AVIJEET KUMAR SINGH

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Mumbai, India

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| **Professional Snapshot** |

Avijeet has over 5 years of experience of technical and functional aspects of Salesforce.com and Force.com Platform technologies including Apex, Triggers, Visualforce, Workflows & Approvals, Lightning, Integrations with external systems and has an end-to-end product development experience.

He also possesses strong knowledge of web development technologies like JAVA, HTML5, CSS3, JavaScript, JQuery, Bootstrap etc. and is capable of leading teams spread across geographical locations.

He is a Salesforce.com Certified professional having experience on different phases of project including business analysis, client interaction, security auditing, development and deployment.

He has worked with clients in Life Sciences and Health Care as well as Financial Services Industries and has immense industry specific knowledge which has been acquired by working in a client facing role for more than 4 years.

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| Career Objective |

To work in a competitive environment that effectively utilizes my analytical, interpersonal, leadership and organizational skills to conceive and achieve solutions. The solutions which help my clients in not only meeting its targets, but also allowing it to grow, thereby, enhancing my own skills as an individual and as a key player in the client’s business development.

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| Certifications |

* Salesforce Certified Administrator (ADM-201). (Certification No: - **741643**)
* Salesforce Certified Force.com Developer (DEV-401). (Certification No: - **862588**)
* Salesforce.com Certified Service Cloud Consultant. (Certification No: - **1086780**)
* Salesforce.com Certified Sales Cloud Consultant. (Certification No: - **1213961**)
* Salesforce Certified Force.com Advanced Developer (DEV-501). (Certification No: - **1928802**)
* Salesforce Certified Technical Architect Level 1

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| **Organizational Experience** |

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| **Organization** | **Designation** | **Addresses** | **Duration** |
| **Persistent System Ltd.** | **Senior Software Engineer** | **Persistent Systems Limited, Bhageerath, SB Road, Pune, Maharashtra, India** | **July 2011 – Oct 2014** |
| **Deloitte US India** | **Senior Consultant** | **Deloitte, Fairmont, Hiranandani, Powai, Mumbai, Maharashtra, India** | **Oct 2014 – Till Date** |

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| Educational Qualifications |

* First Class in **B.E (Computer)** from Army Institute of Technology (University of Pune) in 2011.
* **H.S.C** in 2007 from Army School New Cantt. Allahabad (CBSE), Allahabad, Uttar Pradesh.
* **S.S.C** in 2005 from Army School Jalandhar Cantt. (CBSE), Jalandhar, Punjab.

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| **Course** | **Specialization** | **Board/ University** | **Year** | **Percentage** | **School/College** |
| B.E | Computer | University of Pune | June-2011 | 61.60%  (First Class) | Army Institute of Technology, Pune |
| H.S.C | PCM + Computers | CBSE Board | March- 2007 | 85.80%  (First Class with Distinction) | Army School Allahabad New Cantt. |
| S.S.C | - | CBSE Board | March- 2005 | 93.20%  (First Class with Distinction) | Army School Jalandhar Cantt. |

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| **Skill Sets** |

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| **Primary skills** | Force.com platform (APEX, Visualforce, Triggers, Workflows, Approvals, OWD, Profiles, Sites, Data Loader, Email Services, Salesforce-to-Salesforce, Customer portal, Web-to-lead, Web-to-Case, Apex Sharing etc.), Reports & Dashboards, Knowledge Base, JAVA, HTML5, CSS3, JavaScript |
| **Frameworks** | Bootstrap, AJAX, JQuery, JQuery UI, JAXB, REST, SOAP, Partner API, Enterprise API, Metadata API |
| **Development Tools** | Force.com IDE, Eclipse, Bugzilla, Remedy, AXAPTA, Pentaho, Aptana Studio, APEX Data Loader, MS Office, Service Now, Jenkins, Bit bucket, Sourcetree |

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| **Deloitte Project Experience** |

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| **Industry: Life Sciences and Health Care** | **Service Line: Deloitte Digital** |
| **Role: Salesforce Technical Lead** | **Duration : 15 months** |

The client is a U.S based pharmaceutical company committed to researching, developing and marketing pharmaceutical products across therapeutic areas such as diabetes, cancer, osteoporosis, cardiovascular disorders and growth-hormone deficiency. Client is using Force.com Platform to build multiple applications which are gradually replacing various on-premise applications.

