Bhupendar Singh

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## SUMMARY

* 3 x Salesforce Certified Professional with 9 years of experience in IT with around 6 years of experience in salesforce CRM platform as an **Administrator, Developer and Lightning Developer.**
* As a **senior developer** I was responsible for the **technical deliverables** of the team, have **strong communication**, Organizational and interpersonal competencies along with details oriented and **problem-solving skills**.
* Experience on **Sales cloud,** Service **cloud** and **Community cloud.**
* Experience in working with **Banking domain**, with proven expertise on **Cards, Switching, and Payment Gateways**.

#### Strong Knowledge in salesforce Administration and customization, Data Validation, Sales, Customer Service and Support development team.

* Proven expertise in SFDC Configurations like implementing **many-to-many, look-up, and master-detail relationships** also Customizations like **User Interface/Page Layouts, Tabs, Custom fields, Custom objects,** custom **formula fields**, **field dependencies, Record Types** etc.
* Worked in creating custom **Reports, Dashboards and analytic snapshots.**

#### Regulated the Salesforce Security setup using Profiles, Permission sets, OWD, Role Hierarchy and Sharing Rules.

* Automating the business processes using **Approval processes, Workflows, Escalation Rules, Validation rules, Auto-response rules, Process Builder and flow builder for automated alerts, field updates and email generation** according to application requirements.
* Experience working on **Web-to-Case, Email-to-Case (Service Cloud), Web-to-Lead (Sales cloud)** functionalities.
* Excellent knowledge on CRM business processes involving **Campaign management, Lead management, Account management, Case management, Quote** and **Forecasting.**
* Expertise in developing custom code using **Apex Classes, Controllers, Triggers**, **Apex test methods** and Advocated the usage of **best practices in maintaining quality code coverage** with **Salesforce Governor Limits and patterns.**
* Enabled **Aura framework**, by adding **Aura attributes** and **aura handlers for events** to focus on logic and interactions in lightning applications.
* Created **lightning Apps** combining **lightning design system**, **lightning App builder** and lightning component features. Developed various **Lightning Web Components** (LWC). Used **Salesforce CLI** and **VS Code** to create **scratch orgs (SFDX).**

#### Involved on salesforce configuration, customization, integration, deployment, communities and classic to lightning migration, lightning component, lighting design system.

* Developed **Visualforce pages, Standard controller, Custom controller, controller extensions,** for different functional needs and implemented the business logic bases in the requirements.
* **InputText, InputField, InputHidden, OutputText, OutputField**, Communication between Visual Force to Salesforce Custom Object, Custom Tab Property, **Setter and Getter Communication between VF**, Apex and Salesforce Display List of Records using Record Set, **Constructor** to Filter Records using Apex, Working with Multiple Objects Records
* Experienced in following **continuous integration** and **continuous deployment procedures** using various services and tools like **github** and **source tree** and **Jenkins**.
* Hands-on experience using **HTML, XML, CSS, JavaScript, Ajax**.
* Implemented in writing **Apex Test classes** to achieve above 90% code coverage for testing **apex methods.**
* Implemented Salesforce.com with other internal/external application using **SOAP and REST** based **web services**.
* Implemented in developing **REST service** in Java with JAX-RS using Jersey. Implemented in **integration** of Salesforce.com with external applications by setting up Auto authentication between the Client and the Force.com platform and building bi-directional integration using Metadata API and **APEX RESTFUL** Services.
* Expertise in **Batch, Future, Queueable apex and Schedulable Apex Classes** for handling bulk DML operations in timely manner.
* Worked on **Live Agent** with **Omni-Channel** and CTI on Lightning Service Console.
* Proficient in **Data Migration** from **traditional applications to Salesforce** using Apex Data Loader, Import Wizard, SFDC Data Export, Mass Delete, Workbench etc.
* Used **GitHub and GitKraken** for version control.
* Used **Eclipse IDE** for development with **Force.com** IDE application for creating, modifying, and deploying **Salesforce applications** and familiar with integrated development environments, for code, compile, test, package, and deploy.

#### Implemented in agile methodology of Software Development Life Cycle (SDLC). Experience with Waterfall Methodology.

* Excellent Communication and Problem-solving skills and ability to think out of box delegate effectively and motivate team members and help them to achieve on-time project completion.

