

Arun Singh

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PD1 Certified, Salesforce Admin, Salesforce AI Associate Certified

PROFILE SUMMARY

- Designed and implemented Salesforce integrations with third-party systems using RESTful APIs and Salesforce APIs.
- Developed custom solutions to automate data synchronization between Salesforce and ERP systems, resulting in improved operational efficiency.
- Demonstrated proficiency in Salesforce integration patterns such as point-to-point, middleware, and event-driven architectures.
- Implemented complex data mappings and transformations using tools like MuleSoft, Jitterbit, or custom Apex code.
- Delivered projects on time and within budget, achieving a customer satisfaction rate of 100%.
- Designed and implemented custom Salesforce applications to automate business processes.
- Integrated external systems with Salesforce using RESTful APIs, SOAP APIs, and third-party integration tools like MuleSoft or Jitterbit.
- Configured Salesforce objects, fields, page layouts, and workflows to meet specific business requirements.
- Managed Salesforce security settings, roles, profiles, and permission sets to ensure data integrity and compliance with organizational policies.

WORK EXPERIENCE

Jul2020-Current

Salesforce Developer, Insight Mobi Solution

Project 1 :- Govberg

Watchbox is the global leader in pre-owned luxury watches and is the world's leading platform for the buying, selling and trading pre-owned luxury watches, fueled by technology, innovation and unmatched global experience in the high-end watch market.

Responsibility:-

- Worked on both Administration and Development areas.
- Worked on utility classes to use the functionality across the project.
- Worked JSON parsing and two way integration from Salesforce to other platforms.
- Worked on Apex Triggers, Visualforce Pages, Visualforce Components and Test Classes as per the client requirements.
- Worked on creating custom fields, Validation Rules, Workflow Rules, Process on both Standard and Custom objects.
- Worked on configuring Pages Layouts, Search Layouts, History Tracking and Relationships.
- Worked on Sharing Settings to apply security on both Meta-data and records.

Project 2 :- IQVIA Engage

It is a specific platform within IQVIA's suite of offerings designed to facilitate and enhance engagement between pharmaceutical companies and healthcare providers (HCPs). It provides tools and solutions that enable pharmaceutical companies to interact more effectively with healthcare professionals, ultimately aiming to improve communication, increase engagement, and optimize the delivery of healthcare products and services.

Responsibility:-

- Developed and customized client solutions using Apex programming language, Visualforce pages, and Lightning components.
- Worked on record type and its page layout. Created a Rule, Rule Instance, Rule Instance Parameter, and Rule Parameter.
- Setup a new meeting record type.
- Created a Context, Context Action, Context Category, and Context Condition.
- Designed and configured dynamic UI according to requirements.
- Language translation tasks.
- Worked on Conditional approver action on specific record type.
- Created an Action and Monitoring Panel.

Project 3 :- IQVIA GFMS(Grant & Management Funding System) IQVIA Grants & Funding Management is an end-to-end SaaS solution that manages global funding requests for medical education, charitable donations, sponsorships, and other forms of grants. Responsibility:-

- Developed custom Salesforce applications to manage global funding requests for medical education, charitable donations, and sponsorships.
 - Designed and implemented end-to-end workflows to streamline the grant request process from submission to approval and disbursement.
 - Created custom Lightning Web Components (LWCs) to enhance user interface and improve user experience.
 - Integrated the Salesforce platform with external systems to provide a centralized hub for managing all funding activities.
 - Implemented security and sharing rules to protect sensitive grant data and ensure proper access controls.
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Project 3 :- Enphase Energy

Enphase Energy is an Innovating Solar Power Solutions with Advanced Microinverter Technology for a Sustainable Future.

Responsibility:-

- Customize Salesforce objects (e.g., Accounts, Leads, Opportunities) and build custom objects to manage solar energy project lifecycles, customer interactions, and service records.
 - Create dynamic dashboards, reports, and interfaces for real-time insights into solar installations, customer support, and sales performance.
 - Develop and maintain Workflows, Process Builder, and Flows to automate key business processes, such as customer onboarding, order management, and field service operations.
 - Collaborate with sales, marketing, and support teams to build custom solutions that streamline solar product sales, customer service, and energy project management.
 - Train end-users on Salesforce best practices and new functionalities, ensuring efficient use of the system across different teams, including field service teams and solar installers.
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ADDITIONAL INFORMATION

Technical Skills: Apex, Trigger, LWC, Salesforce Administrator, Salesforce Service Cloud, SQL, SOQL, GIT, GITHUB, JIRA, Data loader, JavaScript, CSS, HTML

EDUCATION

Master of Technology
CDAC , Mohali

Sep 2015-Jul2021

- Computer Science Engineering (**7.8 CGPA**)