# Himanshu Gupta

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**Admin cert num: 2216233**

**Dev cert num: 2648037**

**Senior Salesforce Developer** having overall 11.5 years and around 4 years of experience in developing salesforce applications and 7.5 Years of experience in PLSQL development. Experienced ïnfull project lifecycle from design to implementation and deployment. Self-directed leader who fosters a collaborative and supportive team environment.

## Experience

**Aug '17 - Till Date**

**Senior Salesforce Developer**
**FIS Global, Bangalore**

- Initially, worked as PLSQL developer for around 2 years then got cross trained in Salesforce.
- Experience in **Development, Administration, Configuration, Implementation** and Support of Salesforce CRM based on Apex language and Force.com Platform.
- Worked on various **Lightning Aura Component and Lightning web components (LWC)** related project responsibilities.
- Proficient **knowledge of Governor limits**. Experience in optimization of existing code in accordance with the governor limits.
- Strong Knowledge of SFDC standard Data structures and familiarity with designing Custom Objects and Force.com platform and Force.com Sites.
- Worked on **Classic to Lightning migration** process.
- Experience in understanding business requirement to design the required entities like custom objects, creating the relationships and junction objects. Also worked on **Flow Builder and Process Builder**.
- Developed **Apex classes** and **Apex Triggers** using other platform-based technologies like **Visualforce**, Force.com IDE.
- Experience in **creating various Reports** (summary reports, matric reports, pie charts, dashboards and graphics) and Report Folders.
- Primary level experience in working on web services and giving solutions by **REST integrations**.
- Experience in using **Data Loader** for insert, update and bulk import or export of data from Salesforce.com Objects.
- Experience in using declarative features like **validation rules, workflows, approval process, dynamic approval process, sharing rules automation** for satisfying complex business process automations.
- Experience in implementing **security and sharing rules** at object, field, and record level for different users at different levels of organization, also created various profiles and configured the permission based on the organizational hierarchy.

## Highlights

- Revenue generation
- Quick Learner
- Adaptable
- Good Listener
- Flexible
- Business development
- Operability and commitment
- Ability to motivate staff and maintain good relations.
- Resistance to stress
- Good manners
- Individual Contributor

## Education

B.Tech in Computer Science,
July '06 - June '10,
RTU, Jaipur

## Hobbies

- Playing chess - great way to unwind, de-stress, and keep the mind sharp.
- Playing table tennis, cricket and badminton.
- Watching comedy shows/movies.

**Senior PLSQL Developer**　　　　　　　　　**Mar '16 - Aug '17**
**Tangoe Softek, Bangalore**

- Worked as PLSQL developer for Mapper project on Telecom Domain.
- Automated process using shell and PowerShell scripting.

**Senior PLSQL Developer**　　　　　　　　　**Sep '11 - Mar '16**
**IMS Health, Bangalore**

- Worked on Mobile Intelligence product as a PLSQL developer.
- Have excellent knowledge and experience in Healthcare Domain.

# Key Projects

**Project: New York Life Insurance | Sales Cloud | Service Cloud | Insurance**　　　　　　　**April '21 - Till Date**
**FIS Global, Bangalore**

Project Description:

New York Life Insurance is Americas one of the largest and fastest growing insurance organization worldwide. This project was to establish robust and dynamic life insurance functionalities over the web for a better and easier process for the organization as well as authorized agents with versatile functionalities according to the current age. It includes offering the organization great control over the new insurance policies, unpaid changes to the policies, timely communication with the policyholder, underwriting solutions, maintaining various insurance plans, provide calculations of premium according to the policy duration and face value of the policy, enhancements to the existing policies, communicating with third-party systems like Central Medical System, Govt. SSN Central Database and plenty amongst others.

Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in sprint planning to achieve the requirement.
- Analyzed the business process of client and then involved in creating the application and data model required for the requirement.
- Created **custom application, objects, tabs, fields** with the custom functionality to efficiently meet the business requirement.
- Defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
- **Customized page layouts** for Opportunity, Contacts, and Accounts depending upon user profiles and **created permission sets** where necessary.
- Worked on various **Lightning Aura Component and Lightning web component (LWC)** related project responsibilities.

