

# Ankit Agrawal

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## SUMMARY

Certified Salesforce Consultant, 7x Salesforce Certified domain with 6 years of experience in delivering for global enterprise clients all over the world. Expertise in Salesforce Platform and knowledge on Marketing cloud.

## CORE COMPETENCIES

- Salesforce Customizations
- Apex
- Triggers
- Lightning Framework
- Workflows
- Flows
- Process Builder
- Lightning Connect
- LWC
- HTML
- JavaScript
- Communication
- Data Sync
- Data Migration
- Data loader
- Training
- Marketing Cloud

## CERTIFICATIONS

- ✓ **Salesforce Certified Admin (201)**
- ✓ **Salesforce Certified App Builder**
- ✓ **Salesforce Certified Platform Developer I**
- ✓ **Salesforce Certified Sales Cloud Consultant**
- ✓ **Salesforce Certified Service Cloud Consultant**
- ✓ **Salesforce Certified Marketing Email Specialist**
- ✓ **Salesforce Field Service Lightning Consultant**
- ✓ **Copado Certified Administrator**

## PROFESSIONAL EXPERIENCE

Senior Salesforce Developer at Shell	(Feb'20 – Present)
Prototype Developer at Shell	(Aug'19 – Jan'20)
Software Engineer at Shell	(Sep'17 – July'19)
Software Engineer at Accenture	(Jul'16 – Aug'17)
Associate Software Engineer at Accenture	(Apr'15 – Jun'16)

## Academic Record

College	Course	Year	Percentage
Department of Computer Science, United College	Bachelor of Technology (B.Tech)	2010-2014	73.8%

## Projects:

### Shell Polymers (Marketing Cloud Implementation)

**Duration:** Oct 2020 to Present  
**Roles:** Senior Salesforce Developer

Chemicals is embarking on a journey to focus on Customer Centricity through further understanding customers' needs and deliver personalized engagements. **Responsibilities –**

1. Hands on experience in Journey Builder, Audience Builder, Marketing Cloud Connect, creating Campaigns, Email templates
2. Worked on integration with Sales or Service Cloud, writing complex queries to fetch data
3. Ability to understand requirements, prepare technical documentation and low-level design specifications and articulate effectively
4. Adhere to best practices, review team deliverables for quality and suggest improvements
5. Experience on SFMC features like Email Studio, Web Studio, Content Approval, Reporting, Data Views.

### Chemicals (Monaca Tech Services Application)

**Duration:** Feb 2020 to Sept 2020.  
**Role:** Senior Salesforce Developer

The eventual system is addressing the needs of Monaca Tech Services Lab with streamline processes to ensure efficient lab operation with the help of Shell standard Laboratory Information Management System (iPaaS integration using Mulesoft) version 12. This system will help SPM Tech Services to track samples, track fabricated products using these samples, test fabricated products, manage test equipment capacity, and record test results for customer report presentation. Understand business folks about Salesforce and map it with their requirements, design solution and leading team of 3 peoples. (Used Field Service Lightning for implementation)

### Salesforce CoE Prototype

**Duration:** Aug 2019 to Jan 2020.  
**Role:** Prototype Developer

Work directly with Business POC's and independently perform development, testing, implementation and documentation relates to the Salesforce.com development. Worked on more than 9 prototypes on the span of 6 months with a very strict timeline of two weeks. Build one Accelerator named "Calendar" without impacting actual deliverables. I developed Sales and Service, quip prototype for different CoB for Shell. Received appreciation mail from different business on various prototypes delivered. I was alone selected among 100 Salesforce people to build prototype for Shell business.

### Chemicals (CRM 360 deg)

**Duration** Sep 2017 to July 2019.  
**Role:** Software Engineer.

#### Completed various Implementations –

1. **Sample Request Management Process** – MVP of this process expected to take 2 sprints, but individually completed this in single sprints including addition AVP (acceptable viable product) and ensuring scope remains out of the box Salesforce features.
2. **PODer China App** – Sole responsible and managing team of 2 team for building the inventory management solution for PODOder app. Travel for short time to China, Shanghai for workshop.
3. **GSAP Integration** – Responsible for Integrating the GSAP with Salesforce using Lightning connect as APIgyee middleware. Wrote various Batch class depend on the requirements, in charge of preparing technical document, unit tests.
4. **Customer Curiosity Portal (CCP)** – Worked on few modules of the CCP portal for managing the order placed in portal and updated the status on GSAP. (Portal site: [https://www.chemicals-customer-portal.shell.com/ccp\\_loginpage](https://www.chemicals-customer-portal.shell.com/ccp_loginpage))
5. **Release Management** - For all release in Shell, we used Copado for deployment and git-repo, we used VSTS(Microsoft Azure tools). Used IntelliJ IDEA (plugin – Illuminated Cloud) as development environment and committing changes.

### Entergy – We Power Life

**Duration:** July 2016 to Aug 2017.  
**Role:** Software Engineer.

Entergy Corporation is an integrated energy company engaged primarily in electric power production and retail distribution operations. Entergy owns and operates power plants with approximately 30,000 MW of electric generating capacity, including nearly 9,000 MW of nuclear power. Responsible for developing and completing the assigned tasks. Build several pages on the site mention below like startup pages, login/signup pages along with power outage, service movement pages, and many more.

Portal website: <https://www.myentergy.com/s/>

## **Monsanto Wheat & Global Core**

**Duration:** Apr 2015 to Jun 2016.  
**Role:** Associate Software Engineer

Monsanto is a US based market leader in Agricultural Products Manufacturing Worldwide. Monsanto wants to utilize salesforce.com for their Sales Process. They want to use "Salesforce Lightning" platform for their Forecasting Application "Glovia".

Involved with senior team member to provide estimation to the detailed design for every requirement. Used many Salesforce declarative approach and lightning were new at that time, learn the Lightning within short span time and developed quality solutions using Lightning, Apex, JS with the help of senior team member. Completed my Salesforce training after joining Accenture.

## **PERSONAL PARTICULARS**

**Date of Birth:** 26<sup>th</sup> June 1992.  
**Languages Known:** English, Hindi.  
**Passport Number:** M 6659813  
**References:** Available upon request

