SHAILENDRA KUMAR

Salesforce Developer & Administrator

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CERTIFIED SALESFORCE ADMINISTRATOR

CERTIFIED SALESFORCE PLATFORM DEVELOPER I

PROFILE SUMMARY

I have **3.5 years** of experience as a **Salesforce Certified Developer** and **Administrator**. Worked on **Salesforce Lightning Aura Component, Lightning Web Component** and **Salesforce Classic** Development project. Always open to learn new technology. Have good communication and inter-personal skills and worked in both large and small team environment. Always dedicated and committed for the good results.

WORK EXPERIENCE

2017/07 – PRESENT

DEVELOPER / Tata Consultancy Services, Noida

ROLES & RESPONSIBILITIES

- **Core developer** and **administrator** for developing Salesforce application in **Salesforce Lightning Web Component, Salesforce Lightning Aura Component** and **Classic Framework**.
- Proficiency in SFDC Administrative tasks including creating **Objects, Fields, Validation Rules, Record Types, Profiles, Roles, Users, Master-detail and Lookup relationships, Page Layouts, Email Services, Approvals, Workflows, Reports, Dashboards.**
- Created **Lightning Web Component (LWC)** using **Salesforce CLI** and **VS Code**.
- Implemented **Custom Events, Pub-Sub Module** and **Lightning Messaging Service** for communication among different Lightning Web Component.
- Created Lightning Components using Salesforce Lightning Design System (SLDS).
- **Implemented lightning Events for communication between child and parent component.**
- Experienced in **Integrating the Salesforce application** with **External System** using **Web Services** and **Callouts.**
- Used various **Data migration** tools like **Data Loader, Data Import Wizard, Data Loader io** and **Workbench** to import and export the data.
- Responsible for **SFDC full Development Lifecycle** including analysis, development, enhancements, testing, deployment and maintenance.
- **Configured** and **customized** the various Salesforce application using **Visual force Page, Apex Class, Lightning Component** as per the client and application requirements.
- Created **web portal** for tracking SLA compliance for incidents, change request and service request using **HTML, CSS, jQuery, JavaScript** and integrating with Service Now which reduced human efforts and cost of the projects.
- **Conducting learning sessions** for team members on various tools & technologies like **Salesforce Classic, Lightning, Github, CloudBees, HP ALM etc**.
- Skilled in **Asynchronous Apex** like **Batch Apex, Schedulable Apex** etc.
- Consistently delivered before deadlines and meeting requirements for all projects.
- Working effectively in an **Agile/Scrum** featured team environment and attended Daily status/stand-up meetings.
- Implemented and managed security using **Profiles, Permission Sets, and Sharing rules** at **Object, Field and Record levels** for different users in the organization.
- Experienced in working on **Service Now** and have responsible for managing SLA's compliance for customers **service request, change request and incident**.
- Developed various applications for clients in **US and UK regions**
- Strong experience with s**ource control tools Github, Source tree, Diff Merge**

EDUCATION

B.TECH / KRISHNA INSTITUTE OF ENGINEERING AND TECHNOLOGY, GHAZIABAD   2013-2017
71.35% aggregate in IT branch

HIGHER SECONDARY/ MARIGOLD PUBLIC SCHOOL, NOIDA   2011-2013
78.5% aggregate

SECONDARY/ MARIGOLD PUBLIC SCHOOL, NOIDA   2009-2011
9.0 CGPA

PROJECTS

Project 1 - Rent A Car: A Salesforce Lightning Web Component application.

Technology Stack : Salesforce Lightning Web Component, Salesforce CLI, VS Code, Github, CloudBees Jobs, Mission Control
Responsibilities:
- Created **Custom Objects, Master-detail and Lookup relationships, Custom fields, Page Layouts.**
- Created **public properties** using **api decorator (@api)** to access values across the component and also for **parent to child** communication
- Establish **Child to Parent** communication using **Custom Events**.
- Implemented **Pub-Sub Module** for communication among independent components.
- Implemented navigate across different pages using **Lightning Navigation Service**.
- Implemented **Lightning Data Service** to get the data without calling Apex.
- Customized the **pick-list** values to get it populated from **records of other object** using **Apex**.
- Created **Toast Notification** for success and error messages.
- Built the application using **Salesforce Lightning Design System (SLDS).**
- Implemented **Lightning Web Component to fetch** and **display records** using Wire Adapter
- Created **Lightning Web Components for New, Edit and View page.**

Project 2 - CMMS: A Salesforce Lightning application based on US Pharma Manufacturing.

