**Dhaval Kumar**

Senior Software Engineer – **Infosys Limited**

Worked as Salesforce Admin, Consultant and provide support to customers  
**Email**: [dwlkumar@gmail.com](mailto:dwlkumar@gmail.com) **Mob:** 9462344498  
**PROFILE:**

* Working in a software development Company Since last 10 years. Having 5+ years of experience in Salesforce cloud solutions with **Salesforce 4x certification**.
* 1+ years of hands - on experience in Healthcare, Life sciences and BioPharma industry with SALESFORCE CRM, VEEVA CRM as Support.
* Hands-on experience in defining problem statement, gathering requirements, validating requirements by clients and users, managing multiple stakeholders and priorities.
* Strong experience in analyzing, prioritizing and scoping requirements, designing user centric solutions, authoring user stories with acceptance criteria, designing POC, defining sprints and collaborating with multiple teams to develop and deliver the requirements.
* Exceptional analytical, problem solving, design thinking and decision making ability.
* Exhibited strong leadership skills in planning, prioritizing, articulating the vision and driving projects to completion.
* SpeR̥cialized in customization, Data Validation, Sales, Customer Service and team development.
* Hands on experience with **Lightning Web Components** in Lightning Salesforce.
* Expert in Apex i.e. **Classes**, Triggers, Scheduler, Batch, Web services etc.
* Hands on experience customizing salesforce.com CRM using Visualforce.
* Hands on Administrative tasks like Creating Profiles, Roles, Users, Page Layouts, Permission Sets, Email Services, Approvals, and Activities.
* Extensive experience in creating Validation Rules, Custom Objects, Custom Fields, Customizing Page Layouts, Workflow Alerts & Actions, Pick Lists, Record Types, Process builder, Custom Tabs, **Reports**, Dashboards, and Email Alert as per the requirements.
* Hands on experience in implementing security and sharing rules at object, field, and record level for different users at different levels of organization. Also, created various profiles and configured the permissions based on the organizational hierarchy.

# **Employment:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Title** | **Organization** | **Location** | **Duration** |
| Senior Software Engineer | Infosys Limited | Pune | Oct’19 – Present |
| Tech Lead - SFDC | Endive Software Pvt. Ltd. | Jaipur | Oct’15 – Sep’19 |
| Senior Developer and Team Lead (Mobile app development) | Dotsquares Pvt. Ltd. | Jaipur | Oct’10 – Oct’15 |

# **Certification:**

|  |  |
| --- | --- |
| **Badge** | **Certification** |
| https://credential--c.na47.content.force.com/servlet/servlet.ImageServer?id=0154A000024CAuS&oid=00DA0000000L4YO&lastMod=1547790133000 | Salesforce Certified Platform App Builder |
| https://credential--c.na47.content.force.com/servlet/servlet.ImageServer?id=0154A000024CAuV&oid=00DA0000000L4YO&lastMod=1547790134000 | Salesforce Certified Sales Cloud Consultant |
| https://credential--c.na47.content.force.com/servlet/servlet.ImageServer?id=0154A000024CAuA&oid=00DA0000000L4YO&lastMod=1547790133000 | Salesforce Certified Administrator |
| https://credential--c.na47.content.force.com/servlet/servlet.ImageServer?id=0154A000024CAuT&oid=00DA0000000L4YO&lastMod=1547790133000 | Salesforce Certified Platform Developer I |
| Image result for hubspot Inbound certification | Inbound certification in HubSpot marketing automation tool |

# **Technical Expertise:**

|  |  |
| --- | --- |
| **Frameworks & Platforms** | Force.com Platform, Salesforce Lightning |
| **Applications** | HubSpot, Salesforce.com, Veeva CRM, Marketing Cloud, Pardot |
| **Languages** | APEX, Visualforce, APEX Triggers |
| **Web** | HTML, CSS |
| **Scripting Languages** | JavaScript / JQuery |
| **Other Tools** | Force.com Migration tool, Force.com Workbench, Salesforce Inspactor, APEX Data loader, SOAP UI, SFDX, VS Code |
| **Databases** | SOQL, SOSL |

**Salesforce**:   
Salesforce CRM, Apex Custom Controllers Classes, Apex Triggers, Visualforce Pages & Components, Apex Web Services, SOQL, SOSL, Lightning Process Builder Workflow & Approvals, Reports, Dashboards and Custom Objects, Change Sets and Force.com Platform (Sandbox and Production). App Exchange application development.

**Marketing Automation Tools**:

**Hubspot**: Email, Workflow, Landing Page, CTA, Template, List, Form, A/B Testing, Data Import/Export, Campaign Management, integration with Salesforce, Facebook, LinkedIn, Website and etc.

**Pardot**: Email, Engagement, Landing Page, CTA, Template, List, Form, Data Import/Export, integration with Salesforce, etc.

**Marketing Cloud**: Basic knowlage in journeys Builder, Content Builder, etc.

**Data migration skills and Tools:**   
Eclipse, Force.com Eclipse IDE Plug-in, Force.com Explorer, Apex Data Loader, Import Wizard, Salesforce inspector, SFDC Data Export, Mass Delete and Workbench.

