ARUN KUMAR TIWARI

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Objective

Looking for a challenging career which demands the best of my professional ability in terms of technical and analytical skills which also helps me in broadening and enhancing my current skills and knowledge.

Professional Experience – Key Highlights

- **Overall 13 + years of experience in IT industry; in Salesforce having 8 years 6 months exp** Worked in Salesforce Sales, Service cloud, Experience cloud, Integration, CPQ and FSL as Technical Lead
- Understanding the client requirements and build/recommend design specifications which adheres to Salesforce best practices and guidelines
- Expertise in managing the client for presenting the weekly reports, Co-ordination Clarification session, gathering & freezing the new requirement for new change request. performance monitoring, reporting, and client relationship management.
- In depth knowledge of Apex, Visualforce, Lightning Components, LWC, configurations
- Code and design reviews for ongoing implementations
- Worked across the Service Delivery Lifecycle on engineering solutions for new system rollouts, major/minor enhancements, and/or ongoing maintenance of existing application
- Rich industry experience across domains in varied roles such as Solutions & Services Sales, Team Management, Business Development, Delivery
- Experience in providing direction and technical leadership for the planning, management, and implementation of Salesforce solutions for mission-critical environments
- Worked as technical architect to gather and interpret user/system requirements into design specifications
- worked on integration project
- Worked in LWC project
- Analyze, design, build, and/or test new components or enhancements to existing modules
- 8x Salesforce Certified Consultant, Microsoft certified technology specialist

Professional Experience

- Working as **Senior Specialist** in **Larsen & Toubro Infotech Limited** from Oct-17 to till now
- Worked as **Associate** in **Cognizant Technology Solutions** from Feb 2012 to Jul 2017
- Worked as Senior Software Engineer in **Anthelio Business Technologies (Formerly ConJoin Solutions) Pvt. Ltd. Navi Mumbai** from June 2010 to Feb 2012.
- Worked as **Software Engineer** in **eClerx Services Ltd. Mumbai** from July 2007 to June 2010

Professional Certifications

- Salesforce Certified Platform Developer I
- Salesforce Certified Platform Developer II
- Salesforce Certified Admin
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Experience Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Field Service Lightning Consultant
- Salesforce Certified Platform App Builder
- Microsoft Certified Technology Specialist

Educational Qualification

- **M.Sc. (Computer Science)** From Rewa, MCRPV Bhopal (M.P.) with **67**% in June 2006
- **MBA (IT Projects Management)** from Welingkar Institute of Management Development and Research – Mumbai with 64%
- **B.C.A** from MCRPV Bhopal (M.P.) with **69%**

Technical Skill

- Apex, Visualforce
- Lightning Development, LWC
- SFDC Configurations
- CPQ
- REST, SOAP
- HTML, CSS
- JavaScript, jQuery, AngularJS
- Object Oriented Programming
- Design Patterns
- Web API
- WCF
- SSRS/SSIS
- SQL Server

Projects

➢ **Salesforce Customer Communities**

Client: Clarios

Description: Portal for the Customers in the Aftermarket space. Customers can create orders, check status, pay invoices, etc. - it is their go-to system to work with Clarios. Integrated with Regional ERPs so customers can view up to date financial information, shipping information, order information, etc. Deployed in EMEA, APAC, China, Mexico and the US. Built on Salesforce's Community application. Used globally by customers.

Role & Responsibilities:

- Working as Technical Architect
- Worked on setting up the community
- Developed lighting community using LWC
- Worked on AngularJS community
- Worked on lightning community
- Created custom AngularJS modules for AngularJS community Salesforce Customer Communities PS
- Created lightning components for lightning community

➢ **Lafarge Holcim**

Client: Lafarge

Description: Customer Relationship Management (CRM) tool to manage client and contact details including tracking opportunities and activities between sales reps. The tool in discussion that will deliver this solution is Salesforce which will help manage all business relationships and customer interactions

Role & Responsibilities:

- Performed Requirement analysis for Change Request. Estimation, Technical Design, Development.
- Performed Code review of team.
- Developed lightening components, LWC, classes for various client requirements.
- Configured lightening record pages.
- Created design documents for every region.
- Created objects, fields, tabs, page layouts, workflow rules, validation rules.

