



# KRISHAN KUMAR YADAV

## Senior Salesforce Developer

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## PROFESSIONAL SUMMARY

6x Certified Senior Salesforce Developer with a proven ability to develop and implement Salesforce across multitude of business domains with a full stack experience. Experience working across various SFDC implementations covering Sales, Service, Community Cloud and AppExchange applications designing, development, testing and customization of applications using the Apex Classes, Apex Controllers, Anonymous Apex, SOQL, SOSL, DML, Triggers, Test Classes, Visual force pages and Lightning Components. Good understanding of Salesforce.com Web Service APIs which includes REST API, SOAP API, Bulk API and Metadata API. Understanding of CRM Business Process that include Campaign Management, Lead Management, Order Management, Account Management and Case Management. Hands on Experience in Data Management, Data Security, Data Modeling using Users, Profile, Permission Sets, OWD, Role Hierarchy, Sharing Rules, Reports and Dashboards. Worked on different data migration tools like Apex Data Loader, Ant Migration tool, Salesforce Data Import Wizard and Workbench. Worked on Automation using Process builder, Workflow, Flow, Approval Process. Knowledge of Deployment, CI/CD using Copado, Git Hub, Salesforce DX and Change Sets. Knowledge of Change Management, Application Lifecycle using sandbox Environment under Agile Development Model. Pursuing to get certified as Application Architect in April 2021.

## EXPERIENCE

### Senior Salesforce Developer

Cognizant Technology Solutions, India

10/2020 - Ongoing Noida, India

Cognizant is an American multinational technology company that provides business consulting, information technology and outsourcing services. It provides computer programming services related to software development, integration, and maintenance services for customers across globe.

- Senior developer for Enterprise Salesforce Edition and Ultimate Salesforce Edition with 500+ Salesforce licenses.
- Managed Case team for three months which consisted of 5 employees.
- Authored over 30+ Apex Classes, 20+ Visual Force pages and 40+ Aura & LWC.
- Conducted several 1-day Boot Camps on the Salesforce Platform features in Community.
- Worked across various SFDC implementations covering Sales Cloud, Service Cloud, Community Cloud apps.
- Working as internal code reviewer for junior developers as related to apex best practices.

### Senior Software Engineer - Salesforce Developer

AiFLY Technology Solutions

09/2018 - 10/2020 Ajmer, India

Aifly Technology Solutions Private Limited is a Private, Business Services based company which offer business process consulting and development services through the Salesforce Platform and its App Exchange app Development.

- Authored over 100+ Apex Classes, 50+ Visual Force pages and 100+ Aura Lightning components
- Conducted several 3-day Boot Camps on the Tool for Senior Executives & IT Leads.
- Worked with the team on App Exchange product development name Ultimate Parent.
- Worked across various SFDC implementations covering Sales Cloud, Service Cloud, , Community Cloud, and AppExchange applications.
- Managed developer team for 8 months which consisted of 5 developer for client across globe.

# Software Engineer - Salesforce Developer

## Parle Products

📅 10/2015 - 09/2018 📍 Gurgaon, India

Parle Products is an India-based supplier of enterprise solutions and services, such as enterprise resource application, knowledge management, supply chain and e-Business applications. The company is engaged in information technology business.

- Authored over 100+ Apex Classes, 80+ Visual Force pages and 30+ Aura Lightning components.
- Mainly worked on classic UI of Salesforce Platform.
- Worked across various SFDC implementations covering Sales Cloud, Service Cloud, Community Cloud apps.
- Worked in a team of 10 resources throughout the journey.

## PROJECTS

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### Piramal Group Financial Services [Sales Cloud Implementation]

Providing expertise in both wholesale and retail funding opportunities across sectors for scalable and sustainable returns. Piramal Capital & Housing Finance, a housing finance company that provides end-to-end financing solutions in both wholesale and retail funding across sectors.

