Piyush Kumar

Lead Salesforce Developer
(IIM Alumni)

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SUMMARY

- Over **5.8 + year** experience in Salesforce configuration, customization, migration lightning experience, data migration and integration with external applications and enterprise systems.
- An alumnus of **Indian Institute of Management Calcutta.**
- Currently working as Senior Engineer at **Nagarro Inc.**
- Provided **trainings** and created training path in **skill development programme.**
- Held key developer positions in 2 different initial scale **start-ups**.
- Involved in full lifecycles from presales to solutioning, development and deployment.
- Provided **presales** support to organization by estimating RFPs and providing client demos.
- Having 2+ years' experience in moving the system to the **lightning experience**.
- Certified in Salesforce **Platform Developer I** and the advance level **Platform Developer II** certification.
- Certified Marketing cloud email specialist and JavaScript developer
- Experienced in designing, analysis and solutioning of the **Salesforce Cloud, Service Cloud, NPSP, CPQ and Higher Education (HEDA) and Communities.**
- Having strong development experience in Apex and Visualforce including Triggers, Classes, Controllers, Email services, Asynchronous apex, Lightning components and administration processes like Security, Validation rules, Workflow, Process Builder, Duplicate Management, Reports and Dashboards etc.
- Worked with multiple JavaScript libraries including jQuery, full calendar, CK editor google charts, maps, leaflet.js etc.
- Integration experience using third party tools, connected apps, SOAP, REST API's and Data migration experience using Data Loader, Workbench, Pentaho ETL etc.
- Experienced in working with tools like Pentaho ETL, ZoomInfo, GoToMeeting, Zapier, Eventbrite, Jira etc.

EXPERIENCE

Client: US Based Fitness Chain
Project: Salesforce regular improvement and support
(Aug 2020- Present)

The company has multiple subscription based fitness products including luxury Gyms, Pools, App based tracking , calorie tracking, diat planning etc

Responsibilities:
- Implemented Einstein chat and high velocity sales
- Created Quote generation process for the organisation to be mailed
- Service cloud has been optimised with flows and components for maximum time saving
- Service console and utility bar has been modified for sales dialer.
- Developed Lightning UX using SLDS and Lightning web components (**LWC**)
- Have provided improvements and postproduction support.
- Responsible for complete lifecycle from analysis to deployment and post deployment support as team members are equally responsible and there is no lead.

Client: US Based logistics
Project: Salesforce regular improvement and support
(Jan 2020- Aug 2020)

Customer is a leading logistics and shipping organization in US area. They provide door to door logistics support to multiple vendors/ government organisations.

Responsibilities:
- Understanding the requirements at RFP stage to drill down and split in multiple phases
- Designing solution to provide robust integration with **Deltek/ Government services**
- Integration of Deltek opportunities and related objects with salesforce using apex
- Leading and reviewing the team to adhere **development best practices**
- Developed Lightning UX using SLDS and Lightning web components (**LWC**)
- Have provided improvements and postproduction support
- Responsible for complete lifecycle from analysis to deployment and post deployment support

Client: UK Based Gaming Platform
Project: Salesforce integration and system optimization (Implementation)
(Jul 2018- Apr 2019 at Gravity Infosolutions)

Customer is an online gaming leader having multiple products in the gaming industry. They create an extraordinary experience for both players and partners. They use Salesforce for managing operations, player details and customer support.

Responsibilities:
- Design and solutions their force.com platform for Service.
- Implemented internal CPQ for faster quote processing.
- Developed Case capturing from omni channels like Live Agent, Emails to Case, Web to case
- Optimized service console for Agents, Integrated Case external data warehouse.
- Developer Case Assignment, Case Auto response and Case escalation rules
- Configured Mass Emails and templates
- Interact with business team stakeholders and brainstorm solutions and technical approaches
- Guide team of SFDC developers to develop and maintain the SFDC solution
- Act as a key point of contact for business and technical team
- Responsible for complete lifecycle from analysis to deployment

Client: International food availability NGO, Europe
Project: Optimization of the Salesforce database system (Implementation and Support)
(Mar 2018- Dec 2019)
This is a non-profit organization working towards food security across multiple countries and were looking for optimizing their CRM by restructuring it and add new features to keep track of key performance indicators based on IATI standards.