Technology Stack : Salesforce Lightning, Data Loader, Workbench, Eclipse, Source Tree, Github, CloudBees Jobs, Mission Control
Responsibilities:
- **Analyze** and **understand** the requirement of customer
- Created **Custom Objects, Master-detail and Lookup relationships, Custom fields, Validation rules, Page Layouts**
- **Override** the standard button like **New**, **Edit** and **View** using Lightning Record Page to call their respective component.
- Built the application using **Salesforce Lightning Design System (SLDS).**
- Built **Lightning component** for **adding dynamic rows** to create **multiple child records** at the same time
- Implemented **Lightning component to fetch** and **display records** in the **list**
- Created **Lightning components for New, Edit and View page.**
- Created **js controller to get and set the value of attribute in lightning component and to pass the attribute value to apex controller.**
- Customized the **pick-list** values to get it populated from **records of other object**.
- Created **Lightning component** to display parent, child records as **pick-list and dependent pick-list**
- Created **apex classes to insert, update and retrieve records with their corresponding permissions.**
- Created **wrapper class to return the list of fields of different objects.**
- Written **apex class to send emails.**
- Managed **to attach multiple attachments with their corresponding pick-list values in Child records.**
- Implemented **component events to pass attribute values from child to parent component.**
- Establish the parent to child communication using Attributes and Aura methods.
- Managed proper **security** using **Profiles, Permission Sets, Public Groups, Sharing rules** etc.
- Created **Workflows, Email-Template** and **Email Alerts** for updating fields and sending appropriate emails.
- Written **Apex Triggers** to send email alerts, save the parent record after validating child records.
- Written **User Story, Test Script** in **Mission Control**(Agile framework Tool)
- **Migrate the Code** from one sandbox to other with the help of C**loudbees jobs** and **Github commit Id**.
- Deployment to Pre-Production & Production environment after performing successful testing in various sandboxes
- Written **Apex Test classes** and checking the code by having different profiles in these classes and making sure we are covering more than 80% lines of the apex classes before pushing them into the production

Project 3 - Sesto: Integration of Salesforce Classic application with the External System.

Technology Stack : Salesforce Classic Framework, Postman, Workbench, Github, CloudBees Jobs, Mission Control
Responsibilities:
- Created **Batch Class to delete records of particular object.**
- Created **Schedulable Apex** to **schedule Batch** class daily at 12 AM.
- **Re-scheduled Batch Apex** after one hour of job failure from finish method
- Implemented another **Batch class from finish method of another Batch**.

- Created **Wrapper Class** to process Callout data.
- Implemented **Callout from External system** to get the data and inserted in the object.
- Created **Named Credential** for End Points
- Implemented **Callout from Batch Class**.
- Written **Rest Web Service** to implement **HttpGet** and **HttpPost** method which is used by External system.

Project 4 - O2C: A Salesforce Lightning application based on UK Client for tracking Order to Cash Activity Tracker (Ideas).

Technology Stack: Salesforce Lightning, Data Loader, Workbench, Eclipse, Source Tree, Github, CloudBees Jobs, Mission Control

Responsibilities:

- **Analyze** and **understand** the requirement of customer
- Delivered the projects before deadline and got 100% as Customer Survey Index (CSI).
- Created **Custom Objects, Fields, Validation rules, Page Layouts, Record Types** in **Lightning Framework**.
- Customized the 3-level Approvals using Record Types, Workflows and Permission Sets
- Created and managed **Profiles**, **Permission Sets** and **Roles**.
- Written **User Story, Test Script** in **Mission Control** (Agile framework Tool).
- Implemented **Security** and **Sharing rules** at **Object, Field and Record levels** for different users in the organization.
- Develop **Process builder, Workflow Rules, Approval Process, Email Templates, Email Alerts** for updating fields and sending appropriate emails.
- Deployed the code from sandboxes to production using **Jenkins job, Github, Workbench and Eclipse.**
- Created **Reports and Dashboards** as per business requirement.

Project 5 - Compendial Review : A Salesforce application based on US Pharma Manufacturing to track and review their latest inventions related to Drugs.

