

Sunny Kumar

Salesforce Developer

Extensive Experience in Development & Design on Salesforce



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EDUCATION

B.Tech

Kalinga institute of industrial Technology

07/2019 - 07/2023

Bhubneshwar

[Details](#)

- Stream - Information Technology
- 8.97CGPA

12 th CBSE

Sri chaitanya Vidya Niketan

06/2017 - 03/2019

Vishakapatnam

[Details](#)

- Stream - PCM
- 66 %

10 th CBSE

Takshashila Vidya Pith

05/2016 - 05/2017

Deoghar

[Details](#)

- 10 CGPA

WORK EXPERIENCE

Program Analyst

Cognizant

09/2023 - Present

[Tasks](#)

- Resolving tickets within SLA timeline.
- Configuration and Build
- Zero Tolerance to SLA breaches.
- Ensuring resolving tickets with less than 5 escalations

Program Analyst Trainee

Cognizant

[Tasks](#)

- Developed an integration between two Salesforce orgs using Apex REST API for data exchange and created a Lightning Web Component (LWC) to search and display related contacts from a target org within the source org.
- Technologies and Tools Used: -- Salesforce Apex -- Lightning Web Components (LWC) -- Salesforce REST API -- SOQL (Salesforce Object Query Language)

ACHIEVEMENTS

Cognizant (10/2023 - Present)

4 super badges 115 badges 80250 points and 9 trails in TrailHead

SKILLS

salesforce configurations, salesforce developer, LWC, Veeva CRM, Veeva Vault, C++, C, Java, MySQL, IBM cloud, AWS, Linux

PROJECTS

Amgen GCO ELMAC Veeva Merge (10/2023 - Present)

- Worked on resolving user issues and functionality related issues.
- Worked on configuration related activities on JIRA for this project and also translation update activities.
- Followed standards for development and stuck to the timelines and tried to achieve maximum acceptance criteria
- Working on the assigned user tasks/tickets with 0 defects and ensuring no impact to existing functionalities
- Expertise in System Administration, Configuration, and support of salesforce CRM, Veeva CRM

CERTIFICATES

Java Programming (Great Learning) (07/2021 - 08/2021)

Learned about basic concept of java programming

Salesforce Shaolin (04/2022 - 06/2022)

Salesforce Developer Catalyst Plus

Cloud core (IBM) (01/2023 - 02/2023)

Salesforce Admintration (12/2023 - Present)

Salesforce Platform Developer-1 (01/2024 - Present)

Salesforce platform App builder (06/2024 - Present)

Salesforce AI associates (07/2024 - Present)

INTERNSHIP

Salesforce developer (Cognizant) (03/2023 - 07/2023)

Works on both admin and developer part.

LANGUAGES

English, Hindi

Native or Bilingual Proficiency