



## Ram Prakash Sahu

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### PROFESSIONAL SUMMARY

Diligent Salesforce Developer with **2.7 years** evaluating company' processes, developing CRM workflows with strong background in development and enhancement of the **Salesforce** platform. Skilled at leading integrations and migrations, preparing technical documents, supporting fellow team members and testing applications. Creative team player with capability of learning new technologies, processes & successfully applying them onto projects & operations.

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### TECHNICAL SKILLS

- **Salesforce Skills:**
    - LWC Framework, Aura Framework, Apex Coding, Vlocity OmniScripts, Vlocity templates
    - Salesforce Administrative Part
  - **Web Technologies:**
    - HTML, JavaScript, CSS
  - **Tools:**
    - Gitlab, SourceTree, Jenkins, Visual Studio, Eclipse
    - Copado, ANT, Workbench, Data Loader, Change Sets
  - **Other Skills:**
    - MS Office, MS Excel (Basic and Advanced)
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### WORK HISTORY

- **May,2018 – Current [Salesforce Developer in Infosys Limited]**
    - Highly customized development experience in *working on Salesforce applications* such as Sales Cloud, Service Cloud, *writing apex controllers, triggers* and standard SFDC *aura components* and LWC. Supported existing integrated platforms and new integrations using third-party integration tools to enhance business process and operations, wrote *Apex code* for inbound and outbound web services, including parsing of response, controlled adaptability of all APIs and integration.
    - Worked closely with other business analytics, cross functional team members and infrastructure specialists to *deliver high availability solutions* for mission critical applications.
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### CERTIFICATIONS

- **Salesforce Certifications:**
  - Salesforce Certified Administrator
  - Salesforce Certified Platform Developer I
  - Salesforce Certified Service Cloud Consultant
- **DevOps Certifications:**
  - Copado Certified Administrator
  - Copado Certified Developer
  - Copado Certified Consultant
- **Vlocity Certifications:**
  - Vlocity Platform Developer I & Developer II
  - Vlocity Communications CPQ Developer I

## **PROJECT WALKTHROUGH**

- **Client Name** : Verizon
- **Role** : Developer
- **Team Size** : 20+
- **Technologies** : Lightning Components, Lightning Web Components, Vlocity, Apex.
- **CRM** : Salesforce.com
- **Description:**
  - This project is centered around building a partner community using salesforce CRM technologies. Communities are branded spaces for employees, customers, and partners to connect. We *customized and created community to meet business needs*, and then transition seamlessly between them.
  - Base our community on one of our preconfigured Lightning Community templates with drag-and-drop, aura, vlocity and LWC components, and on standard Salesforce functionality and tabs. With Communities, we *shared a subset of features and data from our internal Salesforce org*, integrated with Verizon's system using REST APIs and customized our community to use company branding.
  - Verizon's *community is customized where various products, applications and services offered* by it, are built through which it can collaborate with people who are key to its business process such as customers, partners and employees.
- **Responsibilities:**
  - *Analyzing requirements* and involved in the *development* of over six releases working in different teams.
  - Developed several number of *Aura components, LWC, Apex triggers, Apex classes, Apex test classes* etc and worked on **Vlocity** components i.e. Omniscrypt, cards etc.
  - Involved in *Unit Testing, Integration Testing* and *Code Deployment* using change set, GitLab and Jenkins etc. tools to other sandboxes and production environment.
  - *Gather requirements, ER diagrams & created standard objects, custom fields, custom settings, workflow rules, email alerts and other SFDC Administrative customization* to suit the need of application.
  - *Supported Go-Live* activity on production deployment.

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## **EDUCATION**

- **2016-2017** : Master of Computer Applications, 88%
- **2013-2015** : Bachelor of Computer Applications, 75%
- **2011-2012** : Intermediate, 72.4%
- **2009-2010** : High School, 72.2%

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## **PERSONAL DOSSIER**

- **Name** : Ram Prakash Sahu
- **Date of Birth** : 15 April 1995
- **Nationality** : Indian
- **Languages Known** : English & Hindi
- **Permanent Address** : HNo: 25, Aaruni Bhawan, Shrirampuram, Shantikunj, Haridwar  
Uttarakhand, 249411

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## **DECLARATION**

I hereby declare that the above information and particulars furnished above are true to the best of my knowledge and belief.

**Place:**

**(RAM PRAKASH SAHU)**