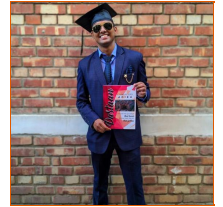# Rahul Kumar

Salesforce Platform Developer

Delhi,India | +91-7210810732 | errahkum01@gmail.com

Summary

- More than 1.5 years of comprehensive technical expertise specific to working on Salesforce Platform, improving overall quality of interaction of Users with Salesforce Platform.
- Experience of working in the complete Software Development Life Cycle involving Scrum methodologies using Agile Principles for design, development, deployment, maintenance and documentation.

Work experience

Software Engineer (Salesforce)   June 2020 - Present

Protiviti Consulting Private Limited

RH Team (Robert Half Technology) -

The RH team of Protiviti Consulting majorly works on all applications which Robert Half develops and can be used by Protiviti Consultants, Knowledge Management Teams. The Team is headed directly by a Robert Half Employee. The Applications which we work upon as a team are: Salesforce, iManage, iBudget, iShare, ProtivitiHub, PeopleSearch, etc. The major focus of the Work by Robert Half is to make things easy and simple for the Consultants for their day to day use.
TASKS:

- Developed Lightning Web Components, Processes, Flows, Triggers, Apex class as per the requirements of marketing teams interaction with Salesforce.
- Customized the Salesforce Plugin in Outlook, developed LWC and Aura components, built Apex classes, triggers, Flows, created objects, defined the permission set.
- Responsibility of System Administrator, which includes setting up of requirements in Salesforce as per the usage, mainly with respect to setting up of metadata, permission sets, profiles, building App pages, record pages, etc.
- Integration of Salesforce's org with various Protiviti's internal applications.
- Involved in the development of feature in Salesforce related to Account Planning goals, basically developing feature that increases the efficiency of how an Account is looked after so as to win opportunities.
- Currently Exploring the development of customized Lightning web components for Salesforce mobile application. Also, involved in brainstorming about leveraging standard out of the box functionality for making the mobile experience better.

Education

Bachelor of Technology (Information Technology)   Aug 2015 - Jul 2019

Maharaja Agrasen Institute of Technology, GGSIPU, Delhi

Grade - 81.9%

All India Senior Secondary School Certification Examination   Apr 2013 - May 2014

Kendriya Vidyalaya (AFS) , Thiruvananthapuram

Grade - 88.4%

Secondary School Certification   Apr 2011 - May 2012

Kendriya Vidyalaya (AFS) , Thiruvananthapuram

Grade - 10 CGPA

CERTIFICATION

Salesforce Certified Platform Developer - 1 (Credential ID - 21564506)

ACHIEVEMENTS:

- **"Pat on the Back" Winner in Protiviti for Q1 and Q2 2020.**

Skills

- **Salesforce Technologies**
  - **Lightning Web Components**
  - **Apex**
  - **HTML**
  - **CSS**
  - **Aura Components**
  - **SOQL**
  - **Salesforce Administration**
  - **Visualforce (Basic)**
- **GitHub - Used github to create merge requests, push and pull changes, commits, for resolving merge conflicts, etc.**

Personal attributes

Leadership, Proactive, Enthusiastic, Learner, Self-Motivated, Team-Player, Working-Collaboratively & Inclusively, Result-Oriented, Flexible, Communication and Time management skill

SALESFORCE PROJECTS

- **SALESFORCE PLUG-IN CUSTOMIZATION (OUTLOOK)**
  - The Project is focused on developing custom components, flows, processes, classes so as to support the needs of marketing teams and knowledge consultants of Protiviti.
  - A series of LWC and Aura components were developed and then embedded in the Salesforce panel in outlook, the components fetch the data from the mails, and then the user had the access of performing the operations from the outlook itself without navigating to Salesforce, thus increasing the overall efficiency and reduction in error.
  - Custom objects and fields were created, leveraged the existing profiles and created some new profiles, defined the permission set as per the profile and requirements, leveraged the existing objects as well as leveraged the existing features that were previously developed.
  - A number of features were thought off and then Triggers, Apex classes, Processes, LWC, aura components, etc were built as required for various functionalities related to creation and edition of records, logging of events, notes, emails, creation of a relationship with the contacts attached in the mail, etc.

- **MARKETING AUTOMATION**
  - This project focuses on the following features:
    - Contact Relationship -
      1. Developed how and when a contact relationship is logged, the definition of various levels, complexities involved with respect to relationships, fulfillment requirements.
      2. Developed supporting classes, objects, components, fields, permission sets, processes.
    - Contact History -
      1. Custom components, classes, objects, and fields that basically show the hierarchical view of the history of any particular since the time its record has been logged into salesforce. Data queried from other Protiviti applications as well as the Salesforce org's own data used.
    - Contact Recommendation -
      1. Custom components, classes, objects, and fields that show contact relationship recommendations as per the logged-in user interactions with any particular contact. Data queried from other Protiviti applications as well as the Salesforce org's own data used.
    - Campaign -
      1. Feature to fetch campaign data related to contacts, accounts, opportunities, leads, etc from the other internal application and use of the data as per the requirements.
    - Opportunity -
      1. Feature involved the scrapping up of creation of opportunities within salesforce and leveraging of other internal applications for creating opportunity data and use of Salesforce as a Data repository.

- **ACCOUNT PLANNING**
  - The project focuses on developing and thinking of how an Account is perceived and thought off within salesforce
    - **ACCOUNT RESEARCH**
      1. Development of visual flows, process builders, Apex classes, components, objects for the requirements.
      2. Development of scripts that parses a PDF related to any account and storage of the data in custom objects and fields.
      3. Developed the Apex classes that query the parsed data.
      4. Developed LWC that takes the queried data and lets the users perform various functions.
    - **ACCOUNT CONTACT PLAN**
    - **ACCOUNT ACTIVITY PLAN**
      1. Feature development that involves tracking and performing functions related to various events, tasks, campaigns related to the account.