



Nirmal kumar sahu

Senior Salesforce developer seeking roles in Salesforce.com salesforce.com Development, Salesforce CRM, Salesforce configuration, Service Cloud, Data Migration, system deployments, Apex code, Visualforce pages, LWC

Total work experience - 7.2 Years

Relevant Salesforce experience - 6 Years

GET IN CONTACT

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PERSONAL DETAILS

- Total Experience 7 Years 2 Months
 - Current Location Bangalore/Bengaluru
 - Date of Birth Jul 28, 1993
 - Gender Male
 - Marital Status Married
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SKILLS

- Lwc
- Salesforce.Com Administration
- Salesforce.Com Development
- Salesforce CRM
- Software Development
- Salesforce Configuration
- Service Cloud
- Data Migration
- System Deployments
- Apex Code
- Visualforce Pages
- Defect Management
- Global Technical Support Agent
- Salesforce Platform
- Apex Programming
- Apex Developer
- Apex Data Loader
- Team Handling
- Team Player
- Good Comm Skills
- Client Handling

PROFILE SUMMARY

Nirmal is a Salesforce developer having total of 6 years of experience in salesforce domain and a overall experience of around 7.2 years. He has worked on multiple end-to-end CRM systems implementations for Healthcare and Non-Profit industries. He has proven experience in programming Lightning Components, Visualforce pages, Triggers, Apex code, integration. He is well experienced with managing multiple instances, system deployments, and data migration. Analysis of business requirements to determine and effective configuration to suit client needs. Participation in all phases of software configuration and implementation from Kick-Off to Go-Live. Consultation with clients to meet their needs effectively and in a timely fashion.

EDUCATION HISTORY

Graduation

Course	B.Tech/B.E.(Computers)
College	National Institute Of Science And Technology
Year of Passing	2015
Grade	7.1/10

Class XII

Board	CBSE
Medium	English
Year of Passing	2011
Grade	60-64.9%

Class X

Board	CBSE
Medium	English
Year of Passing	2009
Grade	75-79.9%

TECHNICAL SKILLS

- Javascript
- JSP,VF,Data Migration,Service Cloud
- Salesforce CRM
- Triggers
- Apex,Basics Of LWC
- Salesforce Integration
- Rest API Integration
- SOAP Web Services
- Unit Testing
- Salesforce Sales Cloud
- Salesforce Service Cloud
- Batch Apex Classes
- Salesforce Configuration
- Salesforce Admin

LANGUAGES KNOWN

- English
- hindi
- odiya
- bengali

COURSES & CERTIFICATIONS

- .Net Certification From NIIT Kolkata
- Salesforce Admin And Development Trained.
- Salesforce PD1 Certified

SOCIAL LINKS

- <https://www.linkedin.com/in/nirmal-sahu-7a60aa115/>

WORK EXPERIENCE

Aug 2022 to Jun 2023

Global technical support engineer (worked as a contractor through payroll company CEPTES) at TCS

Worked as Salesforce support engineer in a project called LSEG+ (London stock exchange group) where in I provided support in the sales process through sales cloud and also provided support in solving issues through tickets and cases in service cloud.

Oct 2019 to Jul 2022

Global technical support engineer (worked as a contractor through my payroll company CEPTES) at Pw C

Global CRM in salesforce is a customer relationship management solution that brings companies and customers together. It's one integrated CRM platform that gives all your departments including marketing, sales, commerce, and service which is a single, shared view of every customer that serves over 300,000 users globally. This project provides support to the user's request and issues based on priority.

Responsibilities: ?? Handling and timely resolving Salesforce cases and ServiceNow Tickets. ?? Handled more than 1000 plus cases and 1000 plus tickets assigned to me. Triaged issues and gave permanent solution for several incoming and recurring cases/incidents. ?? Learning the support process and enhanced user interaction process including providing faster responses where possible. Prioritizing issues raised by severity and impact to resolve it reducing highest user impacts. ?? Coordinating escalations and resolutions of major issues amongst cross-functional teams .

Sep 2017 to Sep 2023

Senior Salesforce Developer at CEPTES Software Private Limited

Worked as a Salesforce developer in various Salesforce projects . Was involved in enhancements , implementations , development and providing support to the client.

May 2015 to Jul 2016

System Engineer at Infosys

PROJECTS

Global CRM(Oct 2019 - June 2022), 18 Months

Project Description: Global CRM in salesforce is a customer relationship management solution that brings companies

and customers together. It's one integrated CRM platform that gives all your departments including marketing, sales, commerce, and service which is a single, shared view of every customer that serves over 300,000 users globally. This project provides support to the user's request and issues based on priority. Responsibilities: ?? Handling and timely resolving Salesforce cases and ServiceNow Tickets. ?? Handled more than 1000 plus cases and 1000 plus tickets assigned to me. Triaged issues and gave permanent solution for several incoming and recurring cases/incidents. ?? Learning the support process and enhanced user interaction process including providing faster responses where possible.?? Coordinating escalations and resolutions of major issues amongst cross-functional teams . Worked on LWC, Apex and lightning features.

Biomerieux(Oct 2018 - Oct 2019), 12 Months

Project Description: Integrate Biomerieux CRM system(Salesforce System) with the TrackWise Digital system(Salesforce System) via External Data Source cross org adapter and external objects designed to move records between the systems. Responsibilities: ?? Understanding Business logic and requirements. ?? Maintaining Integrity between different sandboxes. ?? Developing Apex batch classes, Test Classes. Technologies Used- Workflows, Process builders, object and field creation, Apex classes, Test classes, Batch classes

XFilesPro (Sep 2017 - Sep 2018), 12 Months

Project Description: XfilesPro is one of the most preferred external file storage, collaboration, & document management solution for Salesforce that supports various external Cloud/On-prem storage systems. The application works well with Sales Cloud, Service Cloud, Community Cloud & Salesforce Platform. XfilesPro allows users to use/re-use or integrate any standard or custom object, custom applications, third-party applications, communities, Salesforce1 or any other VF page. Responsibilities: ?? Understanding Business logic and requirements. ?? Developing Apex Classes, Test Classes, Lightning Components. ?? Fixing defects Technologies Used- Apex classes, lightning components

LSEG (London stock exchange group) for TCS (From Aug 2022 - Aug 2023), 12 Months

Worked as Salesforce support engineer in a project called LSEG+ (London stock exchange group) where in I provided support in the sales process through sales cloud and also provided support in solving issues through tickets and cases in service cloud. Worked on LWC, Apex and lightning features.