Amar Arora

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Work Experience

Mar 2022 - Present

Senior Software Engineer, Globant India PVT. LTD..
- Working as Senior Salesforce Developer.

Roles and Responsibilities.
- Senior Salesforce Developer - Worked on the Sales Cloud based implementation. Currently working for the client's to Go-Live application.
- Strong experience in defining, designing, delivering, and deploying Salesforce-based technical solutions.
- Investigate integration issues and work closely with members of the operations, development, and administration teams.
- Understanding functional requirements thoroughly and analysing the client's needs in the context of the project.
- Resolving issues that are raised during code/review, through exhaustive systematic analysis of the root cause, and being able to justify the decision taken.
- Carrying out POCs to make sure that suggested design/technologies meet the requirements.

Dec 2020 - March 2022

Salesforce Developer, IQVIA RDS. PVT. LTD..
- Developed applications based on Salesforce Lightning.

Roles and Responsibilities.
- Worked as a Salesforce Developer in the combination of Health cloud, Service cloud and Experience cloud domains.
- Involved in Planning, development, Code review process, performing best practices based solutions.

May 2018 - Dec 2020

Salesforce Developer, Infosys Limited.
- Developed applications based on Salesforce Lightning.

Roles and Responsibilities.
- Being a Salesforce Developer, have worked in Service Cloud, Experience cloud, involved in carrying out User Stories are which based on Salesforce Lightning, building Lightning Components, writing Apex Classes, Triggers, Test classes and performing deployment activities.
- Written, Reviewed code, debugged issues, CI/CD deployment etc.

Skills

Salesforce Administration	Profiles, Permission Sets, Custom Objects, Standard Objects, Record Types, Approval Process, Page Layouts, Validation Rules, Sharing Rules, Assignment Rules, Email-to-Case, Web-to-Case, Omni-Channel, Chat Configuration, Custom setting, Custom metadata, Custom Permission, Flow, Milestones, Process Builder, Workflows, et cetra
Development	Apex Classes, Apex Triggers, Asychronous Apex, Aura Framework, Lightning Web Components, Salesforce Communities, Embedded Chat Service, Lightning Knowledge, REST Integration
Deployment tools	CI/CD Deployment using - Azure DevOps, JIRA, Visual Studio Code, Git, SourceTree, Ant
Code Compare Tool	DiffMerge, Visual Studio Code

Project Summary

Globant India Pvt. Ltd.
- Working on Salesforce Lightning based application.
- Key aspect of the project is to find the Conflict of Interest for the Accounts.
- Accounts can be related to multiple geographies.
- Core role and responsibilities involves Sprint planning, implementation and deployment of the deliverable.
- Developed User Stories using LWC, AURA framework, Asynchronous Apex, Apex Triggers, REST Integration enhancements.

Globant India Pvt. Ltd.
- Worked on the Sales cloud based application.
- Core role and responsibilities involved Sprint planning, implementation and deployment of the deliverable.
- Implementation of the Lightning web components, Lightning Aura, Sprint User Stories based on the Custom Code development. Developed User Interfaces for the sprint user stories.

IQVIA RDS PVT. LTD.
Study Hub.
- Worked on Health, Service and Experience Cloud based project.
- Involved in completion of User Stories for respective Sprints.
- Key aspect of the project was Patient's end to end cycle. Which includes various personas including Site Coordinators and nurses.
- Implemented Aura/LWC based components for the Salesforce Communities.
- Worked on PHI/PII data encryption for the Patient's data.
- Worked on Asynchronous Apex, Apex Triggers, Integration related enhancements for the application.

INFOSYS LIMITED
Leading UK based Client.
- Working on Salesforce Lightning.
- Strong experience in defining, designing, delivering, and deploying Salesforce-based technical solutions.
- Worked on Community Cloud/ Service Cloud based application. Implemented lightning Knowledge for Salesforce Communities using Aura, LWC and Community Builder. Implemented Live Chat functionality.
- Led a team of 4 for UI/UX design/development phase for the Salesforce Community.
- Worked with different teams for designing UI for the Client application.
- Integrated third party public API using REST.
- Carrying out POCs to make sure that suggested design/technologies meet the requirements.

INFOSYS LIMITED
Leading UK based Client.
- Worked on Salesforce Community Cloud.
- Worked on Salesforce Embedded Chat Service, Omni-channel, Chat Agents, Salesforce Communities.
- This application reducing the manual workload for the users as by creating a Chat service which allows users to connect to the product team for their queries.

INFOSYS LIMITED
Leading UK based Client.
- Worked on Lightning Knowledge.
- Developed UI for Salesforce Communities.
- Used Lightning Design System for the development of the UI leveraging AURA Framework.
- Implemented Lightning Knowledge for the Communities Content.
- Knowledge Article creation involves Approval Process, implementation of Data Categories into the Community.

Certifications, awards and publication

2023	**Pat on the back - Globant Recognition for noteworthy contributions**.
2023	**Salesforce Certified Platform Developer II**.
2022	**Written technical blog on Platform Events subscription using CometD**.
2020	**Salesforce Certified Administrator**.
2019	**Salesforce Certified Platform Developer I**.

2019   **Insta Award - Infosys Internal Award for excellent project delivery**.

Education

2010-2011   **St. Peter's Senior Secondary School**,
             10th, Aggregate – 72.2 %.

2012-2013   **St. Peter's Senior Secondary School**,
             12th, Aggregate – 85.2 %.

2013-2017   **College of Engineering Roorkee**,
             Computer Science and Engineering, Bachelor of Technology, Aggregate – 77.25 %.