➢ **Carrier Transicold Europe - Salesforce CPQ**

Client: Carrier

Description: This application allows the Sales rep to configure, price and quote the engineless, engine Truck and trailer products. The primary objects used are Quote, Quote Line, Product2, PriceBookEntry, LookUpData, Product Option, Product Feature, Product Action, Look Up Query, Product Feature, Configuration Attribute, Configuration Rule, Product Rule, Error Condition, Summary Variable. In this CPQ implementation, the configurator helps the Sales Representative (Sales Rep) to configure 4 types of trucks with Carrier's products

Role & Responsibilities:
- Supported the project end to end implementation
- Configured products, Bundles, pricing
- Configured discounting, approvals, price rule
- Configured Templates
- Implemented Integration with other external apps
- Developed lightning component using LWC
- Worked in Lightning AURA component

➢ **Focus 360 – BITA Integration**

Client: Sanofi

Description: Focus 360 is a product where advisor provides financial advice to investors for their investment after analyzing investors risk capacity, wealth, responsibilities and their needs. Advisors creates a reports and suggest a best investment plans to the clients to fulfill all theirs requirements. This tool is very helpful to advisor as well to create a faster report on client management and financial planning, also helpful to management for the audit purpose.

There are five modules in this system:

1. Advisor
2. Investor
3. Plans
4. Reports
5. Merging

Role & Responsibilities:
- Project management, Requirement analysis, Estimation, Agile Sprint Planning, Technical Design, Development.
- Interacting with the client to clarify the project related concern.
- Figure out action item of the root cause of the defect.
- Expertise in Project Management, Project Handling, Team Handling.
- Coding, Testing, Documentation, Deployment.

- Code review and Improve Performance of existing application
- Developed lightening components, LWC, classes for various client requirements.
- Configured lightening record pages.

➢ **Travel and Expense Management**

Client: Novartis

Description: SIM Tool application is a development project. This application is used to track the Life Science Studies in Novartis. Currently the process of tracking the drug studies is done manually, in excel. This tool will automate the tracking process. It has a wide scope from maintaining the Study details, to keeping track of all risk and Issues involved, to the SLA KPI of all the studies. It is a huge application that is being developed from scratch. Study Information Management, this Tool has created for create new Study, every study should be Trail id based on the Trial ID, study will be created, we have allocated resource for Study. Designing and implementing the WCF Services, using n-tier architecture.

Role & Responsibilities:
- Performed Requirement analysis for Change Request. Estimation, Technical Design, Development.
- Performed Code review of team.
- Developed lightening components, LWC, classes for various client requirements.
- Configured lightening record pages.
- Created design documents for every region.
- Created objects, fields, tabs, page layouts, workflow rules, validation rules.

➢ **Website Revamp (Life Insurance & Mutual Fund)**

Client: ABFSG (Aditya Birla financial Services Group)
Description: Website Revamp is a Project involved ABFSG Mutual Fund and Life Insurance Website the existing site expanded its services and solutions, becoming end-to-end corporate solution, offering online purchase mutual fund and insurance, service and support, all from a single vendor. The goal is to make enhancements to the existing site and fix any type of bugs (pertaining to the application) reported by the client. It also involves database updates, designing and implementing the WCF Services, using n-tier architecture.

Role & Responsibilities:
- Used 3-tier architecture for presentation layer, the Business and Data Access Layers and were coded using C#.
- Written stored procedures, Functions using SQL in SQL SERVER 2005.
- Interacting with the client to clarify the project related concern.
- Figure out action item of the root cause of the defect.
- Used AJAX in some WebForms.
- Deployment of Application on Test and Production Server.
- To follow the SDLC procedure.
- Team management and Project document preparation.

➢ **Hedge Fund**

Client: Numen

Description: The application would provide a platform for the trader to capture information pertaining to a trade & would also provide a mechanism to perform data enrichment, master repository maintenance & also provide outputs in desire format at different points of the trade life cycle.

"Hedge Fund" can be classified mainly in three modules-**Blotter**, **Admin** and **Reports** modules. Blotter Module user capture the data from New Deal as per Product Type there is four product type (Bond, CDS, Equity, FX) after the capturing the data user can save, submit as well as edit the captured data in Blotter sub menu. Admin Module, only Admin user have to access to maintain the Repository and User Management he can also edit captured data which captured by normal users. Reports Module in the Reports Module user can download the various types of Reports.

Role & Responsibilities:

- Written WCF Services to Communicate and Transfer data in Remote Server
- Used 3-tier architecture for presentation layer, the Business and Data Access Layers and were coded using C#
- Developed Interfaces and Classes as required stabilize the Project
- Written stored procedures, Functions using SQL in SQL SERVER 2005
- Interacting with the client to clarify the project related concern

Extra Curriculum Activity

- Runner up in district level I.T.I. championship of cricket Tournament
- Winner in eClerx corporate Cricket championship Tournament

Personal Details

Father's Name	:	Mr. S. K. Tiwari
Address	:	Flat No 07, D1 Fairfield, Bharat Ecovistas, Opposite of Datta Mandir Shilphata Junction-421204
Passport	:	Valid
Nationality	:	Indian
Languages Knows	:	English & Hindi

Declaration

I hereby declare that all the details furnished above are true and correct to the best of my Knowledge. If given a chance, I shall serve the organization to the best of my ability.

- Arun Kumar Tiwari