Responsibilities:
- Analysis and designing of the Solution for the database optimization. The individual tasks included
- Providing the user type access for the different CRMs
- Creating the new record types and optimizing the existing ones, merging duplicate records and modification of the existing fields
- Migration to Lightning of the old components like Google Maps, OpenStreetMap etc.
- Linking various business operations to provide comprehensive program management
- Generating the report in XML format for IATI reporting.
- Proving regular support to the User team and migration to lightning.

Client: Gravity Infosolutions, India
Project: Salesforce Sales Cloud Implementation and support
(Mar 2018- Dec 2019 at Gravity Infosolutions- Internal Project)

Gravity Infosolutions is a Salesforce technology consulting company with operations in USA and India. The project required implementing Sales Cloud from the scratch and enabling the lead, opportunity, tender and campaign management processes.
Responsibilities:
- Requirements analysis, design, configuration, and custom development
- Integration with external system like ZoomInfo, LinkedIn, Mail server and G-Suite.
- Setting up Lead, Opportunity, Tender and recruitment processes
- Automation of Email Services & Email Administration, Mass Mailing and campaign optimization including custom development of opt out functionality
- Integration of Web to Lead, Website, GoToMeeting, and Mail Chimp
- Harmonized & Customized the system as per business needs. This included campaign Monitoring
- Migration into the Salesforce Lighting of the entire application
- Building custom reports & dashboards

Client: Mission Learning Foundation, India
Project: Non-Profit Success Pack Implementation

Mission Learning Foundation is a non-profit organization working towards education of underprivileged children in India. MLF saw a need in their organization for a suite of solutions that reduces both the complexity and time in the complicated manual processing.

Responsibilities:
- Automation of the payments & recurring donation management. Status of volunteer should be updated automatically
- Managing the Special Skills of the related members & assign task as per their skills and availability.
- Configure the Events, Marketing and Email automation
- Configure personalized email and newsletter communications to all the related members
- Performed the data Migration and reporting
- Generate reports of all the engaged donors, volunteers, associated contacts, events and their success reports

Client: US NGO, USA
Project: Lightning Implementation
(Aug 2017- Oct 2017 at Scideas Solutions Private Limited)

This is a non-profit organization whose goal is to alleviate social isolation and provide concrete services to older adults. NGO has been an innovative leader in the fields of aging services and volunteerism. NGO's diverse set of programs, as well as our focus on providing intergenerational connections to seniors, has ensured that NGO's clients have access to the resources they need to age with dignity, independence, and grace

Responsibilities:
- System analysis and design preparation for implementation from scratch
- Configuration and deployment of the lightning components.
- Integration of Salesforce with the PHP web portal
- Exhaustively used process builder and workflows
- Cloning of the event standard functionality on custom object

Client: Cleft NGO, USA
Project: Data migration and cleaning.
(Dec 2016-Jan 2017 at Scideas Solutions Private Limited)

This is a nonprofit organization and charity providing corrective surgery for children with cleft lips and palates.
Headquartered in New York City and founded in 1999, NGO provides free corrective cleft surgery in 87 countries, training local doctors and providing hospital funding for the procedures.

Responsibilities:
- Migrating and cleaning about 10 million records from one system to other
- Quickly learn and implement using Pentaho ETL tool

Project: Community Cloud implementation and support
(Oct 2016-Mar 2018 at Scideas Solutions Private Limited)

Client empowers communities to transform neglected outdoor spaces into welcoming destinations where the power of free, live music brings people together and invigorates community life. It is a national funder of creative placemaking projects. They empower communities to transform neglected outdoor public spaces into welcoming destinations where the power of free, live music brings people together and invigorates community life.

Responsibilities:
- Designed and developed communities for grantees
- Customer development using Apex classes and Visualforce Pages
- Test classes development and execution
- JavaScript and jQuery automation and validations
- Integration of Salesforce with SharePoint, Full Calendar, CK Editor
- Configuration of the event and approval process workflows

EDUCATIONAL CREDENTIALS

Executive Programme in **General Management** from **IIM Calcutta in 2021-22**
Bachelor of Technology *Computer Science* from Guru Gobind Singh Indraprastha University, Delhi (2016)
12th from Kendriya Vidyalaya, AFSTN Tughlakabad in 2011
10th from Kendriya Vidyalaya, AFSTN Tughlakabad in 2008