

Vipin Kumar



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Hyderabad , Telangana



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TRAINING & CERTIFICATIONS

- Salesforce Platform Developer - 1
Salesforce, 2019
- Salesforce App Builder
Salesforce, 2020
- Salesforce Administrator
Salesforce, 2020



EDUCATION

Computer Science, Master of Engineering / Master of Technology

Jamia Hamdard University

Delhi, Delhi

Post Graduate
May 2014

Information technology, Bachelor of Engineering / Bachelor of Technology

St John's School

Meerut, Uttar Pradesh

Completed
May 2005



SKILLS

Programming languages: HTML, Salesforce Classic, Salesforce Lightning Data management and Cross functional leadership. Agile Methodology, Business process Improvement, Continuous integration, CRM.

Salesforce Certified Sr. Solution Engineer



PROFILE • ABOUT ME

- Experienced Salesforce Developer / Lead with over 9.5 years of experience in IT Industry and 6.5 years of experience in delivering innovative CRM solutions for large client businesses.
- A proven track record of collaborating with technical teams and client stakeholders across all phases of the product development life cycle.
- Solution-oriented and hands on technical . Focussed on creating collaborative efforts between support and engineering teams to implement system or product level changes to benefit end users.
- Ability of learn quickly, often in high pressures situations, in order to fully understand a new product , platform..
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in a work/project environment. Versatile team player with the excellent analytical, presentation, and interpersonal skills. Experience in onsite and offshore coordination.



CAREER HIGHLIGHTS

- Proven client facing skills including written, presentation and verbal communication skills.
- Team player with conflict management skills along with team building skills.
- Provide in-depth troubleshooting skills to assist in resolving issues.
- Analyze Salesforce application performance evaluate user feedback and drive continuous improvement efforts to maintain long-term client relationships.



WORK EXPERIENCE

Sr. Solution Engineer

Inventiv International Pharma Services Private Ltd.
Hyderabad, Telangana

Oct 2019
- Current

- Currently working as Salesforce Solution Engineer for Sales Cloud Implementation involving CPQ and Complex Integrations across legacy systems on Lightning Platform.
- Responsible for cross functional program integrations for business support, delivering high impact strategic deployment results for the client, including sales transformation and roadmaps, via Salesforce.com.
- Conducting gap analysis of system functionality and target requirements in design review sessions with the Architects across various connected applications.

Enterprise Solution Specialist

Oct 2018

UST Global Pvt. Ltd.

- Oct 2019

Hyderabad, Telangana

- Extensive experience of using declarative features like validation rules, workflows, approval processes, sharing rules automation for satisfying complex business process automations.
- Performs hands on development and support on Salesforce platform.

Salesforce Developer

Mar 2015

Dell International Pvt. Ltd.

- Oct 2018

Hyderabad, Telangana

- Modifying existing code as per business needs and accordingly customize code that were in accordance to specifications.
- Leveraged APEX Controller to make a call for external requests to retrieve data from various API's and displayed them on to the component

SQL Developer

Aug 2012

Tata Consultancy Services

- Mar 2015

Pune, Maharashtra

- Develop SQL Databases.
- Experience with complex SQLs and stored procedures (Oracle).
- Design stable, reliable and effective database.
- Optimize and maintain legacy systems.
- Liaise with developers to improve applications and establish best practice.
- Write SQL Queries.
- Conduct Database Troubleshooting.

Lecturer

Aug 2007

Apostle Engineering College

- May 2012

Noida, Uttar Pradesh

- Taught diverse student population by employing various learning styles and abilities.
- Used variety of learning modalities and support materials to facilitate learning process and accentuate presentations, including visual, aural and social learning modalities.
- Developed semester outlines and instructional plans for each class session to comply with stated course objectives.
- Incorporated instructional technologies in course delivery for both in-class and online instruction.

PROJECTS

Project

Walk me transformation

Period:

September 2022 - Current

Role:

Technical lead

It enables organizations to measure, drive, and act to ultimately accelerate their digital transformations .

Tools used: Walk me

Project

Revenue Compilation Project

Period:

March 2021 - August 2022

- Worked closely with Delivery Managers, Business Analyst, Stakeholders and if required directly with clients to architect technology solutions to meet client needs and ensure the software product is leveraged correctly.
- Leading technical Design, architect and documenting technical solutions. Delivering solution using Omnichannel, queue management and different salesforce feature Out of Box feature to support different teams.

Tools Used: LWC / Aura Lightning, Custom Code, integration, process Automation

Project

Syneos Migration project

Period:

January 2020 - February 2021

Project

Project – CUDA

Period:

November 2018 - September 2019

Experian is a leading consumer credit reporting company. Experian collects and aggregates information on over one billion people and businesses including 235 million individual US consumers. Salesforce is being used by customer service Agents in Experian to handle the service and support.

It aims at making salesforce as an additional channel for performing credit bureau related services like Freeze, Opt-in Opt-out etc., so that the customer service agents will be able to enable/disable credit related services to the customers.

The design for CUDA involves proving UI using custom lightning component development and calling corresponding REST APIs to perform the operation requested by the user.

ROLES and RESPONSIBILITIES:-

- Taught diverse student population by employing various learning styles and abilities.
- Used variety of learning modalities and support materials to facilitate learning process and accentuate presentations, including visual, aural and social learning modalities.
- Developed semester outlines and instructional plans for each class session to comply with stated course objectives.
- Incorporated instructional technologies in course delivery for both in-class and online instruction.
- Delivered lectures at appropriate pace and pronunciation for optimal audience comprehension by non-native English-speaking students.
- Collaborated to create dynamic, ongoing curriculum development and instruction improvement program.
- Evaluated and revised lesson plans and course content to facilitate and moderate classroom discussions and student centered learning.

• Tools Used: Lightning Aura

DECLARATION

I, Vipin Kumar, hereby declare that the information contained herein is true and correct to the best of my knowledge and belief.

Vipin Kumar

Hyderabad, Telangana

08/02/2023