SOQL** and **Lightning Components** and **SKUID**.
- Worked on the Inbound and Outbound integrations using **REST API**.
- Worked on **Apex Restful Services**.
- Worked on **Batch apex, Queueable Interface, Future method and Platform Events** as per the business requirement.
- Worked on Named credentials, Remote Site Settings, Connected and Auth. provider app.
- Worked on Lightning flows, Custom Settings, Custom Metadata types, Validation Rules, Workflow Rules, Process builder, Custom objects, Custom tabs, Page Layouts, Record Types, Email Templates, Lightning Console Apps, Lightning tabs, Lightning Pages, Quick Actions.
- Worked on creating and assigning Profiles, Object level Security, Field level security, Roles, Queues and Public Groups for the users.
- Having hands on experience to build the applications on **Service Cloud & Sales Cloud**.

Education:

Degree	University	Year of Passing	CGPA
B.E.(CSE)	Rajiv Gandhi Technological University, Bhopal	2015	7.3

Certifications:

- SFDC Admin (ADM-201)
- Platform Developer 1(PD1)
- Salesforce App builder
- Service Cloud Consultant
- Copado Administrator

Experience:

Organization	Designation	Duration
Huron Eurasia India Pvt. Ltd.	Associate I	Jan 2021 – till date
Huron Eurasia India Pvt. Ltd.	Software Engineer Analyst II	Apr 2019 – Dec 2020
Marlabs / ETMarlabs	Software Engineer Analyst	Jul 2016 - Apr 2019

Achievements:

- Received two **SPOT** awards from **Huron Consulting Group** for the performance and dedication of work.
- Received **Marlabs** Center of **Excellence** (MCoE) award from **Marlabs/ETMarlabs** for performance and dedication of work. Also, received couple of Star of the Month awards.

Technical Skills:

Operating Systems	Windows family
Languages	Apex, SOQL
Databases	Salesforce.com
Markup Language	HTML, XML
Script Language	Java Script
Case Tools	Service Now, JIRA
Tools & Utilities	Eclipse, MS Office, Apex Data Loader, GIT, Postman, Workbench, Bitbucket, Identity Connect, Copado, SKUID
Domain Knowledge	Health Care, Insurance, Fintech (Loan Origination)

Projects Profile:

1.	Project Name: Pharmacy contact center	
Role	Salesforce Developer	
Organization	Huron Consulting Group	
Duration	February 2021 – Till date	
Team Size	7	Module: Email-to-Case, Web-to-Case, Email Services, HTML Email Templates, ID Cards Integration, CSE & CASE Bidirectional Sync using Platform Events and Apex Restful Services
Environment (with skill versions)	Software Salesforce.com On-Demand	Technologies: Salesforce Lightning, MuleSoft Database: Salesforce Tools: Copado, JIRA, Workbench O/S: Windows

Project Description:

In this project, we have transformed a end-to-end journey of case which is originating from Email-to-Case, Web-to-Case or directly on call to assists the members about their queries. So, all queries related to the pharmacies which was initially handled by a legacy combined system. I am the only developer in this module.

2.	Project Name: CareApp	
Role	Salesforce Developer	
Organization	Huron Consulting Group	
Duration	May 2020 - February 2021	
Team Size	6	Module: Security, User Registration, Retrieve/Update User Profile and User Activation/Deactivation API's, SF Wizards using Lightning Components, Community cloud
Environment (with skill versions)	Software Salesforce.com On-Demand	Technologies: Salesforce Lightning, Community cloud Database: Salesforce Tools: Copado, JIRA, Workbench O/S: Windows

Project Description:

In this project, we have built a community portal where we have deployed multiple lightning component which is used to fetch lot of information from Salesforce to community to expose customized view of members' information. Initially if member want to know any plan related information like plan type expiry date or even if they want to directly chat with their care manager they can.