## TECHINICAL SKILLS

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| --- | --- |
| **Skill Category** | **Used Tools** |
| **SF Development Skills** | Apex Classes, Apex Web Services, Apex Triggers, Apex Controllers, Apex Batchable Jobs, Apex Queueable Jobs, SOQL & SOSL Queries, APEX REST & SOAP, Apex Testing, Lightning Aura Component, Lightning Web Components, Visual Force, HTML,CSS, XML, JSON, Java Script, SFDX (Scratch Orgs) |
| **SF Configuration Skills** | Data Security, User Management, AppExchange, Reports & Dashboards, Process Builder, Flow Builder, Workflows, Approval Processes, App Builder, Lightning Experience Customization, Actions, Page Layouts, Profiles, Roles, Chatter, Email Templates, Salesforce1 Mobile, Schema Builder, Escalation Rules, Validation Rules, Sharing Rules, Assignment Rules, Platform Events, Live Agent, Omni-channel. |
| **Development Tools** | Eclipse IDE, Visual Studio Code (VS Code), IntelliJ Illuminated Cloud2, Git, BitBucket, GitHub, SVN |
| **Deployment Tools** | ANT Scripts, SFDX, Changesets, Jenkins (CI/CD), Packaging, Release Readiness checks |
| **General Skills** | Salesforce CPQ, JIRA, Agile methodology, SDLC processes, gathering requirements, Software architecture, Application Design and development, Testing, Deployment, Cross- functional teamwork, Stakeholder management, Testing and Debugging, Classic to Lightning migration, MuleSoft, Postman |

**CERTIFICATIONS**

#### Salesforce Certified Administrator

* **Salesforce Certified Platform Developer I**
* **Salesforce Certified Platform App Builder**

**WORK EXPERICENCE**

Client**: WALMART LABS, SFO,CA**

# Role: Salesforce Lightning Developer Aug 2017 to Till Date

## Responsibilities:

* Handled end to end implementation for **Email support service** center application in salesforce.
* Configured **Email to case** and developed **Email services** to handle complex support needs.

### Developed **Apex batch jobs** to auto-archive spam cases and backed up relevant cases.

* Implemented **APEX Triggers** to populate SLA metrics as per different entitlements.
* Implemented **Community Cloud** for **customer self-service using knowledge articles** and FAQs.
* Implemented **Web Chat** and **Omnichannel** for **skill-based routing** amount support agents.
* Involved in **sprint backlog refinement** meetings and preparing **functional and technical design documentation**.

### Built **Apex Webservice** to create a case and retrieve case data from salesforce for the front-end site.

* Built **reusable UI components** and pages with the **lightning component framework**.

### Helped in user management for salesforce organization which had various support clients and around 2000 Salesforce users (SF license users) both in communities and as standard users.

* Worked on various Salesforce.com configuration items like standard object changes for **Accounts**, **Contacts**, **Cases**, **Opportunities**, **Products**, **Opportunity Line Items**, **Security enhancements** by modifying **Profiles**, **Roles**, **Users**, **Page Layouts** and **Email Services**.
* Worked with Automation tools like **Process Builder**, **Approval Processes**, **Flow Builder**, **Workflows** to auto-create and modify Tasks, and Events, Leads, Campaigns, **Built Reports**, and **Dashboards**.
* Worked on **Chatter** and **Email integration** features.

### Involved in querying salesforce tables using **SOQL** & **SOSL** queries using Force.com Explorer

* Embedded **Lightning Components** in **Visual force page** by using new **Lightning Out** feature by event- driven programming.
* Developed Salesforce **Lightning Applications** using **Lightning Components**, **Controllers**, and **Events**

### and used custom **CSS** in the components.

* Create data flows involving various data transformations in **Salesforce Einstein Analytics** using JSON, XMD, SAQL.
* Analyze large volumes of data and developed dashboards using **Salesforce Einstein Analytics**.
* Worked on **Data Loading Activities** using salesforce.com Import Wizard, Force.com **Data Loader**, Informatica Cloud, **Workbench & Data Loader**.
* Involved in the **Data Transformation** and **Data Cleansing** activities while transferring the data from the external system into Salesforce.com using **Apex Data Loader** 20.0.
* Experienced in following **continuous integration** and **continuous deployment procedures** using various tools and services.
* Experience in all development tools (**SVN**, **Maven**, **Jenkins**, **Ant**, **Git**, **GitHub**, **Visual Studio**) and their usage ensuring traceability, repeatability, quality, and support.

