

# AMIT KUMAR BADOLA

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**DOB:**

29-06-1987

## Summary

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- Around 12 years of IT experience out of which 11 years in Salesforce.com consulting and implementation with good exposure in Configuration & Customization and Custom Development in Salesforce CRM.
- Strong analytical & problem-solving skills including requirement study, design & development of high-level implementation Plans, and translating business requirements into technical/software requirements to ensure full life-cycle implementation. Worked on sales cloud for different customers in past.
- Implemented Security and Sharing rules of object, field, and record level for different users at different levels of organization. Also created various profiles and configured the permissions based on the organizational hierarchy.
- Worked on designing Custom Objects, Custom Tabs, custom fields, Page Layouts, Salesforce Triggers, designed Visual Force Pages, Aura, Lightning Web Components, Custom Reports, and Report Folders and Dashboards as per the client and application requirements.
- Worked on various Responsive Salesforce Solutions with Lightning Component Design System, Rest Integration with Gupshup API and multiple internal Snapdeal systems, and Google Analytics integration in Salesforce for Page View tracking and delivered them as projects after customer acceptance.
- Having hands-on experience in designing custom lightning apps & components and planning migration of a Salesforce org in classic to lightning.
- Worked on Validation Rules, Approval Processes, Workflow, and Process builders.
- Tried to use more configuration than customization to minimize efforts and to provide a robust solution using new features provided by Salesforce.
- Experience working with Force.com IDE with Eclipse, Data Loader, Import Wizard, and Salesforce.com Sandbox Environments.
- Worked on Apex Triggers/Apex Classes/Web Services/Apex Batch for various functional needs in the application.
- Involved in Code reviews, Unit Testing, and Test Coverage for triggers & classes.

# Professional Experience

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✚ Working in Snapdeal Pvt Ltd., Gurgaon from Sep 2015 to till now.

**Designation:** Technical Architect

**Roles & responsibilities:**

- Work in both the Development and Enhancement of the Salesforce Application (including Salesforce Configuration, Customization, and Integration).
- Supervised and guidance of Team/Peers during implementation and during Salesforce-related technical challenges.
- Regular follow-ups with the respective teams.
- Led a team of developers, administrators, and consultants in designing and implementing enterprise-level Salesforce solutions.
- Collaborated with business stakeholders to gather requirements, define project scope, and develop technical strategies aligned with business goals.
- Designed and implemented scalable and high-performing Salesforce solutions, including data model design, customization, integration, and migration.
- Conducted code reviews, performance optimization, and troubleshooting to ensure optimal system performance and stability.
- Provided technical guidance and mentoring to team members, facilitating their professional growth and development.
- Implemented best practices and architectural standards to ensure the stability, security, and maintainability of Salesforce implementations.
- Worked closely with cross-functional teams, including business analysts, project managers, and quality assurance, to deliver successful projects on time.
- Collaborated with third-party vendors and partners to integrate external systems with Salesforce, ensuring seamless data flow and system interoperability.
- Stayed up-to-date with Salesforce releases and new features, evaluating their applicability and potential benefits to the organization.

✚ Worked in Astadia IT Solution, Gurgaon from Sep 2012 to Sep 2015.

**Designation:** Software Developer

**Roles & responsibilities:**

- Work in both the Development and Enhancement of the Salesforce Application (including Salesforce Configuration, Customization, and Integration).
- Supervised and guidance of Team/Peers during implementation and during Salesforce-related technical challenges.
- Regular follow-ups with the Client and other respective teams.
- Lead the development efforts by coding and customizing Salesforce solutions using Apex, Visualforce, Lightning components, and other relevant technologies. Develop and maintain integrations with external systems using APIs. Ensure that the code is modular, efficient, and adheres to coding best practices.

- Provide technical guidance and mentorship to the development team. Set coding standards, best practices, and ensure adherence to Salesforce development guidelines. Conduct code reviews and provide constructive feedback to improve code quality and maintainability.
- Design and implement integrations between Salesforce and other systems, ensuring seamless data flow and system interoperability. Implement data migration strategies and tools to ensure a smooth transition from legacy systems to Salesforce.
- Collaborate with the quality assurance team to ensure the reliability and stability of the Salesforce implementation. Perform unit testing, and system testing, and assist in user acceptance testing to ensure the quality and functionality of developed solutions.
- Identify and resolve technical issues and bugs in the Salesforce system. Provide timely and effective support to end-users and stakeholders. Conduct root cause analysis and implement corrective actions to prevent recurring issues.
- Stay updated with the latest Salesforce releases, features, and best practices. Evaluate and implement new technologies or functionalities that can enhance the Salesforce solution and meet business needs. Share knowledge and expertise with the team and contribute to continuous improvement initiatives.

