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**GAJENDRA KUMAR**

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|  | **Executive Summary** |  |

* An experienced Salesforce Sales Cloud engineer and an application support engineer with 3 years of experience in Salesforce support, Application maintenance and monitoring.
* Independent, problem solving and ability to work as a part of team with good interpersonal skill.
* Worked closely with other teams to resolve requests/issues reported by client/end users.
* Experience in rotational shifts as per client requirement.

IT Skills:

* Programming Languages : Visual Force, Apex, JAVA,ANGULAR,Struts,
* Database: SOQL, SQL, Oracle
  + Web Technologies: HTML and CSS.
  + Operating Systems Windows
  + Salesforce Technical Areas: Salesforce Administration, Configuration,

Implementing Business Processes, Data Management, User & Profile Management, Work flow Rules, Approval Processes, Validation Rules, Lightning web Component , Aura..

Professional Experience:

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| --- | --- | --- | --- |
| Organization | From | To | Role |
| IBM INDIA PVT LTD | MAY 2015 | Till Date | Software Developer |

**IBM Project Details:**

**Real State (February 2018 – Present)**

* It is the system where various products of client are managed. This tool is based on Sales cloud, which has Salesforce sales life cycle. We have used Lead, Account, Contact, Opportunities.
* Uses various automations, which help managing the customers and related products of Client.
* Well versed in configurations including Custom Objects, Tabs-apps, record types, validations, Workflows, custom settings, reports etc. Good knowledge of Permission sets, approval processes etc.
* Expertise in configuration of Profiles, Roles, workflows and Data validation rules.
* Hands-on Experience in Apex Class, Triggers, Test Classes/Methods for deployment, Build VF pages
* Knowledge of SOQL queries
* Hands-on Experience in deployment using Change sets
* Discuss on the requirements with the team and complete the task accordingly
* Demonstrate product to client base on user stories
* Work on issues which comes through the client

**Book 21 Legacy Support (March 2017– 2018 Feb)**

* This project involves shop floor application maintenance and support in case of a production down situation.
* Defect Reporting – Debugging the code and reporting the defect to the product team.
* Database Operations – Managing the data from Application side and debugging the packages, handling the stored procedures if required.
* ServiceNow – Monitoring & managing incidents created by the end users, resolving the issue before the SLA Breach. In case of production down situation, resolving the issue in less than 4 hours to ensure minimum production loss.
* Installation, initial setup and configuration of new applications in the factory.
* Involved in server migration tasks and providing configuration details required from .Net applications.
* Preparing report of incidents assigned to my team and identify the issue type and frequency of that issue.
* Preparing Knowledge-Base Articles for unique incidents and publish it on ServiceNow.

**Project #3 IBMLINK Application.**

**Language:** Java ,Struts 2.x , Angular js.

**Project Description:** ServiceLink is the part of IBMLink that lets you access IBM service information online. Instead of calling the IBM support center, you can use ServiceLink to search for service and support information, view product installation information and maintenance information, electronically report problems and receive answers, and monitor the status of APARs and PTFs.

**Contribution**:

* I have lead the IBM Link Struts Migration team and was able to successfully migrate six modules "ASAP,AST,PSP,PCR,SIS,SRD" into Struts(2.3.35).
* I created the roadmap of the application for the team and guided them to tackle the challenges which they might came across during the migration.
* I have delicately worked in Purchase Upgrade Enhancement(ShopZ) as per client requirement and have performed mock designing for 3 other requirements.
* I worked on the customer requirement to modify the help page link for IBM Link application and added a separate page for redirection.
* For "IBM Link Java 8" migration, I guided the team to find the right approach for the development and deployment.

Education:

* Bachelor of Information Technology

**Personal Profile:**

* Name Gajendra kumar
* Date of Birth 31st Jan 1993
* E-mail gajendrait5@gmail.com
* Sex Male
* Marital status Single

* Languages Known English, Hindi,Bengoli.
* Current Location Kolkata
* Total years ofExperience 5.6 Years
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