Krishna Kumar
Salesforce Analyst

✉ krishna030507@gmail.com 📞 9636252638 📍 Bengaluru, India in LinkedIn 🌐 Trailhead

Professional Summary

Accomplished Salesforce professional with 3 Salesforce certifications and 2 Conga certifications, bringing 2 years of experience in Salesforce development. Combines technical expertise with a commitment to excellence, specializing in Apex, Flows, SOQL, etc. Demonstrated ability to analyze, design, and optimize business processes with hands-on experience in implementing changes, increasing user adoption, and driving best practices.

Education

Institute of Engineering & Management   Kolkata, India

- Bachelor of Technology – Information Technology   July 2018 - June 2022
  CGPA – 9.12

Skills

Apex Trigger | Apex | Flow | Approval Process | Sharing and Visibility (OWD) | SOQL | SOSL | Apex Integration | Platform Event | Event Relay | LWC | Conga Composer | Conga Contract for Salesforce | Vlocity | OmniStudio | OmniScript | FlexCard | DataRaptor | Integration Procedure | GIT | VS Code | Copado | Jira

Work Experience

Accenture | Packaged App Development Analyst   Bengaluru | Dec 2022 - Present

Achievements/Tasks

- Helped client in implementation of DevOps Center by POC.
- Helped client's vendor to set up conga functionality such as Conga Orchestrate definition and step object config, Adobe E-sign admin config, Conga Templates, Conga Clause Bundles, etc.
- Implemented JIT Handler, User Deprovisioning in Salesforce using Apex, Triggers and Batch Apex.
- Delivered 20+ client proposals on short deadlines by prioritizing the task and working backwards from the deadline.
- Investigated and resolved complex technical issues, improving application performance and user satisfaction.
- Collaborated with other developers, designers, and project managers to ensure successful project delivery.
- Conducted thorough code reviews that identified and rectified the top three causes of application crashes, enhancing overall system stability while elevating team adherence to established quality best practices.
- Received recognition from client for consistently meeting project deadlines and delivering high-quality code.
- Got Promoted to Packaged App Development Analyst in June 2024

SmartInternz | Salesforce Developer Internship   Remote | July 2022 – Sep 2022

- It was 3 -months Internship on Salesforce Development involving hands-on Apex, Trigger, Flow, Integration etc.
- Completed Superbadges and badges on Trailhead like Apex Specialist, Process Automation Specialist etc.

Certificates

- [Salesforce Platform Developer 1](#)
- [Salesforce Administrator](#)
- [Salesforce OmniStudio Developer](#)
- [Conga Contracts for Salesforce](#)
- [Conga Composer](#)

Languages

ENGLISH: Full Professional Proficiency
HINDI: Native or Bilingual Proficiency

Soft Skills

- Spearheaded cross-functional collaboration, streamlining project execution and surpassing deadlines by 20%; recognized for exceptional adaptability and teamwork, driving successful project completion ahead of schedule.
- Streamlined project timelines by implementing efficient task prioritization, resulting in a 25% reduction in project delivery time.