SHUBHAM KUMAR

Salesforce Developer

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Digital Portfolio:
https://shubham-projects-dev-ed.trailblaze.my.site.com/

SUMMARY

Dedicated Salesforce Developer with a proven track record of success, holding 6 Salesforce certifications, and possessing 4+ years of hands-on experience in designing, implementing, and optimizing Salesforce solutions. Adept at leveraging the full potential of the Salesforce platform to drive business growth and deliver exceptional results. Skilled in developing and customizing applications, managing data, and ensuring seamless integration. Committed to staying at the forefront of Salesforce technology to provide innovative solutions that meet client needs and exceed expectations.

SKILLS

- **Technical Skills:** Java, Apex Class, Apex Triggers, SOSL, SOQL, Workflows, Process Builder, Flows, Lightning Aura Component, Lightning Web Component - LWC, HTML, CSS, JavaScript, Integration
- **Salesforce Clouds:** Service Cloud, Sales Cloud, Community Cloud
- **Tools and Softwares:** Jira, Workbench, Bitbucket, VS Code, Sourcetree, Ant
- **Software Methodologies:** Agile, Waterfall development methodology
- **Soft Skills:** Time Management, Communication, Problem -Solving

EXPERIENCE

Senior Application Developer
Telus international, Greater Noida
July 2024 - Present

- Analyzing the project's requirements and the ability to convert said requirements into technical documents, design, and code.
- Implementing design methodologies and toolsets.
- Writing well-designed, defect-free code which scales well and follows all best practices and guidelines.
- Executing the development of software with a strong focus on security, performance, and robustness.
- Conducting deep level analysis to identify the root causes to systematically resolve issues.
- Following all defined software configuration management best practices.
- Reviewing code to identify issues as well as deviations from best practices.
- Addressing issues promptly, and responding positively to setbacks and challenges with a mindset of continuous improvement.

Senior Developer
Wipro, Greater Noida
October 2021 - July 2024

- Leveraged expertise in Salesforce development to design and implement solutions that optimize business operations.

- Demonstrated a deep understanding of Apex, SOSL, SOQL and Lightning Components to drive successful project outcomes.
- Successfully automated business processes through the effective use of Workflows, Process Builder and Flows.
- Resolved defects related to integration, Lightning Web Components - LWC, Aura components, REST API and SOAP API.
- Actively engaged in real time troubleshooting and problem solving to ensure smooth technical delivery.

Salesforce Developer
Brazen Group, Noida
January 2021 - October 2021

- Contributed to Salesforce development projects, focusing on customization and automation.
- Developed new functionalities using Apex Triggers, Apex Classes and Flows.
- Collaborated closely with testing and deployment teams to ensure successful feature rollout.
- Conducted real-time troubleshooting and provided support to address customer issues promptly.
- Communicated effectively with technical and non technical stakeholders, end users and executives to ensure project success.

Wealth Manager
ICICI BANK, Jaipur
January 2020 - June 2020

- Proficient in financial analysis and portfolio management
- Strong knowledge of investment products and financial markets
- Excellent interpersonal and communication skills
- Ability to build and maintain client relationships
- Goal-oriented with a focus on delivering exceptional customer service
- Sound understanding of regulatory requirements in the financial services industry.

CERTIFICATIONS

- Salesforce Certified AI Associate
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Javascript Developer
- Salesforce Certified Platform Developer II
- Salesforce Certified Platform Developer I
- Salesforce Certified Administrators

PROJECTS

- **Hibu - Product Development - Service Cloud.**

  Building Custom functionalities using apex, lwc, visualforce page and aura components.

  Worked on automating the process using triggers and flows.

  Worked on resolving defects related to integration, lwc, aura components, rest api and soap api.

- **ABB- Modular Contract Agreement on FSL Cloud/Minor Enhancement/ DECR**

Worked on creating new functionalities using triggers, apex classes, flows, aura components & resolved LWC defects and worked with the test team to pass the deployment package and deployment team to deploy new functionalities into production.

- **Student Soapbox on Education Cloud**
  Created new functionalities using aura, triggers, batch, resolved defects and worked on managed packages to pass the salesforce security test.

- **New York State Department of Labor on Service Cloud**
  Worked on creating objects, fields, page layout, record types and validation rules. Created a community(Experience builder) and provided support to senior dev.

- **Computer Internet Security on Sales Cloud**
  Worked on helping resolving defects related to apex classes,triggers,apex components, workflow rules and process builder. Testing and providing support to team lead.

EDUCATION

Bachelor of Technology B.Tech, 2014-2018
Dehradun Institute of Technology

12th, 2013-2014
Red Rose Senior Secondary School

10th, 2010-2011
St. John Bosco College