Amit Kumar

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SALESFORCE
CERTIFIED

Platform Developer I

Professional Summary

- Experience in Developing apex classes, Visualforce Pages, controller classes and apex triggers for various functional needs in the application.
- Experience in Developing salesforce lightning applications using Aura components & Lightning Web Component.
- Created roles, profiles and implemented security and sharing rules at object, field, and record level for different users at different levels of the organization.
- Worked on the approval process, lightning process builder , flow builder , and workflows to automate the business process without depending on custom code development..
- Created and maintained reports and dashboards to provide fast access to key business metrics.
- Good hands-on knowledge of Source Code Management (Version Control System) tools like Git.
- Developed and Maintained automated CI/CD pipelines for deployment using COPADO.
- Experience with migration of data from excel to SFDC through apex data loader/Workbench such as import, export and update the data.
- Demonstrated Configuration for Live Agent Setup
- Omni channel and Entitlement management for case object.
- Expertise in Sales cloud, Service cloud, Health Cloud, Partner portal and Customer portal.
- Worked on REST and SOAP API integration.

Professional Experience:

Company Name: IQVIA
Duration: 03 July 2019 to at present.
Job Profile: Salesforce Developer

Technical Skills

Apex Development, Aura Components, Lightning web components, Visualforce (Page, Component & Controllers, Remote Action), Apex Trigger, Batch Apex, Salesforce Admin side configuration, Workflow & Approvals, Dashboards, Data Export and Imports, Data migration using Dataloader, Case Management Automation, Communities, Public Sites, Remote Method, REST and SOAP API integration. , Rest Web-Services, HTML, CSS, JavaScript, jQuery.

Educational Qualifications

Bachelor of Technology in Electronic and communication engineering from cochin university of science and technology in 2019.

Certification

- Currently holding platform developer 1 salesforce certification
- Currently holding Salesforce Copado Devops Admin Certification.
- Currently holding Salesforce Copado Devops Developer Certification

Work Experience:

PROJECT 1

Project Title	*Horizon Trust – Amazon S3 Bucket Integration*
Team Size	1
Role	Salesforce Developer
Brief Description	Integration with Amazon S3 Bucket to download the content from the S3 Bucket. Users of portal can download related payment documents from S3 Bucket such as the Invoices, Bills etc. These documents are maintained by third party script which eventually updates the bucket with live transaction of the users from the portal.
Responsibilities	1. Development of pages, controllers. 2. Creation of custom setting, wrapper class. 3. Implementation of S3 interface to get the object details from Buck

PROJECT 2

Project Title	*Spectates Services*
Team Size	*1*
Role	Salesforce Developer
Brief Description	Project involves the customer satisfaction and case Entitlement management.
Responsibilities	Configured Live Agent setup for different communities to handle customer support and services. Different queue has been created and the request has been routed based on the user language to the different queues. Survey Feedback functionality to send request to customer to submit the feedback on their recent experience when case has been closed.

PROJECT 3

Project Title	*Lightning Components*
Team Size	*3*
Role	Salesforce Developer
Brief Description	Project involves the development of Lightning Component
Responsibilities	Created Lightning component to send the request to third party API system.
	Created Lightning component to show the average feedback of the case for an Account.
	Created Lightning Component to upload the attachment at the server side using drag and drop functionality.

Declaration

I hereby declare that all the information given above is true and correct to best of my knowledge and belief.

Date:

Place: KOCHI