AMIT KUMAR AGRAWAL

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SUMMARY

Have excellent work ability, open minded, goal-focused Principal Developer offering 12 years of experience in Computer industry.

Over 8+ years of experience in developing CRM applications on Salesforce.com and Force.com Platform

TECHNICAL SKILLS

Sales, Service Cloud

LWC, Lightning, Classic

Apex Class, Trigger, Batch Jobs, Visual Force

Custom Setting, Custom Page Layouts, SOQL, SOSL

Integration, REST, SOAP

GIT, ANT, SFDX, Data Loader

Agile, Waterfall Methodology

Lightning & Data Migration

EXPERIENCE HIGHLIGHT

- Full stack Salesforce developer having **8+ years** of hands-on experience in salesforce.com platform involving solution designing, developing, and implementing end-to-end salesforce implementation. Experienced in Force.com, Salesforce Out of Box functionality, Data Migration, Deployment, Administration activities
- Leading the development team technically, helping them to resolve technical issues including both Customization and Configuration and closely monitor the delivery, code quality, code optimization and code review
- Expert in Sales, Service and Community cloud with in-depth knowledge in Lightning aura framework, Custom Integrations (SOAP & REST), SSO, Data Migration Strategy, Salesforce Classic to Lightning migrations
- Interacting with various business user groups for gathering the feedbacks on Process/UI and documenting them.
- Create high level technical design doc and verify it with business
- Interact with the business to extract requirement by understanding the business processes and presenting the prototypes to the Client on the solutions.
- DevOps Setup using SFDX and bitbucket pipelines, also have exposure in setting up Jenkins with ant script
- Create the lightning migration strategy & implementation plan
- Did high level effort estimation, define the team structure
- List out all technical high-risk elements and plan to mitigate those as well.
- Analyze user experience and coordinate with development team to enhance application features.
- Optimize customer releases leveraging Salesforce.com new capabilities
- Coordinate user-outreach programs to train and educate on Salesforce based applications
- Working on the agile mode of delivery and have exposed to tools like Jira. Also, exposure to the CI deployment model using Bit bucket and Jenkins. Hands on experience in version control tools git hub and CI tool Jenkins and Apache ANT Scripting.
- Proactive and result-oriented, capable of working independently as well as mentoring and motivating a dynamic team to exemplary performance

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SFDC Products

Field Service Lightning
Health Cloud
CPQ
FinancialForce PSA
MC - Exact Target
CMS

Other Skills

MuleSoft
Java
Microservices
VS Code
Jira
Confluence
Python

Education

Bachelor of Engineer

University of Rajasthan
2009

Certification

Scrum Master

SFDC Certification

System Architect
Application Architect
PD I
PD II
Sales Consultant
Service Consultant
Community Consultant

Volunteer

SFDC Community Group Leader – Gurgaon
MuleSoft Community Group Leader – Palwal
Jaipur Dev Fest - Hotel & Stay Management

PROJECTS

Salesforce Sales, Service, Community, Marketing Cloud Implementation

Client	A leading Automobile Company designs, engineers, manufactures and sells vehicle.
Project overview	Implementation has a Sales Cloud, Service cloud, Community Cloud and Marketing cloud. From sending marketing email, lead capturing from social media and websites and lead & opportunity management, complaint & service management, distribution management all things have been implemented.
Technologies	Salesforce, Rest, Lightning
Responsibilities	• Work as a Technical Architect. • Involve in technical design • Handel the team of 8 (Dev & QA) assigning the requirements and making sure the stories are delivered on time • Code review, monitor delivery • Setup dev-ops using SFDX and bitbucket pipelines • Demos and training to client • Setup the project architecture and write the core and utility classes

Salesforce Lightning Migration

Client	A leading full-service semiconductor design, development, fabrication, and innovation company with locations across the globe. Company develop and produce the semiconductors that are changing the way people live today and defining what is possible for tomorrow.
Technologies	Salesforce, SLDS, Lightning
Responsibilities	• Work as a Technical Architect & Manager • handling the team of around 4 people, assigning the requirement, and making sure the stories are delivered on time. • Had daily standup call with the team, a daily standup with the manager giving the day-to-day status and raising any concern if there is any. Have a call with onshore team for requirement discussions and raising any concern regarding the stories or defects. • Had an interaction with the client every day. Joined scrum with the scrum master. Joined the story grooming calls. • Took the same amount of development effort as the developers. • Prepare Migration Strategy, giving demonstration and training to client.

Integration SFDC to Multiple Vendor Systems and Data Migration

Client & Project Overview	One of the Property Tax Assessment Department of USA County, who is responsible for assessing the tax on property in County
Technologies	Salesforce.com, MuleSoft 4, IBM DB Servers, Java boot spring, Rest, Unix
Responsibilities	- Working as an Integration and Migration Consultant - Prepare the data migration strategy - Design the integration between the SFDC and on premise and external vendor systems - Design the backup strategy for failures - Setup DevOps process using bitbucket pipelines and SFDX

App Exchange Product - Cloud Billing and Active Modernization Platform

Client & Project Overview	Worked on App Exchange manage package Product which Integrate the client's product for service provider company into Salesforce and provides the following features - product catalogue, consisting of plans, services, and rates, is automatically synchronized once a day with Salesforce. The synchronization will take at the time specified in your Salesforce configuration - When the Account, Quote, Opportunity, Contact, & other related standard and custom objects and the parent-child relationship is created or modified either in SFDC or aria systems it will automatically sync with each other by using advanced features of Salesforce like email-service, rest services, oAuth2.0, approval process, workflows, Custom-Settings and Field sets.
Technologies	Salesforce, Sublime Text 3, Maven's mate, Angular JS
Responsibilities	- Was working as a Sr. Technical Consultant. - Was responsible to discuss the requirement with the Product Owner and design the technical design - Design and write the code for Integration - Setup DevOps process using GIT, Jenkins, Ant script

