## **Prafulla Kumar**

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**Career Objective**:

To make a sound position in corporate world and work enthusiastically in a creative environment where I can constantly learn and enhance my capabilities and personal development and help me to achieve personal as well as organization goals.

**Professional Experience**:

* **Over 6 years of total experience with more than 1.9+ years of experience in Salesforce.com CRM platform.**
* Experience in **Administration, Configuration** and **Support** of Salesforce CRM based on **Apex language** and **leveraging Force.com Platform**.
* Proficient experience in **Salesforce Lightning UI, Lightning programming, Aura framework programming**.
* Created various Lightning Apps combining **Lightning Design System**, **Lightning App Builder** and **Lightning Component features.**
* Having good knowledge on **Lightning Web Component (LWC).**
* Worked extensively on **Lightning Component Building.**
* Proficient knowledge of **Governor limits**. Experience in optimization of existing code in accordance to

the governor limits.

* Participated in all stages of **Software Development Life Cycle (SDLC)** i.e., System Analysis, Design,

Development and Testing Expertise.

* Strong Knowledge of SFDC standard Data structures and familiarity with designing **Custom Objects** and **Force.com platform** and **Force.com Sites**.
* Experience in understanding business requirement to design the required entities like custom objects, creating the **relationships and junction objects**.
* Experience in creating various **Reports** (**Summary Reports, Matrix Reports, Pie Charts, and Dashboards**) and **Report Folders**.
* Experience in using **Data Loader** for **Insert, Update** and **Bulk Import** or **Export** of Data from **Salesforce.com Objects**.
* Experience in using declarative features like **Lightning Flow,** **Validation Rules, Workflows, Approval Process, Dynamic Approval Process, Sharing Rules** automation for satisfying complex business process automations.
* 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 permission based on the organizational hierarchy.

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| **SFDC Technologies** | Standard objects, Lightning Flow, Workflow & Approvals, Apex Classes, Apex Triggers, Data Loader, Reports, Dashboards, Force.com IDE, Test Class, Wrapper Class |
| **Tools & Technologies** | JavaScript, CSS, HTML, Force.com Data Loader, Force.com Platform |

**Technical Skills**:

**Professional Experience**:

**Company: BenchTech Software, Bangalore, India.**

**Client**: BCBS, USA

**Work duration:** **Nov 2018-Present**

**Roles and Responsibilities:**

* Involved in gathering and analysis of business requirements and then effectively took part in sprint

planning to achieve the requirement.

* Analysed the business process of client and then involved in creating the application and data model

Required for the requirement.

* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
* Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience.
* Used field level security along with page layouts in Lightning to manage access to certain fields.
* Creates custom application, objects, tabs, fields with the custom functionality to efficiently meet the

business requirement.

* Defined lookup and master-detail relationships on the objects and created junction objects to establish

connectivity among objects.

* Created reports, dashboards, and processes to continuously monitor data quality and integrity and

assisting users with report design and management.

* Customized page layouts for Opportunity, Contacts, and Accounts depending upon user profiles and

created permission sets where necessary.

* Worked on Assigning creating Roles Hierarchy, Profiles and Security setup within the organization.
* Responsible for setting up Filed Level Security.
* Developed custom Workflows and Assignment Rules for case escalation.
* Implemented Field Level security for sensitive data holder fields.
* Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules,

automation and queues, auto response rules, escalation rules, chatter groups, person accounts,

cases and solutions.

* Created and used Email templates in HTML.
* Involved in end-to-end testing and gathering feedback from business users
* Involved in Working with Standard Salesforce features like Objects, Workflows, Record Types,

Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles,

Roles, Reports and Dashboards etc.

**Company: BenchTech Software, Bangalore, India.**

**Client**: American Red Cross, USA

**Work duration:** May 2017-Oct 2018

**Roles and Responsibilities:**

* Involved in SFDC application setup and customization to match the functional needs of the Company
* Worked as Salesforce admin support governing user account creation, personal information setup, password reset, Roles & Profile creation, user group creation, updating company profile, Network access setup.
* Involved in setting up field level access for each custom object created based on the user’s role within the organization.
* Developed various Custom objects, Tabs, Entity-Relationship data model, validation rules, Components
* Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system using Informatics on Demand.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in field & page layout customization for the standard objects like Account, Contact, and Leads.
* Created workflow rules and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
* Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
* Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
* Involved in customizing custom objects, tabs, fields, page layout as per the business need.
* Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
* Maintained user roles, security, profiles, and workflow rules wherever necessary.

**Professional Qualification:**

* Completed MBA from Bhartihar University Coimbatore
* Completed PGDCCA (Post Graduate Diploma in Computer Commercial Application) from RTMNU
* Completed B.C.C.A. from RTMNU