

AJIT KUMAR JHA

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Address: Electronic City, Bengaluru, Karnataka - 560100, India

EXPERIENCE SUMMARY

- IT professional with 9 years of dynamic experience in Salesforce.com CRM and Java web technologies, encompassing roles as a developer, admin, and support engineer
- Experience in administration, configuration, customization, deployment, and support of Salesforce-based applications on Sales, Service, and Health Cloud platform
- Experience in designing and implementing custom solutions using Apex, Triggers, Unit testing
- Proficient in Agile Scrum methodology and MVC design pattern.
- Skilled in Salesforce component deployment using Change Set, VS Code, and CI/CD pipelines.
- Experienced in 1GP and 2GP Packaging and deployment methodologies
- Sound knowledge of key Salesforce features including Connected App, Custom Metadata, Custom Settings, Process Builder, Workflow, Approval Process, Validation rules, Sharing Settings, Roles, Profiles, and Permission Sets
- Skilled in using Data Loader and Workbench Salesforce for performing DML operations and data migrations
- Experience in Salesforce APIs and integration, particularly with REST API
- Familiarity with working in different Salesforce org environments, including FT, SIT/UAT, Preprod, and Production
- Proficient in handling Alpha, Beta, and Release/Patch orgs within a product model
- Competent in Lightning App Builder, LWC development, and Lightning Flows
- Understanding of OmniStudio/Vlocity implementation for creating business-specific flows on the Salesforce Platform
- Effective communication and collaboration skills, facilitating coordination, analysis, debugging, and timely delivery with team members and other functional stakeholders

SKILL SETS

Primary skills	Salesforce Configuration, Customization, and Deployment on the Force.com platform. Proficiency in Sales, Service, and Health Cloud Objects, Apex and LWC.
Secondary skills	Java, Hibernate and Spring MVC frameworks
Web technologies	HTML, JavaScript, CSS, and JSON for web development
Build and Deployment	Maven for project build management, Git for version control. CI/CD pipeline for automated build and deployment processes. Salesforce Change Set and CLI (Command Line Interface) for deployment.
Processes	Well-versed in software analysis, configuration, customization, deployment, testing, maintenance, and Agile methodologies.
Development tools	Force.com IDE, Eclipse IDE, and Visual Studio Code for Salesforce development.
Query language	SQL for relational database queries. SOQL and SOSL for querying Salesforce data.
Data migration tool	Data Loader and Workbench Salesforce for data migration tasks. Ownbackup tools for data management and backup purposes.
Project Management tools	BitBucket for version control and collaboration, Jenkins for continuous integration and delivery. GitHub Desktop, Jira and Confluence.

EMPLOYMENT HISTORY

Deloitte	02/2022 – Till today	Bengaluru, India
HCL Technologies	03/2018 – 01/2022	Bengaluru, India
DXC Technology	10/2016 – 02/2018	Bengaluru, India
Infosys	07/2015 – 09/2016	Chennai, India
Southstar Technology Solutions Pvt. Ltd	07/2014 – 07/2015	Bengaluru, India

PROJECT EXPERIENCE

Company	Deloitte USI
ConvergeHEALTH Product	ConvergeHEALTH Connect for Life Sciences Feb 2022 to till date
Role	Salesforce Admin Developer
Responsibilities: - <ul style="list-style-type: none">• Customized and configured Deloitte's product "ConvergeHEALTH Connect for Life Sciences" by leveraging out-of-the-box features of Health Cloud.• Utilized tools such as Workbench, VS Code, Stash, Sourcetree, GitHub Desktop, Jira, and Confluence in daily development and collaboration tasks.• Creation and deployment of Release, Beta, and Patch orgs for managed and unmanaged Salesforce orgs.• Conducted regression and sanity testing to ensure the delivery of bug-free packages to clients.• Managed different Salesforce orgs within a product model, including bug fixing in Alpha and GA Package orgs and reusability of 3rd party managed package components.• Experienced in implementing Agile and Scrum best practices, including requirement grooming.• Integrated external systems, specifically Twilio, for two-way communication via SMS messages.• Worked with Salesforce Lightning experience and developed web components.• Utilized Flows to automate existing functionality within the product.• Provided ongoing support to clients, including assisting with technical specifications, and maintaining comprehensive documentation for the business.	

Company	HCL Technologies Limited
Client	E.ON Energy Feb 2019 to Dec 2021
Role	Salesforce Admin Developer
Responsibilities: - <ul style="list-style-type: none">• Proficient in working with Sales and Service Cloud objects, including Case Management and Custom Objects. Managed Record Types, assigned Page Layouts, and handled Profile and Permission Sets.• Competent in Knowledge Article management and Community user management.• Skilled in data migration and deployment processes, utilizing tools such as GitLab Pipelines and VS Code.• Proficient in Sandbox Creation, Cloning, Refresh, and related activities.• Utilized Data Loader and OwnBackup tool for data migration, backup, and performing data cleanup.• Involved in release management and go-live processes to ensure stable and smooth production releases.• Ensured smooth deployment of changes to subsequent environments such as UAT, Pre-Prod, and Production.• Managed Bit2Win Catalog deployment and oversaw Catalog and Data map deployment in Salesforce.	

Company	HCL Technologies
Client	Caterpillar Aug 2018 to Jan 2019
Role	Salesforce Admin Developer
Responsibilities: -	
<ul style="list-style-type: none"> • Implemented Picklists, Dependent Picklists, Lookups, Junction Objects, and Master-Detail Relationships. • Created and managed users, roles, public groups, and established access and security settings. • Implemented CPQ (Configure Price Quote) functionality and customized Quote generation processes. • Created and managed Workflows, Process Builder flows, Validation Rules, Email Templates, and Dashboards. • Customized E.On applications by creating custom objects and establishing relationships. 	

Company	DXC Technology (Legacy Hewlett Packard Enterprise)
Client and Duration	Brightstar Corp. Oct 2016 – Feb 2018
Role	Salesforce Administrator
Responsibilities: -	
<ul style="list-style-type: none"> • Incident handling and ticket management using the Jira web portal. • Resolved identified issues within development environments or assigned them to respective teams. • Conducted configuration activities, requirement analysis, and prepared design documents. • Deployed necessary changes using change sets, customized page layouts, and established record types. 	

HIGHER EDUCATION

Master of Computer Application (MCA), 2010 – 2013 | Bhopal, Madhya Pradesh, India
Rajiv Gandhi Proudyogiki Vishwavidyalaya

Bachelor of Computer Application (BCA), 2007 – 2010 | Jabalpur, Madhya Pradesh, India
Rani Durgavati Vishwavidyalaya

CERTIFICATIONS & COURSES

- Salesforce Certified Administrator
- Salesforce Certified Platform Developer 1
- Salesforce Lightning Flows Complete Course (Udemy)

DECLARATION

I hereby declare that all information mentioned above is true to the best of my knowledge and belief.

Ajit Kumar Jha
Bangalore, Karnataka