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**Ravinder Singh**

**Salesforce Consultant 4X Certified**

Mobile: +91 9650550584

Email ID: ravindersingh0725@gmail.com

**Summary of Experience :**

* Total 5+ years of IT experience which includes working on Salesforce CRM, Sales Cloud, Service Cloud,Force.com, Lightning Web Components, Aura Framework, Community Cloud, JavaScript, HTML, CSS, SLDS, LDS etc.
* 1 year of LWC experience.
* Experience in Both Salesforce configurations, customizations and system integrations.
* Experience in Apex, LWC, Visualforce, Lightning, Version Control through SFDX.
* Lighting Flows and Process Builders and REST API Integration.
* Translation Workbench for multiple language support
* Code Smell Issues, Defect Fixes
* Knowledge of Visual Studio Code and Eclipse.
* Deployment Techniques : Bitbucket, Sourcetree , Beyound Compare, changeset
* Familiar of Agile Methodology , Proton , JIRA
* **Industry Experience** – Healthcare, Eduction and Finance.

**Deloitte – Consultant:** Bengaluru – 06/05/2019 – Till Now

Working as Salesforce consultant.

Primarily working on Force.com, Lightning Web Components, JavaScript, Lightning Flows, Lightning Communities and Integration.

Agile Methodology, Proton for Defect analysis, JIRA for user story tracking.

**ConAm Technologies – Lightning & Salesforce Developer:** **Gurgaon – 29/05/2017 – 26/04/2019**

Worked as Lightning and Salesforce Developer. Developing web services, batches, classes, triggers, Visualforce pages, Lightning components, Lightning App builder, community in Salesforce.

* Lightning components design and development.
* Integration between Salesforce.com and Zendesk.

**Virtuos Solutions – Application Associate:** **Gurgaon – 11/01/2016 – 26/05/2017**

The job included design and development of system from scratch. Developed batches, classes, triggers, visual force pages and Schedulable class in Salesforce.

* Integration between Salesforce.com and Moodle.

**Projects:**

***Company: Deloitte***

**Industry:**Healthcare

**Service Area:** Salesforce

***Client Description: Novartis Pharma***

**Experience:** January 2020 – Till Now

**Project Description:** This project is to create backend process to maintain Cell therapies of patients. Also to provide user interface to external user through lighting communities.

This project is powered by Sales Cloud, Force.com, Lightning communities, Apex, Lightning web components, JavaScript, HTML, CSS, Process Automation like Lighting Flows and Process builder. Integrated with external system by REST APIs. Huge implementation of Profiles, Permission sets and Custom Permissions between internal and external users.

* REST API Integration between Salesforce and SAP
* Agile Methodology.
* User stories tracking on Atlassian Jira.
* Defect tracking on Proton.
* Community Cloud

**Role:** Consultant,

* Act as Lead to for BTA’s in my project.
* Understand the requirement
* Refinement calls and User story estimations.
* Post approval; develop user stories as per sprint, unit testing, user story transport support from developer org to higher Sandbox using Bitbucket and Jenkins.
* Defect fixes.
* Code review within the team.
* Help teammates whenever required.
* Perform post deployment activities.
* SIT/UAT support.
* Post GoLive, provide Hypercare support.
* Provide day to day status on Scrum call, attend QA session with BA, and discuss blocker with Scrum Master.

***Company: Deloitte***

**Industry:**Healthcare

**Service Area:** Salesforce

***Client Description:******Medtronic Healthcare***

**Experience:** 4months

**Project Description:** This project is to create backend process to maintain the lifecycle of all the products related to Medtronic healthcare Diabetes.

Project is powered by Apex , Triggers and Visualforce pages, Communities.

**Role:** Consultant

* Need to align with BA to understand the user stories and developed the functionality.
* Follow waterfall model.
* User story development, unit testing.
* User story Demo to BA
* User story transport support from lower environment to higher environment.
* Defect fixes.

***Company: Deloitte***

**Industry:**Healthcare

**Competency:** Healthcare

**Service Area:** Salesforce

***Client Description:******Philips Healthcare***

**Experience:** 5 months.

**Project Description:** This project is to create field service applications for field service agents and related products using ServicMax, Service Cloud.

