Gaurav Singh

Salesforce Developer

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Summary

- Around 4.5 years of experience in Software Development Life Cycle (SDLC) which involves requirement gathering, requirement analysis, design, development, implementation & enhancement of projects in Salesforce.
- Good hands-on knowledge of Salesforce programmatic and declarative customizations.
- Ability to quickly adapt and learn, work in-groups as well as independently with minimum supervision.
- Good hands-on over tools like - Azure DeOps, CI/CD,VSCode,Git, Jenkins, Service-Now, GitHub, and JIRA ,Azure DeOps, CI/CD,VSCode,Git.

Relevant Skill Set

- Apex classes, Apex Triggers, LWC,Flows, Lightning Components.
- Salesforce Integration, REST integration, Service Cloud,Sales Cloud.
- Java Script, HTML, Java, SOQL, SOSL.
- Hands-on experience on bulk data import and export using various migration tools like Import wizard, data loader , workbench and Salesforce Inspector.
- Service-Now, JIRA, Azure Board.
- Involved in deployment with DevOps (Jenkins & GitHub) , Change sets and DevOps(Azure)
- Agile Development Lifecycle.
- Team Work, Creativity, Communication Skills and Interpersonal Skills.

Work Experience

Current Employer: *Hays Business Solutions* **(March 2022 – Present)**
Client Location - UK
Current Designation: Senior Software Engineer
Current Role: Salesforce Developer

1. GSS (Global Salesforce Services)| Lightning Application

GSS is the SalesCloud for our company which has been created to make single source of truth System for Sales team in Hays. It has been integrated with legacy 3rd party Softwares which was earlier used by Sales Team of hays.
Key Deliverables:
- Converting business requirements to functional requirements and implement them.
- Worked as release manager for deployment.
- Worked on integrating legacy systems with our sales cloud using rest API, Change Data Capture and Composite API.
- Apex Triggers and Apex Classes.
- Worked on Azure DevOPs tool and CI/CD deployment process
- Worked on LWC Component.
- Worked on Sales Cloud.
- Created Lead management process end to end.
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Previous Employer: *Tata Consultancy Services (TCS)* **(May 2019 – March 2022)**
Client Location - USA.
Previous Designation: System Engineer (SE)
Previous Role: Salesforce Developer

1. GCC(Global Customer Connect) | Lightning Application

GCC is the Customer Care System and customer relationship management system. It houses interactions with customers and contains product, technical and medical content. It is used to help the company in Case management and case routing for the company(Service Cloud)

Key Deliverables:
• Converting business requirements to functional requirements and implement them.
• Created Custom Objects, Custom Fields, Custom Labels, Custom Settings, Custom Metadata, Permission Sets, Public Groups, Batch Apex, Workflows and Process Builders.
• Apex Triggers and Apex Classes.
• Migrated data through Workbench and Dataloader.
• Worked on DevOPs to retrieve and deploy components to target org using GitHub and Jenkins.
• Worked on Aura Component
• Worked on Service Cloud.

Project #2

2. EDAT | Lightning Application

Application to track requirements of HCP's and scientists for our pharmaceutical client.
Key Deliverables:
• Involved in Force.com support work such as App creation, permission set and public group mapping with AD Groups, Sandbox Refresh, Debug Logs setup, DKIM Keys setup.
• Worked on Marketing Cloud for sending communications to end users.
• Worked on Jira Tasks like sending communication via Marketing Cloud to end users, minor and major enhancement in Salesforce (Development and Testing).
• Created various xml packages and retrieved and deployed using workbench, GitHub and Jenkins.
• Created batch apex for bulk data load/export

Certifications

• Salesforce Certified PD1
• Salesforce Certified App Builder
• Salesforce Certified Administrator

Accomplishments

• Rewarded **'On the Spot Award'** by onsite technical lead for delivering a project having aggressive timelines meeting all customer requirements.

Education

• Bachelor of Technology in Computer Science from GLA University.

Personal Information

• **Date of Birth:** 30/08/1998

• **Language Known:** English, Hindi