

# DEEPAK KUMAR

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Trailhead Ranger with 3 Superbadges excelling towards making a mark in Salesforce Ohana family and focused on creating customer-oriented solutions. Have been a service-focused Technology Specialist bringing unparalleled skills in customer relations, task prioritization and time management. Motivated to directly and efficiently address customer concerns head-on, develop proactive solutions and implement corrections with efficiency.

## EXPERIENCE

**MAY, 2020 -- PRESENT**

### **SALESFORCE TRAILBLAZER, SALESFORCE**

- Tagged as “ Ranger ” in Salesforce Trailhead Profile.
- Completed required Trailhead Module with Hands-on Challenge.
- Customizations, Integration and Configurations on Sales Force CRM as well as writing Apex classes, Lightning components, Visualforce, Triggers and Lightning Web components.
- Completed the following Superbadges
  1. Data Integration Specialist, Completed August 11, 2020
  2. Apex Specialist, Completed August 3, 2020
  3. Process Automation Specialist, Completed July 13, 2020

**JAN, 2020 – JUL, 2020**

### **TECHNOLOGY SPECIALIST, ORANGE BUSINESS SERVICES**

- Worked for Govt. of India PSU client- Central Coalfields Ltd. (Coal India).
- Lead the team for RFID Based Challan Generation System and GPS Based Vehicle Tracking System.
- Ensured the project runs smoothly by providing round the clock services.

**NOV, 2017 – DEC, 2019**

### **ELECTRONICS ENGINEER, RAM ELECTRICALS**

- Excellent job experience in the company under SCADA Project, Commissioning, Electrical Experience as well.

**MAR, 2016 – SEP, 2017**

### **SERVICE ENGINEER, TELE WORLD**

- Under TELE WORLD got hands on CCTV Camera (Installation & Maintenance)
- Computer Networking and other work assigned to me.

## EDUCATION

AUG, 2009 – JUL, 2013

**BACHELOR OF TECHNOLOGY**, BIJU PATNAIK UNIVERSITY OF TECHNOLOGY

1. BRANCH - Applied electronics & instrumentation

## PROJECT

- **BUILD AN EVENT MANAGEMENT APP:** Created an App on the Salesforce Platform for the Salesforce Ohana which can be used by organizers to manage the activities happening within an event.
- **BUILD A BATTLE STATION APP:** In this project, I learned how to build an application on the Salesforce Platform from start to finish, without writing any code. The goal is to introduce to the basics of app building. It's fun, easy and educational. I build a super-awesome project management app that allows users to manage the resources and supplies used to build a Battle Station. These same point-and-click skills are applicable to building almost anything on the Salesforce Platform.

## SKILLS

2. Salesforce CRM, Force.com, Apex, Visualforce
3. Trigger
4. REST API
5. MuleSoft
6. Database – SOSL, SOQL
7. Tools – Workbench, VS Code, SOAPUI, Postman
8. OS – Windows, Linux

## ACTIVITIES

9. Salesforce Trailhead Module solving, active visitor to Salesforce Trailblazer Community, Group Meetups, Workshop.
10. Learning new concepts and thoroughly going through the releases to upgrade my skills to meet Salesforce Ecosystem requirements.
11. Dedicated to Salesforce learning with building new connections, reading success stories, following MVPs for more knowledge and updates.