

# Tanmay Singh

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Contact: +91-8872418282, 7986734248

## CAREER OBJECTIVE

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I am looking forward to associating myself with an organization which would provide me an exciting and challenging environment blended with value creation opportunities.

## PROFESSIONAL SUMMARY

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- IT professional with more than 3 years of experience as a Salesforce Developer.
- Expertise in Sales Cloud, Service Cloud, Community Cloud and Field Service Lightning.
- Good grasp of Aura Components, knowledge about LWC, and more focused in re-usable components.
- Responsible for communicating with various stakeholders for gathering technical requirement and proposing solution.
- Complete understanding of AGILE framework (SCRUM) including product backlog grooming, story estimation, prioritization etc.

## EDUCATIONAL BACKGROUND

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- Completed B. Tech in Computer Science & Engineering, from Lovely Professional University, affiliated to AIU, with 8.16 CGPA
- Intermediate (10+2/ XII) from Doon International School (CBSE Board) in 2013, with 71.2%
- Matriculation (10th/X) from Doon International School (CBSE Board) in 2011, with 89.4%.

## TECHNICAL SKILLS

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- Languages Apex, Java, SQL, JavaScript, CSS, SOQL & SOSL, PHP
- Databases SQL Server
- Tool ANT migration tool, Eclipse
- Markup Language HTML, XML
- Frameworks VisualForce, Salesforce Lightning
- Operating System Windows

## TRAINING

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- Completed 6 months Salesforce, Core Java & Advance Java training conducted by Cognizant Technology Solutions. (Jan 2017 to June 2017)
- Completed 1 Months training on PHP & MySQL, Shreyanshi Consultancy Pvt Ltd, July 2015.

## CERTIFICATIONS & AWARDS

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- Salesforce Certified Sales Cloud Consultant, Salesforce
- Salesforce Platform Developer I Certification, Salesforce
- Salesforce Certified Platform App Builder, Salesforce
- Salesforce Administrator Certification, Salesforce
- Salesforce Certified Service Cloud Consultant, Salesforce
- Salesforce Certified Sharing and Visibility designer, Salesforce
- Salesforce Certified Field Service Lightning Consultant, Salesforce
- Database Fundamentals Certification, Microsoft

## PROJECT PROFILE

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### **Project#6**

**Project Name** : Rental Car Fleet Management

**Technology** : Field Service Lightning (FSL)

**Period** : November 2020 – Till Date

### **Description:**

Shell is a major dealer of oil and gas. They have a separate segment called retail fleet, they have a requirement from a client to implement their rental business on Salesforce, so we came up with idea of implementing FSL, where drivers would act as a Service Resources, and it's easy to track them in Field Service Console.

### **Role & Responsibilities:**

- Requirement gathering, analysis and design.
- Communicating with clients and Product Owners and BA's for problem resolution and requirement gathering.
- Working on FSL and configuring according to need, possible customization as well.
- Working on Lightning Components, Apex Triggers, Apex classes, integrations
- Demo of per sprint builds to Product Owner.
- Integration with real time Ravin Api to track damages of vehicle.
- Preparation of Technical Design Document (TDD) for each new functionality.

## **Project#5**

**Project Name** : Fleet Maintenance Management

**Technology** : Field Service Lightning (FSL)

**Period** : May 2020 – November 2020

### **Description:**

Shell is a major dealer of oil and gas. They have a separate segment called retail fleet, they have a requirement from a client to implement their maintenance business on Salesforce, so we came up with idea of implementing FSL, where drivers would act as a Service Resources, and cars as Assets which will be easier to track them in Field Service Console.

### **Role & Responsibilities:**

- Requirement gathering, analysis and design.
- Communicating with clients and Product Owners and BA's for problem resolution and requirement gathering.
- Working on FSL and configuring according to need, possible customization as well.
- Working on Lightning Components, Apex Triggers, Apex classes, integrations
- Demo of per sprint builds to Product Owner.
- Integration with the fleet system to maintain the availability and location of a vehicle.
- Preparation of Technical Design Document (TDD) for each new functionality.