Technology Stack : Salesforce Classic, Data Loader, Workbench, Eclipse, Source Tree, Github, CloudBees Jobs, Mission Control

Responsibilities:

- Created **Custom Objects, junction Object, fields, Validation rules, Page Layouts, Record Types**
- Managed proper **security** using **Profiles , Permission Sets, Public Groups, Sharing rules** etc.
- Created **Workflows, Approval Process, Email-Template** and **Email Alerts** for updating fields and sending appropriate emails.
- Created **Apex Class, Visual force pages** as per the requirement
- Written **Apex Triggers** to send email alerts, save the parent record after validating child records.
- Written **User Story, Test Script** in **Mission Control**(Agile framework Tool)
- **Migrate the Code** from one sandbox to other with the help of C**loudbees jobs** and **Github commit Id**.
- Deployment to Pre-Production & Production environment after performing successful testing in various sandboxes
- Created **Javascript buttons** on parent objects to call visualforce page and then send email alerts based on child and grand child records.
- Implemented **Inline Visualforce page** on parent object to create child & grandchild records through **csv upload**
- Created **macro** to convert **excel to csv file**
- Created **Reports & Dashboards** as per the requirement
- Performed **data migration** using various tools like **Data Loader, Data Import Wizard, Data Loader io and Workbench** through CSV files
- Written **Apex Test classes** and checking the code by having different profiles in these classes and making sure we are covering more than 80% lines of the apex classes before pushing them into the production.

Project 6 - MQIT SMART Dev (Enhancement Project): To customize the set of 6 existing Salesforce application which is based on US Pharma Manufacturing.

Technology Stack : Salesforce Classic, Salesforce Lightning, Data Loader, Workbench, Eclipse, Source Tree, Github, CloudBees Jobs, Mission Control, Jira, Service Now, HP ALM, Data Loader IO

Responsibilities:

- **Analyze** and **understand** the code of the existing application.
- Created Custom Objects, Master-detail and Lookup relationship, Junction Object, Fields, Validation Rules, Page Layouts and Record Types
- Managed proper **security** using **Profiles, Permission Sets, Public Groups, Sharing rules** etc.
- Worked on **HP Application Lifecycle Management (ALM), Mission Control** and have performed **Regression Testing** on these tools.
- Used **Sandbox** for **testing**. Created managed packages and migrated them between Sandboxes and Production environments for final implementation.
- Used various **data migration** tools like **Data Loader, Data Import Wizard, SFDC Data Export, Data Loader io** and

Workbench to upload record through CSV files.
- Experienced in working on **Service Now** and have responsible for **managing SLA's compliance** for customers **Service Request, Change Request and Incident**.
- **Resolve** all the **Incidents** and **Change Request** before **deadline** without breaching any SLA's.
- Created **Workflows, Approval Process, Email-Template and Email Alerts** for updating fields and sending appropriate emails.
- Created **Apex Class, Visual force pages, Apex Triggers**, **Apex Test Class** as per the requirement

TRAINING & CERTIFICATION
- ✓ **Salesforce Certified: Administrator** having **Credential Id: 20162430**.
- ✓ **Salesforce Certified: Platform Developer 1** having **Credential Id: 20843098**.
- ✓ Completed **Lightning Web Component Development Training** on **Udemy.**
- ✓ Took online trainings in both **Salesforce Classic & Lightning** for **Administration & Development** from Trailhead.

TECHNICAL SKILLS

Development:
- ➤ Salesforce Classic
- ➤ Lightning Web Component
- ➤ Lightning Aura Component
- ➤ Lightning Events
- ➤ SLDS
- ➤ Reports & Dashboard
- ➤ Apex Class
- ➤ Apex Trigger
- ➤ Batch Class
- ➤ SOQL & SOSL
- ➤ Data Loader

Deployment:
- ➤ Cloudbees Jenkins
- ➤ Github
- ➤ VS Code
- ➤ Source Tree
- ➤ Change Set
- ➤ Workbench
- ➤ Eclipse

Integration:
- ➤ Apex Callout
- ➤ Web Services

Tools & Technology:
- ➤ Service Now
- ➤ Data Loader IO
- ➤ JavaScript, jQuery
- ➤ HTML, CSS, Bootstrap.
- ➤ Jira

Testing:
- ➤ Apex Test Classes
- ➤ HP ALM
- ➤ Mission Control

ACCOMPLISHMENT
- ✓ Rewarded **'Top Performer (Band-A)'** for 2019-2020
- ✓ Received **'Beyond Excellence Award'** in Jan-2020 for my great work in last Project.
- ✓ Received the prestigious **'Star Of The Month Award'** for my continuous and growing excellence. *Jun-2019*
- ✓ Received **'Star Team Award'**, **'Best Team Award'** and **'Special Achievement Award'**
- ✓ Received 5 times **'On The Spot Award'**, 2 of them for contributing in model presentation. Awarded for performing tasks beyond the call of duty.
- ✓ Participated in 6km and 3km Run and being in top 5 for both the times.
- ✓ Winner for Push-up Challenge.

I, hereby declare that all the information given above is correct to the best of my knowledge.

Shailendra Kumar