Sushant Kumar

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Education

University College of Engineering and Technology , Vinobha Bhave , Hazaribagh	April 2019-May 2023
Bachelor of Science in Computer Science	*HazariBag, Jharkhand*

- **Relevant Coursework:** Data Structures and Algorithms (C++),DBMS, Algorithm, OOPS, Computer Networks

Experience

Cloudprism Solutions	July 2023 – Present
Software Engineer	*Pune, Maharashtra*

- As a Salesforce Developer, I create and customize applications within the Salesforce platform, utilizing Apex and Flow Builder to meet specific business needs. I am responsible for integrating these applications with other systems using API, ensuring seamless functionality and data synchronization. My role also involves collaborating with various stakeholders to translate business requirements into practical solutions, as well as maintaining and enhancing existing systems to adapt to new challenges.

Projects

Project Name 1 | *momentum*

- Implement end to end Sales Process.
- Develop a comprehensive service center operation, managing the entire lifecycle from project initiation to final reporting. This includes establishing standard operating procedure and performance metrics.
- Implement a "Service Card Creation" flow to trigger the creation of a JC Watch when necessary, streamlining the process for service requests.
- Configure an automated email notification system to inform stakeholders about the status of their tickets, whether they have been approved or rejected, enhancing communication and transparency.

Project Name 2 | *Concord Salesforce Enhancement*

- Enhanced Salesforce functionality for Concord by implementing tailored solutions. Set up a complete timesheet management process for consultants.
- Streamlined the recruitment process through Salesforce automation. Integrated HubSpot for efficient lead management and implemented Salesforce Einstein Activity Capture for sales representatives.
- Integrated Prallax to enable accurate sales forecasting and reporting capabilities.

Technical Skills

Apex Programming Languages: Proficient in developing custom business logic and automation using Apex code within the Salesforce platform.
Lightning Web Components (LWC): Experienced in building efficient and responsive user interfaces using Lightning Web Components framework for Salesforce applications.
Triggers: Experienced in writing Apex triggers to perform custom operations before or after records are inserted, updated, or deleted in Salesforce.
Flows: Proficient in designing and implementing declarative process automation solutions using Salesforce Flows.
Salesforce Integration: Skilled in integrating external systems and services with Salesforce using REST/SOAP API, platform events, and other integration techniques
Salesforce Configuration: Expertise in configuring and customizing Salesforce platform features including custom objects, fields, and validation rules to meet business requirements.
Data Cloud: Technical Knowledge and Exposure about Salesforce Data Cloud and it uses and Implementation.

Skills

- **Team Collaboration:** Proven ability to effectively collaborate with cross-functional teams, including developers, administrators.

- **Adaptability and Fast Learner**: Quick learner with the ability to rapidly acquire new skills and technologies, staying updated with the latest trends and best practices in Salesforce development and configuration.

Profile Summary

- Seasoned Salesforce professional with 2+years of experience in designing, developing, and implementing robust Salesforce solutions to drive business growth and efficiency.
- Proven track record of successfully delivering end-to-end Salesforce projects, from requirements gathering and solution design to implementation and user training.
- Proactive and results-oriented approach, with a commitment to delivering high-quality work within project timelines and budget constraints.
- Passionate about staying updated with the latest Salesforce technologies and best practices, continuously seeking opportunities for professional development and learning.