**Customizing and Programming Skills:**   
Apex, HTML, Java Script, SOAP API, REST API.

**Project Management Tools:**

Asana, Bascamp, Jira and Service Now

# **Project 1**

**Project Name** - Novartis

**Cloud System** - Force.com with Veeva CRM

**Tools** - Salesforce CRM, LWC, Data Loader, Apex Classes & Trigger.

**Role** - Senior Software Engineer

**Period** - Oct 2019 – Till Date

Responsibilities:

* Responsible for the successful delivery the task on time
* Debugging the errors and finding the sulution.
* Data analysis and report genaration based on the business requirement.
* Account Merge tool development in LWC.
* Closely working with business team to gathering the requirements.
* Lead a team of 4 developers in the Confidential offshore team and provide guidance to the team
* Helped team to resolve critical technical issues and provided solution for complex problems.
* Impace analysis of the Veeva & Salesforce release.
* Extensively utilized Salesforce workbench.
* Worked with different Standard and Custom SFDC objects like Accounts, Call, Call2 Details, Sample Transaction, Territory, Users, Permission Set, Reports etc.

# **Project 2**

**Project Name** - DMCC

**Cloud System** - Sales cloud, HubSpot, and Eventbrite

**Tools** - Salesforce CRM, Data Loader, Process Builder, Workflow, Apex Classes.

**Role** - Senior Salesforce Consultant/Developer.

**Period** - Oct 2017 – Till Date.

**Description**

Endive handled many key tasks, including Eventbrite/HubSpot/Salesforce integration, opportunity creation through HubSpot via landing pages or forms, repairs of contact creation issues (e.g., avoiding email duplicates across the three platforms), campaign creation in HubSpot, improvements in company contact information, and data flows.

**Client Feedback**:

* The engagement reduced digital workloads and streamlined manual lead-tracking and reporting duties, facilitating better internal performance. Endive Software’s prompt delivery, technical skills, and commitment to excellence continue to impress.

Responsibilities

* Responsible for the successful delivery of the project. IT resource coordination, delivery of overall technical solution adhering to Endive Software standards, ensure adherence to quality of vendor deliverables & acceptance,
* Ensures completion of required technical documentation for KT/Ops hand-over, finalize UAT & Cut-over plans, oversee Hypercare period
* Ensure timely resolution of UAT and Hypercare issues with Partners/Vendors.
* Responsible for the overall business requirements
* Coordinating business resources, gap analysis & to-be definition
* Creating & executing business test cases with bus. testers, drive deliverables in data migration/readiness, training and testing activities, business/user communication and training.
* Client side visit in Dubai for requirement gathering and demo of the implemented solution.
* Integration with Eventbrite, HubSpot (Marketing Automation Tool), Zapier, Facebook, and LinkedIn.

# **Project 3**

**Project Name** - B2D Global

**Cloud System** - Sales cloud

**Tools** - Salesforce CRM, Data Loader, Process Builder, Workflow, Apex Classes.

**Role** - Senior Salesforce Consultant/Developer.

**Period** - July 2018 – Dec 2018.

**Description**

Endive was contracted for Salesforce customization and automation services. In addition to providing complete analysis, they set up organizing rules and flow triggers within the system.

**Client Feedback**:

The client now has complete performance capability of their leads tracking platform which has had a notable impact on business. They were particularly impressed with Endive's quick turnaround time.

Responsibilities

* Responsible for requirement gathering and client communication for the offshore project.
* Understanding business process and their requirements.
* Developed various interfaces, Apex classes, Controller classes and apex triggers for various functional needs in the application.
* Created approval processes, email templates, and assignment rules.
* Created workflow rules and defined related tasks, time-triggered tasks, email alerts and field updates to implement business logic.
* Deployed components from Development environment sandbox to Testing Sandbox and from Testing Sandbox to Production using change set.
* Created and configured reports & dashboards based on user requirement.
* Convert Classic org to Lightning experience (Visualforce page to Lightning components, )

# **Project 4**

**Project Name** - JKLC and Integration with SAP

**Cloud System** - Sales cloud

**Tools** - Force.com, Data Loader, Process Builder, Workflow, Eclipse IDE.

**Role** - Senior Salesforce Consultant/Developer.

**Period** - Oct 2015 – Nov 2017.

**Description**

Salesforce to SAP Integration is an effort to efficiently sync data across Salesforce CRM and SAP System.

Responsibilities

* Designed, developed and Deployed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.
* Worked on SOQL and SOSL statements in Triggers using Workbench.
* Used DataLoader for insert, update, and bulk import or export of data from Salesforce.com Objects.
* Understanding business process and their requirements by visiting in market along with sales users
* Interacted with various business team members to get the requirements on daily call basis.
* Analyzed the Scope of the Requirements, and managed requirements to avoid Scope Creep.
* Creating objects and its fields, tabs, page layouts, custom profiles, validation rules, sharing rules, permission sets. Have extensively used workflows, approval process and escalation rules
* Implementation of Complex business logic using Apex and Visual Force as per documentation.
* Implemented workflows and validation rules to keep the sales activity informed to the appropriate senior authorities.
* Customizing records types, fields, tabs, column fields, item options, forms and setup configuration.
* Helped team to resolve critical technical issues and provided solution for complex problems.
* Configured complex roles and hierarchies of business in salesforce.com
* Designed the application in a way to handle complex reports and dashboards.
* Deployed components from Development environment sandbox to Testing Sandbox and from Testing Sandbox to Production using change set.
* ‘Journey Cycle Plan’ in CRM a key functionality which helps sales user to plan their monthly visits efficiently.
* Project documentation, training manual, functional testing, User demo
* Support on Integration of SAP with Sales force CRM.
* Handling data migration using Data loader and SF’s Custom Import Wizard compatible with salesforce.com and data cleaning activity.
* Daily user support and resolving issues within Service level agreement.