**Role Description:**

* Leading the development team, support team and migration team.
* Running the scrum calls and managing client’s expectation and performing timely demos and deliveries.
* Participating in the gate reviews and presenting the solution developed to various stakeholders during various phases of the project.
* Designing the data model and the application.
* Creating the detailed technical documentation for the design.
* Implementing new features on Force.com to support the business using the platform features including system configuration, custom objects and fields, workflows, approval processes, Apex code and Visualforce.
* Developing Integration Strategies if any involved in application (Performed Veeva and SuccessFactors)
* Creating test classes and doing code reviews for the team.
* Supporting the solution implemented after it goes live.

**Technical environment:**

Salesforce.com, Visualforce, Apex, Eclipse, Bitbucket, SourceTree, Jenkins, Veeva, SuccessFactors

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| **Industry: Technology Media and Telecommunications** | | **Service Line: Deloitte Digital** |
| **Role: Salesforce Technical Lead** | **Duration : 4 months** | |

The client is an India based multinational firm set to implement 4G Telecommunication in India by launching a new firm and decided to use Salesforce for case management, recruiting, pre-boarding and on-boarding process for new employees. The client decided to integrate the SuccessFactors system used to hire and onboard new employees to Salesforce and implement a portal for all employees / candidates.

**Role Description:**

* Lead the development team, support team and migration team.
* Ran the scrum calls and managing client’s expectation and performing timely demos and deliveries.
* Designed the data model and the application.
* Created the detailed technical documentation for the design.
* Implemented new features on Salesforce to support the business using the platform features including system configuration, custom objects and fields, workflows, approval processes, Apex code and Visualforce.
* Developed Integration Strategy to connect with SuccessFactors
* Developed mobile application to support candidate pre-boarding.
* Created the test cases and test classes.
* Supported the solution given after it went live.

**Technical environment:**

Salesforce.com, Visualforce, Apex, Eclipse, Bitbucket, SourceTree, Jenkins, SuccessFactors

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| **Industry: Financial Services** | **Service Line: Deloitte Digital** |
| **Role: Salesforce Lead Developer** | **Duration : 5 months** |

The client provides financial market data, analytic and related solutions to financial institutions, active traders and individual investors. The company’s businesses supply real-time market data, time-sensitive pricing, evaluations and reference data for securities trading, including hard-to-value instruments. The client has multiple legacy systems and no structured CRM process. With the Salesforce implementation, we attempt to provide the client with Sales Cloud services along with the functionality of their existing systems.

**Role Description:**

* Implemented new features on Salesforce to support the business using the platform features including system configuration, custom objects and fields, workflows, approval processes, Apex code and Visualforce.
* Created VF pages to replicate the functionality of client’s existing order placing process.
* Worked on Service Console and customization around it for Phase 2 of the project which involved Service Cloud Implementation.
* Extensively worked on Email-To-Case routing and customization around incoming emails / email messages
* Customized the product selection page so that sales users are able to locate bundled products easily.
* Worked on Apex web services to provide real time integration between Salesforce and an external system of client
* Worked on the ANT migration tool extensively to migrate the metadata to production and also for Delta deployments
* Performed various bug fixes and enhancements in support phase of the project.
* Created and documented elaborate high level requirements, prototype scenarios, use cases and test cases along with steps.

**Technical environment:**

Salesforce.com, Visualforce, Apex, Eclipse

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| **Industry: Consumer and Industrial Products** | **Service Line: Deloitte Digital** |
| **Role: Salesforce Developer** | **Duration : 3 months** |

The client is a multinational company based in UK dealing in production and distribution of alcoholic beverages. The client aimed to build a CRM using Salesforce so as to ease the reporting and sales processes.

**Role Description:**

* Capture requirements and the high-level design of marketing, sales, or custom business processes from the client.
* Implemented new features on Salesforce to support the business using the platform features including system configuration, custom objects and fields, workflows, approval processes, Apex code and Visualforce.
* Created VF pages to replicate the functionality of client’s existing order placing process.
* Implemented contract management for the existing Sales application.
* Worked on the ANT migration tool extensively to migrate the metadata to production and also for Delta deployments
* Performed various bug fixes and enhancements in support phase of the project.
* Created and documented elaborate high level requirements, prototype scenarios, use cases and test cases along with steps.