✚ Worked in Consummate Technologies, Ghaziabad from June 2012 to Aug 2012.

**Designation:** Software Developer

**Roles & responsibilities:**

- Work in both the Development and Enhancement of the Salesforce Application (including Salesforce Configuration, Customization, and Integration).
- Supervised and guidance of Team/Peers during implementation and during Salesforce-related technical challenges.
- Regular follow-ups with the Client and other respective teams.

✚ Worked as a freelancer, in Delhi from Oct 2011 to May 2012.

**Designation:** Salesforce Developer & Administrator

**Roles & responsibilities:**

- Work in both the Development and Enhancement of the Salesforce Application (including Salesforce Configuration, Customization, and Integration).

✚ Worked in Mivas, Dehradun from Aug 2010 to Sep 2011.

**Designation:** Software Developer

**Roles & responsibilities:**

- Handling support task.
- Automating the current manual task.

# Skill Set

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- Force.com: Salesforce CRM, Service Cloud, Data Modelling & Architecture, Apex triggers, Apex classes, Aura Framework, Lightning web components, Apex web services, Visual force Pages, Quick Actions, SOQL, SOSL, Analytical snapshots, Workflows and Approvals, Process Builder, Omni channel, and Live Chat.
- Salesforce Tools: Developer Console, Force.com Eclipse IDE Plug-in, Force.com Data Loader, Force.com Migration Tool (ANT), VSCode.
- Other Tools: Informatica cloud, Jira. ➤ Database: MySQL, Oracle
- Web: HTML, CSS, JavaScript & JQuery
- Languages: Salesforce Apex Programming, JAVA.

# Certifications

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- Achieved Salesforce Certified Platform Developer - **Platform Developer 1**.
- Achieved Salesforce.com Certified Force.com Developer - **DEV 401**.
- Achieved Salesforce.com Certified Administrator - **ADM 201**.

# Project Details

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Snapdeal Projects

Sep 2015 – Aug 2023

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I have done multiple projects in Snapdeal tenure. It's difficult to show every project in my resume. I am highlighting only a few projects here.

<b>Project Name</b>	Audit and Implementation
<b>Client</b>	Snapdeal
<b>Tools/Technologies</b>	Salesforce Lightning Web Components, App, Events, Salesforce Configuration, Customization, Integration, Apex Trigger, A Force.com IDE with Eclipse
<b>Team Size</b>	1

**Project Description:**

Snapdeal and the auditor partner identify the leaks in the seller portal. So we identified the gaps and filled them by applying more security in the process.

**Responsibilities:**

- Developed and design the architecture for security enhancement.
- Updated apex class to add more security to the process.

<b>Project Name</b>	Offline Chat(Custom Macros)
<b>Client</b>	Snapdeal
<b>Tools/Technologies</b>	Salesforce Lightning Web Components, App, Events, Salesforce Configuration, Customization, Integration, Apex Trigger, A Force.com IDE with Eclipse
<b>Team Size</b>	2

**Project Description:**

In the Salesforce macro feature, we can group macro instruction in one step so that the agent doesn't do multiple steps, actually, it's saved the agent time and increases the performance of an agent. The requirement of the business was to send emails from a different system and remove threading from email and multiple use case scenarios. Business wants the same macro functionality in the custom application so that the email can be sent through our internal system. We have created a lightning component, which is the same as the standard Salesforce macro, but the only difference is sending an email through a different system by making an API call rather than sending it through Salesforce.

**Responsibilities:**

- Developed and design the architecture for Offline Chat using apex class and lightning component.
- Consuming the Snapdeal Rest API to push the data to the Snapdeal system.
- Developed lightning component to provide macro features views for an agent.
- Developed scheduled jobs to run the activity at a particular time.
- Developed apex class to prepare the canned response from custom Metadata.

