

# Rahul Kumar Singh

Email: rahulksingh530@gmail.com | Phone: +91-9002960129 | LinkedIn: linkedin.com/in/rahulksingh530



## Career Summary

- I am 11x Salesforce certified with around 9 years and 7 months of total IT experience including 2 months of Onsite (Australia) experience.
- I have around 9 years of relevant Salesforce experience including Development, Salesforce CI/CD, DevOps, Application Architecture, and configuration.
- At present I am working for LTIMindtree (Tenure: Jun 23, 2021 -Present)
- Previously, I was employed with Pursuit Software (Tenure: Nov 16, 2020- 11 Jun 2021), Cognizant (Tenure: Feb 25, 2014 - Nov 13, 2020)
- In Salesforce development, I have primarily worked on Lightning Web Components (LWC), Integration (Rest & Soap protocols), and Apex (apex classes, batch classes, triggers, test classes.)
- In Salesforce CI/CD, DevOps I have done End-to-End development of CI/CD pipelines using HCL-Launch, Bitbucket, Jenkins.
- I have deployment experience using Tortoise SVN, ANT, Change sets, VSCode & SFDX.
- Worked on Integration of Salesforce (inbound & outbound) with other systems like SAP via PI/PO middleware, MuleSoft, DOCEBO LMS, JIRA using Rest, SOAP Api.
- Worked on Salesforce Solution Designing which included Technical Design Document creation & Data modelling.
- In Salesforce Configuration, I have worked across Service Cloud, Sales Cloud, Financial Service Cloud and Experience Cloud. This involved work on Flows, security model (including profiles, permission sets, field level security), data model, workflow, process builder.
- Excellent communication skills, adaptability, functioned as liaison between management and development team for Requirements and QA.



## Key Technology Skills

Apex, LWC, SOQL, Integration (Rest & Soap), DevOps, CI/CD, Sales Cloud, Service cloud, Experience Cloud, Data Loader, Workbench, JIRA, VSCODE, SFDX, Bitbucket, Jenkins, HCL launch, Tortoise SVN, Ant migration tool, GitHub, Prompt engineering, Selenium, Oracle SQL, RHEL, Draw.io, MS PowerPoint

## Business Domain Experience

Life Sciences, Travel & Hospitality, Insurance, Banking & Financial Services

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## Relevant Project Experience



- **Larsen & Toubro Financial Services-** Involved in Technical Design Document, Solution Designing, Creating LWC, End to End Salesforce CI/CD pipeline creation using package.xml, GitHub and HCL Launch, Experience Cloud. Also managed 1-2 team members.
- **Constantinople DevOps & SFDC Integration-**The project involved primarily creating the DevOps pipeline using Bitbucket, YML based upon the principle of unlocked and managed package. Besides, enhancement and creation of Salesforce integration pieces with 10x-core, Q2 was also a part. Also managed a team member.
- **Sphere Salesforce Integration-** Involved in integration of salesforce with Enterprise applications of SAP via PI/Po middleware.



- **NHM Termination Process Enhancement** – Worked as a Salesforce developer/lead for Cadence, in integration of New Hire management (NHM) with Atlassian JIRA. Enhancement of existing Termination process and New Termination tickets creation.
- **COSLMS Course Data Integration-** Worked as a Salesforce developer/lead for Cadence, in Integration of COS LMS with Docebo Course Management System in an asynchronous fashion, Enhancement of daily, weekly, and monthly batch processes and general content email notification.



- **DROP3 CI Track Enhancement**– Worked as a SFDC developer for British Airways, in development and enhancement of the case management system including configuration and customization, POC on LWC.
- **GMIP Application Enhancement & Automation-** Worked on Salesforce configuration (object creation, profile, permission sets, and automation with workflow, process builder, flows.)

## Education & Certifications

- Bachelor of Technology in Computer Science & Engineering (in 2012 with 7.26 CGPA), Higher Secondary Examination (in 2007 with 61.60 %), Secondary Examination (in 2005 76.75%)
- Salesforce Certified JavaScript Developer I, Salesforce Certified Administrator, Salesforce Certified Sales Cloud Consultant, Salesforce Certified Service Cloud Consultant, Salesforce Certified CPQ Specialist, Salesforce Certified Platform App Builder, Salesforce Certified Platform Developer I, Salesforce Certified Data Architect, Salesforce Certified Sharing and Visibility Architect, Salesforce Certified Application Architect, Salesforce Certified Associate
- Trailhead- <https://www.salesforce.com/trailblazer/rsingh1373>