Asset Management System

Client & Project Overview	A leading Asset Management Company serves as an investment adviser to more than 2,000 institutions located in over 50 countries. It specializes in investments from global equities and fixed income to currencies and commodities. Company describes itself as a globally integrated community of investment professionals with one mission: providing clients with superior investment results and outstanding service.
Technologies	Salesforce.com, Force.com, Sublime Text 3, Maven's mate, React, Unix

Responsibilities	• Was working as a technical lead handling the team of around 4 people, assigning the requirement, and making sure the stories are delivered on time.
	• Follow the scrum process
	• Have a call with onshore team for requirement discussions and raising any concern regarding the stories or defects.
	• Joined the story grooming calls.
	• Setup GIT, Jenkins, Ant script
	• Design and write the code for Integration
	• Design the flexible and configurable UI

App Exchange Product PSA

Client & Project Overview	Worked on App Exchange Product which helps the corporate to provide services of Timecard and Expense Management.
	• Financial Force is a leading cloud based corporate which with its various products like PSA, HCM, and FFA leads the cloud-based market and was ranked first by "Time" magazine in year 2014 as a leading cloud-based service provider.
	• PSA stands for Professional Services Automation is a cloud-based solution used by nearly 9,000 services professionals around the globe. Built completely on the Force.com platform and designed for the world's most sophisticated professional service organizations, PSA delivers end-to-end support for managing people, projects, their budgets, billings, utilizations, customers, transactions, Timecards and Expense Tracker using advanced features of Salesforce like approval process, workflows, Custom-Settings and Field sets.
Technologies	Salesforce.com, Force.com, Eclipse, ExtJS, YUI,
Responsibilities	• Working in Scrum process which starts from the Sprint planning, selecting stories, and providing a complete story at the end of the sprint and process goes on.
	• Understanding product requirement and functionality.
	• Specially working on back-end to implement business logic using Apex language.
	• Designing interactive and user-friendly interface using Visualforce, HTML, CSS, YUI, and ExtJs.
	• Develop and maintain new Salesforce.com applications.
	• Gather and analyze business requirements for minor changes and enhancements.
	• Configure Salesforce.com and Integrate with 3rd party tools as needed.
	• Map, migrate and integrate data as needed.
	• Create and maintain new objects, fields, complex formulas as well as new validation, workflow rules and approval processes.
	• Bug fixing and quality assurance.
	• Writing unit test cases to provide the required coverage
	• Writing complex Triggers, service handlers and batch apex classes.
	• Existing code optimization and bug fixing
	• Developing new features and modifying Existing features
	• Client communication
	• And work as core SFDC developer in this project.

Sales Cloud Implementation

Client	• It is one of the leading company in the energy sector. Their one of the branches is Power & Water.
Project Overview	This project was on Sales Cloud. It was a huge implementation covering companies' global business. We had extensive Role hierarchy and profiles. A lot of customization was done in this project like the implementation of whole risk management.
Technologies	Salesforce.com, Force.com, Sublime Text 3, Maven's mate, eclipse
Responsibilities	• Was working as a Sr. salesforce developer. As a developer main responsibility was to deliver the stories on time and with little bugs as possible. • Was responsible to discuss the requirement with the BA and Product Owner

Other Major Implementations

Coca - Cola	• I have created some approval process which fire on Project object (custom object). We have added a level of approvers. We have associated action on approval or rejection of each approval process. • This is system is designed to monitor process of project stage. Each project stage is having different list of approvers. So, the whole system is to control the project process.
Western Union Business Solution (WUBS)	• I have worked on Site for this project. The site was already created. I have created some vf page. • I have used google api to create google chart which were displaying on summary page. • I have created some batch classes which are used in a scheduler to send report on weekly basis. • I have created some workflow rule and trigger which are used to update the status of Invoice (custom object). • This project is having lot of customization. Hamburger menu is also one of them.
Jonson & Jonson	This project is for the Headcount Planning and Resource and for HR department. We are creating this project to automate the salary compensation calculation and keeping the record of all on-boarding financial data. No conventional CRM process is followed in this project. It is completely customized functionality.
Q- Custom	Q- Custom is fully customized force.com solution **of Order Management System**. It is handling multiple stores and sales rap, Customers, tracking of orders, follow up with customers, Order history, Transaction details etc. The design is fully responsive. Works as a Solution Architect under guidance of Sr. Architect and develop independently.
Socrata	Implement Work.com features, sales process, support process. Implement **Steel brick CPQ**, customizing and configure it. Works as a Solution Architect under guidance of Sr. Architect and develop independently.
Giltner Logistics	Giltner wants to improve the operational performance of its teams by redesigning and enhancing existing Salesforce implementation and applying the best practices. Works as a Jr. Solution Architect under guidance of Sr. Architect and develop independently. Implement **Data.com features, sales Process, Partner and Customer Community,** develop reports,

	dashboards, workflows, and approval process and assignment rules, Working closely with Giltner admin and business teams for future enhancement. Also Implement Steel brick CPQ, customizing and configure it.
Thync.com	Thync.com is a state of art wearable manufacturer which helps change mental state of a person. I helped them integrate with ZUORA, HUBSPOT and their ecommerce engine. Thync's **customer support portal** was also implemented in SFDC with integration into web-to-case, web-to-lead and email-to-case and email -to-lead. In addition, a case/service console and sales cloud to manage the full sales and support cycle was implemented. Works as a Lead Consultant and developed in team.