Salesforce 2X Certified

Rupesh Sharma

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Experience Summary

I have 2+ years of experience in Salesforce CRM as Developer in a client facing delivery oriented role with Tata Consultancy Services. I am working as a role of Salesforce.com Application developer & Testing in my current project. I have experience in implementing Salesforce.com configuration, customization, Apex, Visualforce, SOQL and Process Builder. I worked in Service Cloud.

Areas/Applications

Area – Line of Business

- Communication, Media & Information.
- Banking & Financial Service – Cloud Service.

Area – Sales, Services and Community Cloud

- Data analysis, management, and migration.
- Implementation of Service Cloud including: Service Console, Customer Portal, Case Feed, Entitlements & Milestone, Lightning component flash cards.
- Sales cloud includes territory management, forecast Category, articles and content workspace development.
- Community cloud includes trending Articles, content management, lightning components for library management.

Career Profile

2018 - 2018   Wipro – Appirio Cloud Service

Title   CRM tool implementation for providing best Service to Community users related to ASPAC.

Period   May 2017 – Jan 2018

Client   **ANZ -** Multinational giant in Banking & Financial Service.

Position   SFDC Developer.

Responsibilities   Collaboration with client Manager, Architect and business users for User story grooming, providing implementation plan and design, handling continuous integration and delivery.

Project   Custom Salesforce CRM implementation application developed for rich serving customer experience in cloud community business process.

The work involved:

Realization and implementation of record sharing based on community users i.e. Executive, Manager & user for a particular account.

Building up lightning bundle which contain Knowledge Articles, Data categories, salesforce CRM content and files to feel community users a high rich lightning experience.

Implementation of Trending articles with content tagging, topics and Knowledge base.

Building up lightning components to provide Library(Content Work space) Management.

REST/SOAP integration with middleware service ESI and UI Adobe AEM.

Implementation of Chatter with topic assignment ,feed comment and feed attachment in lightning community cloud.

2017 - 2018   Tata Consultancy Services

Title	CRM tool implementation for providing best Service to Customer related to Europe and ASPAC
Period	May 2017 – Jan 2018
Client	**Thomson Reuters -** Multinational giant in Communication, Media & Information.
Position	SFDC Developer.
Responsibilities	Collaboration with client Manager, Architect and business users for User story grooming, providing implementation plan and design, handling continuous integration and delivery.
	Establish, Maintain & enhance security, using profiles and role hierarchy.
	Design, document, build, test and deploy enhancements to Salesforce instance.
	Managed project deployments and rollouts using agile methodologies.
	Create and manage workflows, complex formulas, validation rule, basic triggers and process builder.
	Designed and implemented custom Visualforce pages and apex classes.
	Implementation of Service Cloud including: Service Console, Customer Portal, Case Feed, Knowledge Base and Entitlements.
Project	Custom Salesforce CRM implementation application developed for rich serving customer experience in service domain business process.
	The work involved:
	Roll out of Country releases and quarterly releases as delivery from scrum team.
	Roll out of existing modules in new Salesforce Lightning.
	User Story grooming by collaborating Business Analysts from Client Business,
	Drawing up technical implementation plan and effort estimation along with development team,
	Handling release management tasks for delivery (build automation

and continuous delivery),

Working along with team for any critical requirement.

Managing team's performance and quality of delivery by continuous support in growing technical and functional knowledge base for each team member, Collaboration with other team for Data Integrations,

Validating the build done by team technically and functionally,
Handling user acceptance test for new releases with onsite support.

2016 - 2017   Tata Consultancy Services

Title   Identify opportunities to drive stronger sales performance through enhancements to integration of new tools, new workflow processes, and creation of reports and dashboards.

Period   Sep 2016 – May 2017

Client   **Citi Bank -** Multinational giant in Banking & Financial Service.

Position   SFDC Developer.

Responsibilities   Designed, setup and maintained Salesforce standard objects, custom objects and junction objects, while also structuring user roles, security profiles and workflow rules.

Ensured data integrity through the appropriate use of de-duping, loading and exporting tools, for bulk of data using Data Loader.

Created and updated users, reports and dashboards to track pipeline/stages for management visibility, while integrating Apex (applications) to Salesforce accounts such as Outlook.

Strong in OOPs concepts, Visual Force, Apex programming – Classes, Triggers, SOQL, SOSL, SOAP/REST API, Test Classes.

Working knowledge in Bulk Triggers, API based integration, Batch Apex

Working knowledge in - HTML/CSS, XML, JavaScript etc.

Data modeling skills – Object modelling, Object relationships, junction objects, Schema Builder.

Functional & Admin Skills – Configuration, Customization, User Management, Security Access, Reports, Dashboards, Workflows, Approvals, Page Layouts, Record Types, Assignment Rules, Validation

Rules, Object Relationships, Schema Builder, Desktop integration, Mobile integration, Data Import/Export, data management tools – data loader, workbench etc.

Strong in problem solving, analytical skills with ability to learn quickly, adapt with priorities and business needs and self-organized with project delivery consciousness.

2013 – 2014   Sri Ramkrishna Institute of Science &Technology.

Title	Digital Electronics ,Analog Electronics and Microprocessor
Environment	**Matlab, Pspice and VHDL**
Period	July 2013 – Sep 2014
Client	**Swami Vivekananda Group of Institution. (Pioneer in Education)**
Position	Lecturer.
Responsibilities	Responsible for taking class related to electronics engineering module.

IT Skill

Technology	Core Java, Servlets, Apex, MySQL, DataLoader, Lightning components (Aura)
Project Management Tool	Jira(Agile)
Java EE Web Component API	Servlets 3.1
Java EE Resource API	JDBC 4.1
Web Development	HTML 5 & CSS 3, Java Script, Visual Force
Build Tool	ANT ,Copardo
Sandbox /Environment	Salesforce CRM - Dev/QA/UAT/Production org
Application Server	Tomcat 7.0 server
IDE	Eclipse Neon
Repository Tool	GitHub

Training Attended

Year	Title	Location	Organised by
2016	Advanced J2EE Training	Bangalore	TCS
2017	Salesforce Admin	Bangalore	TCS
2017	Salesforce Developer	Bangalore	TCS

Academic Qualifications

Level	Degree	Institute	Board/ University	Year	%/CGPA
Post Graduation	M. Tech in VLSI DESIGN (full time)	University of Calcutta, Kolkata,India	University of Calcutta, Kolkata,India	2014-2016	[8.31/10]
Graduation	B. Tech In Electronics and Communication Engineering	Swami Vivekananda Institute of Science & Technology, Kolkata INDIA.	West Bengal University of Technology	2009-2013	[9.08/10]
12th Standard	Higher Secondary	Gyan Bharathi Vidyapith, Kolkata, INDIA	West Bengal Council of Higher Secondary Education	2007	68.4
10th Standard	Secondary	Tantia High School,Kolkata, INDIA	West Bengal Board of Secondary Education	2005	62.5

Personal Profile

Father's Name   : Surendra Sharma

Mother's Name	: Bela Sharma
Date of Birth	: 10thDec 1989
Local Address	: 45 , 15th cross Sai temple road. Bangalore – 560037.
Permanent Address	: 18/B/H/5, Rajendra Mullick Street. Kolkata- 700007, INDIA.
Passport Details	: L4057697 Issued at Kolkata valid up to 18/08/2023

I hereby declare that the information provided above by me is correct and to the best of my knowledge.

Rupesh Sharma