## **Project#4**

**Project Name** : Food Delivery

**Technology** : Field Service Lightning (FSL)

**Period** : December 2019 – May 2020

### **Description:**

Shell is a major dealer of oil and gas. They have a separate segment called retail fleet, they have a requirement from a client to implement their food delivery business on Salesforce, so we came up with idea of implementing FSL, where drivers would act as a Service Resources, and it's easy to track them in Field Service Console.

### **Role & Responsibilities:**

- Requirement gathering, analysis and design.
- Communicating with clients and Product Owners and BA's for problem resolution and requirement gathering.
- Working on FSL and configuring according to need, possible customization as well.
- Working on Lightning Components, Apex Triggers, Apex classes, integrations
- Demo of per sprint builds to Product Owner.
- Preparation of Technical Design Document (TDD) for each new functionality.

### **Project#3**

**Project Name** : Community Cloud (Chemicals )  
**Technology** : Salesforce Lightning Framework  
**Period** : May 2019 – Dec 2019

#### **Description:**

Shell is a major dealer of oil and gas. They have a separate segment called specialties, which they wanted to be implemented in Salesforce. Since this application was majorly for helping their 3<sup>rd</sup> party users such as haulier (transporter) and plant users.

#### **Role & Responsibilities:**

- Requirement gathering, analysis and design.
- Communicating with Product Owners and BA's for problem resolution and requirement gathering.
- Working on Salesforce Lightning framework customization.
- Working on Lightning Components, Apex Triggers, Batch Classes, Apex classes, integrations
- Demo of per sprint builds to product owner.
- Preparation of Technical Design Document (TDD) for each new functionality that has needs customization.

### **Project#2**

**Project Name** : Sales Cloud (HealthCare)  
**Technology** : Salesforce Lightning Framework  
**Period** : Feb 2018 – Till Date

#### **Description:**

Emblem Health wanted to transform their way of doing business. So they came up with the idea of implementing Salesforce. This project is being developed in accordance with the Agile technology.

#### **Role & Responsibilities:**

- Requirement gathering, analysis and design.
- Communicating with clients and stakeholders for problem resolution and requirement gathering.
- Working on Salesforce Lightning framework customization.
- Working on Lightning Components, Apex Triggers, Batch Classes, Apex classes, configuration and possible customization.
- Demo of per sprint builds to product owner.
- Preparation of Technical Design Document (TDD), Developer Admin Profile (to restrict metadata) etc.

**Project#1****Project Name** : Community Cloud (HealthCare)**Technology** : Salesforce Classic Framework**Period** : Nov 2017 – Feb 2018**Description:**

L.A. Care Health Plan is an independent public agency created by the state of California to provide health coverage to low-income Los Angeles County residents. We are providing External Partner Portal by using Community Cloud to the Agents and General Agency Admins of LA Care, who can login to the Portal and perform various functions like capture Leads, create Case, monitor their commissions etc.

**Role & Responsibilities:**

- Requirement gathering, analysis and design.
- Communicating with clients and stakeholders for problem resolution and requirement gathering.
- Worked on Salesforce configuration and customization.
- Worked on Apex Triggers, Batch Classes, Visual Force Pages, Apex classes, customization.
- Demo of per sprint builds to product owner.
- Preparation of Technical Design Document (TDD).

**ACHIEVEMENTS**

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- VP CIO award for best performance and delivering a key product in Q3 2020, Royal Dutch Shell
- 1<sup>st</sup> prize in Web Development Competition organized by LPU, 2014.
- 1<sup>st</sup> prize in English debate competition from Doon International School
- 2<sup>nd</sup> prize in Hindi debate competition form Doon International School
- 100% attendance Award for the year-2011 from Doon International School

## **PERSONAL DETAILS**

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Father's Name : Mr. Tara Singh  
Mother's Name : Mrs. Meena Singh  
Date of Birth : 11•02•1997  
Nationality : Indian  
Languages Known : English, Hindi  
Sex and Marital Status : Male, Single

**Date :**

**Location : Bangalore, India**

**(TANMAY SINGH)**