

## 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:

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

### Projects Profile:

<b>1.</b>	<b>Project Name:</b> Pharmacy contact center	
<b>Role</b>	Salesforce Developer	
<b>Organization</b>	Huron Consulting Group	
<b>Duration</b>	February 2021 – Till date	
<b>Team Size</b>	7	<b>Module:</b> 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
<b>Environment (with skill versions)</b>	Software Salesforce.com On-Demand	<b>Technologies:</b> Salesforce Lightning, MuleSoft <b>Database:</b> Salesforce <b>Tools:</b> Copado, JIRA, Workbench <b>O/S:</b> 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.

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

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

<b>4.</b>	<b>Project Name:</b> Member Services	
<b>Role</b>	Salesforce Developer	
<b>Organization</b>	Huron Consulting Group	
<b>Duration</b>	Apr 2019 – October 2019	
<b>Team Size</b>	8	<b>Module:</b> 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
<b>Environment (with skill versions)</b>	Software Salesforce.com On-Demand	<b>Technologies:</b> Service Cloud, Lightning <b>Database:</b> Salesforce.com <b>Tools:</b> Change sets, JIRA, Confluence <b>O/S:</b> 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.

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

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

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

<b>Name</b>	Ashish
<b>Father's Name</b>	Mr. Naresh Jain
<b>DOB</b>	17 <sup>th</sup> May 1993
<b>Email Id</b>	<a href="mailto:ashishjain1734@gmail.com">ashishjain1734@gmail.com</a>
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<b>Location</b>	Bengaluru
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