<b>Project Name</b>	Lightning Migration
<b>Client</b>	Snapdeal

<b>Tools/Technologies</b>	Salesforce Configuration, Customization, Lightning web components
<b>Team Size</b>	4

### Project Description:

As Salesforce is suggesting the client migrate from classic to lightning. So, we have migrated the components to lightning one by one and live with the few users to adopt it and find the issue. After successful acceptance from test users, we have migrated all users to lightning

### Responsibilities:

- Developed and design the architecture.
- Making the strategies to roll out the plan.
- Developed LWC components.
- Handling the team and guiding them.

<b>Project Name</b>	Green Channel Auto RPI
<b>Client</b>	Snapdeal
<b>Tools/Technologies</b>	Salesforce Configuration, Customization, Integration, Apex Trigger, Data loader, A Force.com IDE with Eclipse
<b>Team Size</b>	2

### Project Description:

In e-marketplaces, there are different types of fraud happening so the company wants to stop those types of fraud by applying some algorithms and clustering in the system. Snapdeal's risk assessment team identifies those customers and shares the data with Salesforce. Automation was added in the return process initiate flow. Whenever a ticket is created or updated in Salesforce and if its falls under the return initiate process then the system will automatically check the related order customer information. Based on the profile system allows to initiation of the return process in another system by making an API call else rejecting the RPI request.

### Responsibilities:

- Developed and design the architecture for Green Channel using apex class and scheduled jobs.
- Consuming the Snapdeal Rest API to pull the data to the Snapdeal system.
- Developed scheduled jobs to run the activity at a particular time.
- Created Report to see the status.

<b>Project Name</b>	Bulk RPI
<b>Client</b>	Snapdeal
<b>Tools/Technologies</b>	Salesforce Configuration, Customization, Integration, Apex Trigger, Apex programming, Data loader, A Force.com IDE with Eclipse
<b>Team Size</b>	1

**Project Description:**

It's a very difficult and time-consuming task to initiate RPI on cases one by one. We have automated the system from where an agent can initiate RPI in bulk. In this process agent only needs to identify RPI to-be-done cases and marked in Salesforce against the ticket field. After marking the fields system will automatically pick those tickets and initiate the RPI in another system through an API call. In addition, send the success and error report to the respective team.

**Responsibilities:**

- Developed and design the architecture for Bulk RPI using apex class and scheduled jobs.
- Consuming the Snapdeal Rest API to pull the data.
- Developed scheduled jobs to run the activity at particular times.
- Created a Report to see the status.

<b>Project Name</b>	My Orders Page
<b>Client</b>	Snapdeal
<b>Tools/Technologies</b>	Salesforce Configuration, Lightning web component, Customization, Integration, Apex Trigger, Apex programming, Data loader, A Force.com IDE with Eclipse
<b>Team Size</b>	1

**Project Description:**

It is very difficult for an agent to gather all the required information from different pages so we have created a consolidated view from where the agent can view all the customer-related information when working on a customer query. In this process we are showing different information about customers like all available/consumed promo codes, the Last 3 orders, the Latest 5 customer interaction histories, tracking details of each suborder, Archived cases against the customer, Cancel suborder functionality, etc.

**Responsibilities:**

- Developed and design the architecture for my orders page using Apex class and visual force pages.
- Consuming the Snapdeal Rest API to pull and push the data from the Snapdeal system.
- Developed visual force pages to display the pulled data to an agent.

<b>Project Name</b>	Archival
<b>Client</b>	Snapdeal
<b>Tools/Technologies</b>	Salesforce Configuration, Customization, Integration, Apex Trigger, Apex programming, Data loader, A Force.com IDE with Eclipse
<b>Team Size</b>	1

### Project Description:

Storage is a big challenge in Salesforce. As Salesforce is charging against the extra space so we have designed the solution to archived old tickets and their related data to the amazon S3 server after X business days of its closing. In addition, provide a view for the agent to see the archived data in the future. We converted Salesforce record data into JSON format and saved the JSON data in S3 as a JSON extension file.

### Responsibilities:

- Developed and design the architecture for archiving the data using Apex Trigger and Batch Jobs.
- Consuming the AWS S3 Rest API to push and pull the data from Salesforce to AWS and vice versa.
- Developed visual force pages to display the archived information to an agent.
- Developed a batch and scheduler to archive the data at a particular time.