# Technical Skills

**SFDC Technologies:** Standard objects, Workflow & Approvals, Apex Classes/Controllers, Apex Triggers, Visualforce Pages, Data Loader, Reports, Dashboards, SOQL, SOSL, Lighting Aura Components, Lighting Web Components (LWC), Force.com IDE
**Languages:** APEX, Visualforce, JavaScript, SQL, PLSQL.
**Tools & Technologies:** Force.com Data Loader, Force.com Platform (Sandbox and Production).
**Operating systems:** Windows 98/NT/XP/Vista/7/8/10, Linux.

## Tools & Applications Used

- Force.com IDE
- Rally
- Git Hub
- JIRA
- Visual Studio IDE
- ETL
- ServiceNow

## Achievements

- Consistent performer in FIS Global.
- Best Team Player in IMS Health.
- First prize in chess tournament in FIS.
- Second prize in carrom in IMS Health.

## Volunteer Experience

- Worked as volunteer for INNOVATE48 event in FIS.
- Worked as Volunteer for fun activity/games events.

## Additional Information

- **Languages:** English, Hindi.
- **Interests:** Chess, Table tennis, Cricket and Adventurous sports.

- Worked on **Classic to Lightning migration** process.
- Worked on **Apex Class, Apex Triggers and Test Class**.
- Worked **on Assigning creating Roles Hierarchy, Profiles and Security** setup within the organization.
- Developed custom **Workflows and Assignment Rules** for case escalation. Also worked on **Flow Builder and Process Builder**.
- Implemented Field Level security for sensitive data holder fields.
- Implemented Salesforce automation using web-to-case forms, email-to-case, assignment rules, automation and queues, auto response rules, escalation rules, chatter groups, person accounts, cases and solutions.
- Created and used **Email templates** in HTML and Visualforce.
- Involved in Working with Standard Salesforce features like **Objects, Workflows, Record Types, Page layouts, Workflow Rules, Case Assignment Rules, and Escalation rules, Validation rules, Profiles, Roles, Reports and Dashboards** etc.

**Project: BCBS | Sales Cloud | Service Cloud | Insurance**             June'19 – Mar'21
**FIS Global, Bangalore**

**Project Description:**

BCBS is a million-dollar business serving many customers across the globe, is using Salesforce platform to maintain its huge insurance business. They use various standard features of Salesforce like lead management, case management and ensure quick solutions to customer as well as business growth. By using featuring like web-to-lead, web-to-case they are providing an interactive platform for customers. Also, we have used many custom objects, automation and custom code used like APEX, VFP in this project to main this insurance business on Salesforce.

**Responsibilities:**

- Involved in SFDC application setup and customization to match the functional needs of the Company.
- Worked as Salesforce admin support governing user account creation, personal information setup, password reset**, Roles & Profile creation, user group creation, updating company profile**, Network access setup.
- Involved in setting up **field level access** for each custom object created based on the user's role within the organization.
- Developed various **Custom objects, Tabs, Entity-Relationship data model, validation rules**, Components.
- Involved in the Data Transformation and Data Cleaning activities while transferring the data to the external system.
- Defined **lookup and master-detail relationships** on the objects and created junction objects to establish connectivity among objects.
- Involved in **field & page layout customization** for the standard objects like Account, Contact, and Leads.
- Created **workflow rules** and defined related tasks, time triggered tasks, email alerts, filed updates to implement business logic.
- Involved in security levels and privileges by customizing Salesforce.com Profiles and Roles.
- Involved in customizing custom objects, tabs, fields, page layout as per the business need.
- Integrated Email with Salesforce.com for mass E-mail management and designed various custom E-mail templates.
- Maintained **user roles, security, profiles, and workflow** rules wherever necessary.