**Role:** Consultant

* Refinement calls with BA.
* User story development as per sprint.
* User story Demo
* SIT/UAT support
* User story transport support from lower environment to higher environment.
* Hyper care Support post GoLive.

***Company: ConAm Technologies Pvt. Ltd***

**Industry**: Education

**Competency:** Salesforce implementation

**Service Area**: Salesforce Developer

***Client Description****:* ***American Student Assistance.***

**Project Description:** American Student Assistance is a private nonprofit, dedicated to opening the gateway to opportunity by revolutionizing the way students approach, finance, and repay their higher education loans. Project Implementation is guided by HEDA (Higher Education Data Architecture).

**Role:** Application Developer

* + Understand the HEDA.
  + Customize and personalize Salesforce.com to fit environment's specific needs.
  + Creation & implementation of Custom Objects, Custom Apps, Page Layouts, Tabs, Validation Rules,
  + Sharing Rules.
  + Development using Apex classes, Test classes, Triggers
  + Code optimization w.r.t. governor limits of Salesforce.
  + Created external site for students.
  + Post deployment activities.

***Company: ConAm Technologies Pvt. Ltd***

**Industry**: Education

**Competency:** Salesforce implementation

**Service Area**: Education

***Client Description****:* ***Harvard Medical School.***

**Project Description:** Need to display Event calendar in Lightning experience for both future and past events

**Role:** Application Developer

* Integrate JavaScript full calendar with lightning component.
* Development using lightning component, apex classes , JavaScript , CSS , JQuery , CSS , SLDS etc.

***Company: ConAm Technologies Pvt. Ltd***

**Industry**: Financial Services

**Competency:** Salesforce Implementation

***Client Description****:* ***Rapid Advance.***

**Project Description:** Rapid Advance supports business owners with simple and convenient alternative financing solutions. In understanding the challenges of obtaining funds through traditional methods, Rapid provides small businesses with flexible, easy-to-implement immediate working capital. Loans can be approved within 24 hours, and funds deposited into account.

**Role:** Application Developer

* + Creation & implementation of Custom Objects, Custom Apps, Page Layouts, Tabs, Validation Rules,
  + Development using Apex classes, Test classes, Triggers.
  + Code optimization w.r.t. governor limits of Salesforce.
  + Org cleanup task.
  + Post deployment activities.



***Company: Virtuos Solutions Pvt. Ltd***

**Industry**: Education

**Competency:** Salesforce implementation

**Service Area**: Education Cloud

***Client Description****:* ***CampusYes (In-house project).***

**Project Description:** CampusYes is campus management CRM developed on Force.com. Its deals with student success management throughout his/her studies and after studies also. It includes student enrollment process, fee management, retention, course management, student profile on community etc.

Project Implementation is guided by HEDA (Higher Education Data Architecture).

**Role:** Application Developer

* + Worked on Force.com.
  + Creation & implementation of Custom Objects, Custom Apps, Page Layouts, Tabs, Validation Rules,
  + Sharing Rules
  + Development using Apex classes, Test classes, Triggers
  + Code optimization w.r.t. governor limits of Salesforce.
  + Setting up of Communities for Students

**Skills:**

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| **Salesforce Technologies** | Salesforce CRM, Lightning web components, Lightning Flows Apex Class, Apex Triggers, Visualforce Pages,  Workflow, Reports, Dashboards, SOQL, REST, Lightning Aura etc. |
| **Tools** | VSCode, Apex Data Loader, Import wizard, Force.com IDE, SFDX, Proton, JIRA, Bitbucket, SourceTree, Beyond Compare, GitHub etc. |
| **Languages** | APEX |
| **Web Technologies** | HTML, JavaScript, jQuery, CSS, Bootstrap, SLDS |

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| Professional Affiliations / Certifications | | |
|  | * Salesforce Certified Platform Developer I * Salesforce Certified Platform Developer II * Salesforce Certified Admin 201 * Salesforce Certified Einstein Analytics and Discovery Consultant | |