## Astadia Projects

Sep 2012 – Aug 2015

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<b>Project Name</b>	ISO support & Enhancement
<b>Client</b>	ISO
<b>Tools/Technologies</b>	Salesforce Configuration, Customization, Integration, Apex Trigger, Apex programming, A Force.com IDE with Eclipse
<b>Team Size</b>	1

### Project Description:

Support and enhancement of ISO support tasks.

### Responsibilities:

- Data mapping for several data feeds to populate both standard and custom SFDC objects
- Developed several Visual Force pages to display Account Order data from the client source systems using web services
- Developed a custom button, using JavaScript, to provide an automated method for creating a Standard Pricing Opportunity

- Developed web service to retrieve data from Salesforce.

<b>Project Name</b>	CLINICAL DENIALS, CASE REDESIGN, SSRS REPORT ETC.
<b>Client</b>	SCHUMACHER, SEP 12 – SEP 13 (SUSTAINMENT PROGRAM)
<b>Tools/Technologies</b>	Salesforce Configuration, Customization, Integration, Apex Trigger, Apex programming, A Force.com IDE with Eclipse
<b>Team Size</b>	4

**Project Description:**

Enhancements and support of the existing process.

**Responsibilities:**

- Data mapping for several data feeds to populate both standard and custom SFDC objects developed an app on the Salesforce.com platform using CRM Process.
- Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.
- Interacted with business team members to gather the requirements.
- Designed and developed SFA based Application on the Force.com Platform in the Salesforce.com environment with Apex programming language at the backend and VisualForce pages as the user interface.
- Used Sales Force Automation (SFA) for Case Management, Account and Contact Management Approvals, and Workflow.
- Implemented the requirements the on Salesforce.com platform and Force.com IDE Plug-in using Eclipse.
- Worked with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Cases, Reports, and Dashboards.
- Developed various Custom Objects, Tabs, Entity-Relationship data models, and validation rules on the objects and tabs, Components, and Visual Force Pages.
- Created page layout and search layouts to organize fields, custom links, related lists, and other components on a record detail and editing pages.

**Project Summary (Clinical Denial):**

Denial Management Process refers to these where the Insurance carriers or The government refuses the release of funds to the Hospitals/Clinics. When this happens, the Hospitals/Agents have the right to defend the treatment that has been administered and file the appeal to fight Insurance companies and claim their payments.

**Project Summary (Case Redesign):**

Case Redesign process refers to the cases where the process is divided into two-step processes where they will capture all related information of the patient into a separate object instead of a single object.

### Project Summary (SSRS Report):

Some business requirement is not achieved by the standard Salesforce reporting tool and then we need to move some reports from Salesforce to SSRS

<b>Project Name</b>	CHROME PLUG-IN FOR SALESFORCE
<b>Client</b>	Astadia
<b>Tools/Technologies</b>	JavaScript
<b>Team Size</b>	1

### Project Description:

Developed a chrome extension to perform a bulk action in Salesforce admin pages. It saves the administrator time when the user performs some actions one by one on the page.

### Responsibilities:

- Created a chrome extension.
- Added JavaScript for adding an Action button in the currently loaded page.

### Consummate Projects

Sep 2012 – Aug 2015

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<b>Project Name</b>	Time sheet management
<b>Client</b>	Consummate
<b>Tools/Technologies</b>	Salesforce Configuration, Customization, Integration, Apex Trigger, Apex programming, A Force.com IDE with Eclipse
<b>Team Size</b>	2

### Project Description:

Times sheet management app created for tracking the working hours of the developer.

### Responsibilities:

- Developed several Visual Force pages to display Time Sheet data.
- Developed custom objects, Tabs, Apps, Validation Rules, Workflow Rules Etc.
- Create Profiles and managed Access to users of objects.
- Managed and reduced the amount of custom code required by utilizing native Salesforce.com functionality.

# Strengths

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- Error Finding.
- Deep understanding of Programming, ability to learn new platforms, and languages in a short time.
- Adaptability.
- Quick Learner.

# Education

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- B.Tech (IT) – Uttarakhand Technical University (2006 – 2010)
- 12<sup>th</sup> – CBSE Board (2005) ➤  
10<sup>th</sup> – CBSE Board (2003)

# Personal Details

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**Date of Birth:** 29 June 1987

**Father Name:** Late Kishori Lal Badola

**Nationality:** Indian