3.	Project Name: Broker/Employer Portal	
Role	Salesforce Developer	
Organization	Huron Consulting Group	
Duration	Oct 2019 – May 2020	
Team Size	5	Module: Security, User Registration, Retrieve/Update User Profile and User Activation/Deactivation API's, SF Wizards using Lightning Components
Environment (with skill versions)	Software Salesforce.com On-Demand	Technologies: Salesforce Lightning, MuleSoft, Sitecore Database: Salesforce Tools: Copado, JIRA, Workbench O/S: Windows

Project Description:

In this project, we have built Broker/Employer Portal for the client. Here the source system is Salesforce, target system is Sitecore and middleware system is MuleSoft. Involved in sprint planning, requirement gathering and design phase. Took complete responsibility to build the data model, security model, Apex restful webservices and lightning components. And took the responsibility to deploy the components using Copado DevOps tool.

4.	Project Name: Member Services	
Role	Salesforce Developer	
Organization	Huron Consulting Group	
Duration	Apr 2019 – October 2019	
Team Size	8	Module: Snap-Ins, Surveys, Email-to-Case, Web-to-Case, Email Services, HTML Email Templates, ID Cards Integration, CSE & CASE Bidirectional Sync using Platform Events and Apex Restful Services
Environment (with skill versions)	Software Salesforce.com On-Demand	Technologies: Service Cloud, Lightning Database: Salesforce.com Tools: Change sets, JIRA, Confluence O/S: Windows

Project Description:

In this project, we have enabled multiple channels like Snap-Ins, InContact, Email-to-Case, Web-to-Case, formworks to assists the members about their queries.

5.	Project Name: Patient Health Services	
Role	Developer	
Organization	Marlabs	
Duration	May 18 – Mar 2019	
Team Size	10	Module: Document Management, Electronic Eligibility Checks, Pharmacy Test Claims, Missing Information, Trigger/workflow/Validation Rule/Process Builder Deactivation.
Environment (with skill versions)	Software Salesforce.com On-Demand	Technologies: Salesforce.com , Apex web services, Java Script Database: Salesforce.com Tools: ANT, GIT O/S: Windows

Project Description:

In this project, we provided patient affordable services using IPP (Intelligent Patient Platform). With the help of this project, we are providing different services like Benefit Verification, Commercial Copay, Patient Assistance Program (PAP) to the patients, providers, payers. We have different kind of Integrations with different external systems like MDM, Theracom, Transunion, Biscom.

6.	Project Name: Framework Design	
Role	Salesforce Developer	
Organization	Marlabs	
Duration	Jan 18 – Apr 2018	
Team Size	1	Module: Mule Ping Identity, Looping Logic, DML Error Handling
Environment (with skill versions)	Software Salesforce.com On-Demand	Technologies: Salesforce Database: Salesforce Tools: Copado, JIRA, Workbench O/S: Windows

Project Description:

In this project, I have implemented multiple frameworks. Mule Ping Identity framework to reduce one API call while connecting to the external system through Mule ESB. Looping Logic framework allows us to loop through a list one time to generate collections of records that need to run for various pieces logic and due to this performance of the triggers got increased. DML Error Handling framework will do partial commit to database and send email to the users with error details if any exception occurs.

7.	Project Name: KVB (Loan Origination System)	
Role	Developer	
Organization	Marlabs	
Duration	Oct 2016 – Dec 2017	
Team Size	10	Module: SKUID UI, CL package, DIGIO,
Environment (with skill versions)	Software Salesforce.com On-Demand	Technologies: Salesforce.com configuration, Apex web services, Java Script Database: Salesforce.com Tools: ANT, GIT O/S: Windows

Project Description:

Building Loan Originating system in Sales Cloud (CL) for Karur Vysya Bank (DTPC Cell, Chennai) to Originate a retail digital loan process with multiple third-party integration like DIGIO, Astute, TransUnion, Legal Desk and CBS (Core Banking System) with APIGEE and Middleware.

Personal Details:

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Location	Bengaluru
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