- Worked with the Business Operations team to refine and scope technical requirements derived from business objectives and customizing the application to meet the business requirement.
- Designed, and developed the Custom objects, Validation rules, Page layouts, Record types, Custom tabs, Components, Lightning Components to suit to the needs of the application.
- Created and manage administration processes including workflows, validation rules, approval process, assignment rules, reports and dashboards to continuously monitor data quality and integrity.
- Configured sharing rules, roles and OWD setting for record level settings and created custom profiles and assign the users to set the object level & field level setting.
- Developed Lightning components and Lightning apps to provide better and more interactive interfaces to end users, which help in sales enhancements.
- Designed, developed and deployed Apex Classes, Controller Classes, Apex Triggers, packages for various functional needs in the application.
- Integrated Salesforce with other External applications Like CIBIL, HUNTER, KARZA, DMS, PENNANT using SOAP and REST web service API's. Collaborated with teams to design and implement salesforce integration.
- Worked on Integrations to consume APIs from other systems through APIGEE platform involving different types of Authentication (Basic, OAuth2.0 & JWT).
- Use Copado (CI/CD), GitHub and change sets for deployments.

### Prime Time US [Service Cloud Implementation]

Prime Time is a US multinational corporation specializing in providing HR facility to the health care sector.

- Implemented Email to lead, Web to lead functionalities and Data Loader to bulk load leads data into salesforce.com from other databases and CSV files.
- Configured and customized Service Cloud Cases, Assignment rules, Escalation & Auto response rules and Email-to-case in the exchange server.
- Experience working on Case Management, Captured cases from the Company's website and customer emails.
- Escalated cases according to the case priority and Worked on Auto response rules if customers contacted beyond the business hours.
- Worked with end to end Service Cloud implementation like Case Management, CTI integration, SMS API Integration.
- Configured Omni Channel, Queue routing, custom settings, Roles, profiles, groups, chatter, IP White listing, Omni supervisor.
- Involved in UNIT testing and Integration testing.

### AT&T Knowledge Article [Community Cloud Implementation]

- Article based project from Salesforce where we designed lightning web component to show the article according to their type in list view, grid view and sorting the articles in Partner Customer Community Portal.
- Extend the Knowledge Article Data Model for better scalability using record type and Custom Object.
- Worked on CMS Connect to bring the data from external website and data share points.

- Worked on Salesforce Community cloud like how to engage with employees, customers and partners.
- Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder, Lightning Component features, Lightning Aura Framework and Lightning Web Component Framework.
- Built components using LWC which involves Event Handling and Pub Sub Models.
- Designed and developed Lightning Web Components and added them to an Application containing Aura Components and worked on their interoperability.

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## CERTIFICATIONS

[Salesforce Certified JavaScript Developer I](#)  
[Salesforce Certified Administrator](#)  
[Salesforce Certified Platform App Builder](#)  
[Salesforce Certified Platform Developer I](#)  
[Copado Administrator](#)  
[Copado Developer](#)  
[Flosum Certified](#)

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## SKILLS

### Salesforce Tools & Skills

[Force.com](#)   [Salesforce CLI](#)   [CI/CD With GitHub & Bit bucket](#)   [Apex Data Loader](#)   [Visual Code Studio](#)

[Platform Event](#)   [Reports & Dashboards](#)   [Data Modeling & Management](#)   [Apex Trigger](#)

[Asynchronous Apex](#)   [Visual force Page](#)   [Aura Component](#)   [Lightning Web Component](#)   [Test Classes](#)

[Approval Process](#)   [Workflow](#)   [Process Builder](#)   [Lightning Flow](#)   [Data Migration & Sharing](#)

[Integration \[REST & SOAP API\]](#)

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## VOLUNTEERING

### Trailblazer Mentorship

[Trailhead](#)

Trailblazer Mentorship empowers mentees to connect to opportunities to land their dream job in the Salesforce ecosystem. Trailblazer Mentorship is a core part of Trailblazer Connect and supported by the Trailblazer Community. 9+ Trailblazer Mentee connected through out since then till now. 30 day mentorship with the option to continue the relationship with current mentee

### Salesforce Mentorship

[Talent Central](#)

A unique platform to hire fresher's in Salesforce Ecosystem. Platform for HR Professionals and Students to connect with each other. 2+ Mentee connected through out since then till now.

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## EDUCATION

P.G.D.A.M - Post Graduate Diploma In Applied Management - 2011

B. B. A - Bachelor of Business Administration -2011

R.B.S.E, 12th Board - 2007