### Used **Rest Web services** to flow the Data from salesforce to **Connected App**. Used Force.com Web services API for implementing web services to integrate with legacy systems.

* Extensively used **Agile Scrum** methodology to reach our business team goal by gathering day-to-day requirements and building them using Force.com platform.
* Used **JIRA** for to track development progress and documented in technical designs in Confluence.

**Environment:** SalesForce.com CRM Application Platform, Sales cloud, Service Cloud, , Apex Language, Visual Force, Lightning Compatible Visualforce pages, Lightning components, HTML, JavaScript, Custom Objects, Tabs, Workflows, Email Alerts, Messaging, Dashboards, Reports, Eclipse, Sandbox, Production environment, SSO, JIRA, Github, VS Code.

# Client: Tata Consultancy Services, NY

Role: **Salesforce Lightning Developer June 2015 to July 2017**

## Responsibilities:

* Worked on **Sales Cloud** implementation and **custom quote** and custom commerce solution in salesforce.

### Worked as an enthusiastic team member performing the roles of Salesforce.com **Developer** as well as Administrator in the organization.

* Conducted proof of concept for leveraging **Salesforce Commerce Cloud** by exploring Storefront Reference Architecture (SFRA).
* **Documented** Reference architecture providing a blueprint for site design with SFRA technical and **UX components**.
* Developed **Apex Classes**, Controllers, **Extension Controllers**, and **Apex Triggers** in the application for various Business/Functional requirements.
* Involved in **sprint backlog refinement** meetings and preparing **functional and technical design documentation**.
* Involved and experienced in **handling onshore** and **offshore team**.
* Auto converted **Leads** using **Batch Apex** and **Schedule Apex** on every night.
* Developed dynamic salesforce.com **Visualforce Pages** using HTML5, **CSS**, **JavaScript**, Ajax toolkit.
* Designed the **Custom Objects**, **Record Types**, **Report Types**, **Formula Fields**, **Page Layouts**, **Workflow Rules**, **Tasks**, **Field Updates**, **Emails**, and Alerts to track customer-related **tasks** and **activities**.
* Maintained **Reports** and **Dashboards** to provide fast access to key business metrics.
* Experienced with Oracle **CPQ (Configure-Price-Quote)**, for creating **Quote** proposals.

### Made enhancements to Apttus **CPQ (Configure Price Quote)** tool, shopping cart by adding new fields. Run batches in the order provided to project changes by following the instructions provided by Apttus.

* Used **Salesforce Automation** (SFA) for **Sales Lead Management**, **Campaign Management**, **Opportunity Management**, **Account**, and **Contact Management**.
* Created **Email templates**, **approval processes**, **approval page layouts**, and defined **approval actions** on them to **automate the processes**.

### Used **Data Loader** for insert, update, and bulk import or export of data from Salesforce.com objects. Used it to read, extract, and load data from comma-separated values (CSV) files.

* Involved in creating, monitoring, and measuring **campaigns** with Salesforce CRM Marketing.
* Worked with Force.com **SOAP**, **Bulk**, and **REST API**.
* Deployed components using **Force.com Migration tool** (prepared package.xml), **Change Sets**, **Workbench** and **Eclipse** to deploy across dev, QA and UAT Sandboxes and Production instances

### Performed day-to-day Salesforce.com functions for database maintenance and managed over 4,000 + user accounts and licenses.

* Setup **Marketing Campaigns**, **Campaign Hierarchies**, and **Lead Queries**, **Assignment Rules**, **Web-to- Lead**, and **Auto-Response Rules**.
* Created and managed **User Roles**, **Profiles**, **Permissions**, and **Role Hierarchies**, **Public Groups**, **Security Controls**, and **Sharing Settings**.

### Configured and tested Salesforce Sales Cloud to enable **servicing**, **tracking**, and **reporting** of incoming requests via Email, Web, and Phone.

* We have provided solutions and support for **Single sign-on SSO**, ensuring compliance with international security standards like SAML 2.0.
* Used **Agile methodology** and got a good experience in daily Scrums and sprint meetings.

### Administered execution of projects from initiating to closing.

* Prepared **project proposals, project schedules, costing, UAT** and **pertinent documentations** for the project such as Business Requirement Document and System’s Functional and Technical specifications.
* Involved in **gathering business requirements** through interviews, observations, and interactions with various teams.
* Led **planning meetings and Joint-Application-Design (JAD) sessions** with stakeholders.
* Worked with **various stakeholders** for detailed requirement elicitation.
* Analyzed and implemented corresponding **Salesforce solution/application** per business requirement.
* Implemented **case management process** and configured the Case and Solution object on the service cloud as per business need, **capturing cases from website and emails**.
* Created users, **roles, public groups** and implemented **sharing rules** to provide appropriate access to data.
* Used **field level security** to manage the visibility and accessibility of fields for various profiles.
* Developed **workflow rules**, **tasks, emails** and alerts to track Candidates and Accounts related activities.

## Created summary reports, matrix reports, and dashboards.

* **Imported data from excel sheets** to Leads, Accounts, Candidates, Recruiters, Contacts, and Projects using Import Wizard, and Data Loader.
* Created **page layouts, search layouts** to **organize fields, custom links,** related lists and other components on a record detail and edit pages.
* Created change set and deployed the data from **sandbox to production** instance after testing.

## Created Solution design, Data org foundation, and Salesforce user training document.

**Environment:** Saleforce.com platform, Apex Data Loader, Security Controls, Apex Triggers and classes, CPQ, Community, Visualforce Pages, Web services, deployment, packaging, Sublime Text, Java, JavaScript, Jira and GitHub, Workflow and Approvals, Reports, Dashboards, Custom Objects, Tabs, Tabs, Email Service, Field level Security, Visual Force Pages, Data Loader, Agile.

Client: **Capgemini,INDIA.**

# Role: Oracle DBA May 2009 – July 2013

## Responsibilities:

* Installed **Oracle DB 11g, 12c RDBMS, RAC on ASM**, Applying Oracle Critical patch updates, Implementing and Manage Data Guard, Replication, Backup and Recovery support and performance tuning etc.
* Database level - Handling Performance Tuning Activity using **OEM (AWR/ADDM),** Database space management, security patches.
* Expert in performance tuning of database, memory & I/O. used tools such as **AWR, ADDM, STATSPACKING, HANG ANALYZE, SYSTEM STATE** and analyzing queries using **EXPLAIN PLAIN, SQL-TRACE, TKPROOF, OEM.**
* Implemented Data Guard with maximum availability, protection and performance configurations, worked with Data Guard Fail over, and Switch over cases.
* Worked on Multiple **RAC** clustered, converting single node instance to RAC and adding instance to the existing 5

#### Node RAC.

* Taking the **RMAN incremental** and **cumulative** and scheduling the databases backup using **Cron tab**.
* Monitoring the Oracle Instances, Users, Tables, Table spaces, Memory structures, and Rollback segments, Redo logs, Archived Redo logs, and Alerts.
* Expertise in moving databases to Exadata and Involved in migration strategies
* Performed cloning and refresh of Database from production environment to test environment using **RMAN Duplicate**

database and Data pump import export.

* Expertise in creating Oracle Tables, Table Partitions, Views, and Materialized Views
* Implemented Advanced Security in different database one as Transparent Data Encryption and other as Oracle Data Redaction.
* Used **TOAD** as third-party software for analyzing the database issues and generating results sets in xls formats.
* Handled all daily DBA activities and experience with **PERL/SQL** scripting, **PL/SQL** coding, stored procedures, functions, packages, triggers to enforce the referential integrity constraints and business rules.
* Involved in 24x7-production database maintenance and on-call support.

**Environment:** Oracle 12c/11g/10g/9i, MS SQL 2012/2014/2016, OEM 12c, Data guard, SQL Loader, RMAN, Data pump, Netapp, Oracle 12c RAC Linux, ASM, PL/SQL RHEL5/6/7, AIX6, GG 11g, SQLPLUS, TOAD, SQL Developer, Putty.

## EDUCATION

* Master of Science in Computing Information at **Sam Houston State University,** TX - 2015
* Bachelor’s Degree in Electronics and Communication Engineering at **Hi Tech College of Engineering and Technology,** Hyd, India - 2009