**Technical environment:**

Salesforce.com, Visualforce, Apex, Eclipse, Bitbucket, SourceTree, Jenkins

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| **Previous Project Experience** |

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| **Industry: Consumer and Industrial Products** |  |
| **Role: Salesforce Developer** | **Duration : 10 months** |

The client is a US manufacturing firm that designs and manufactures products for optical communications networks, communications test and measurement equipment, lasers, optical solutions for authentication and decorative applications, and other custom optics

**Role Description:**

* Capture requirements and the high-level design of marketing, sales, or custom force.com business processes from the business.
* Implemented new features on Salesforce to support the business using the platform features including system configuration, custom objects and fields, workflows, approval processes, Apex code and Visualforce.
* Worked over implementation of Service cloud / Article Management / Web to Case / Customer Community / Force.com Canvas for RMA
* Identified issues with the existing implementation and perform deployment of new enhancements / change requests. Collaborated with the various business heads to schedule / prioritize enhancements and changes.
* Identify issues with existing SSO and Canvas implementation.
* Performed integration with Oracle Demantra with using middleware technology (SOA).

**Technical environment:**

Salesforce.com, Visualforce, Apex, Eclipse, Bitbucket, SourceTree, Jenkins, Oracle Demantra, Oracle EBS

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| **Industry: Transportation** |  |
| **Role: Salesforce Developer** | **Duration : 10 months** |

The client is an Indian Travel Industry giant dealing in Flights, Hotels, Trains and Bus Bookings and also sells holidays packages. The client was interested in keeping a 360 degree view of the customer, bookings and issues raised against those bookings.

**Role Description:**

* Implemented new features on Salesforce to support the business using the platform features including system configuration, custom objects and fields, workflows, approval processes, Apex code and Visualforce.
* Performed end user friendly Service Cloud Console implementation. Implemented Web-to-Case functionality to enable customer to create case directly from website.
* Implemented Email-to-Case functionality to enable customer to create cases via email.
* Entitlement management feature with Milestones was implemented for optimum service delivery.
* Wrote automatic scheduler to assign cases automatically.
* Configured Service KPI’s as per customer's understanding taking in account Business Hours.
* Performed Integration with Payment vendors (Cash U , Delhivery, Phonon-IVR, Techpro) , SMS Vendor (Gupshup) ,CTI Integration

**Technical environment:**

Salesforce.com, Visualforce, Apex, Eclipse, Bitbucket, SourceTree, Jenkins

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| **Industry: Technology Media and Telecommunications** |  | |
| **Role: Salesforce Developer** | | **Duration : 10 months** |

The client is a US Technology firm involved in development of SCM products. They were looking to move their incident management from JIRA and Rally to Salesforce.

**Role Description:**

* Implemented new features on Salesforce to support the business using the platform features including system configuration, custom objects and fields, workflows, approval processes, Apex code and Visualforce.
* Implemented Web-to-Case, Email to Case functionality to enable customer to create case.
* Implemented Email-to-Case functionality to enable customer to create case.
* Implemented of Customer Portal. Entitlement management feature with Milestones was implemented for optimum service delivery. Knowledge Base (with multiple Data Categories) was implemented and made available on Customer Portal and Public Website.
* Live Chat functionality was implemented on customer portal and public pages for instant communication with customers.
* Integration with their home-grown bug tracking system AccuWork so that service cases which classify as bugs can move over to AccuWork.
* Migration from their existing forums (UBB Threads) to Salesforce Chatter Answer Community.
* Migration of all existing JIRA issues and their comments along with historical dates to Salesforce.

**Technical environment:**

Salesforce.com, Visualforce, Apex, Eclipse, Bitbucket, SourceTree, Jenkins

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| **Industry: Technology Media and Telecommunications** |  | |
| **Role: Salesforce Developer** | | **Duration : 9 months** |

The client is a US Technology firm which provides online digital interviewing platform. They wanted to make use of salesforce service cloud and knowledge management features to keep track of user issues.

**Role Description:**

* Implemented new features on Salesforce service cloud to support the business using the platform features including system configuration, custom objects and fields, workflows, approval processes, Apex code and Visualforce.
* Configured Service Cloud.
* Implemented Web-to-Case, Email to Case functionality to enable customer to create case.
* Implemented Email-to-Case functionality to enable customer to create case.
* Implemented of Customer Portal. Entitlement management feature with Milestones was implemented for optimum service delivery. Knowledge Base (with multiple Data Categories) was implemented and made available on Customer Portal and Public Website.
* Live Chat functionality was implemented on customer portal and public pages for instant communication with customers
* Entitlement management feature with Milestones was implemented for optimum service delivery.

**Technical environment:**

Salesforce.com, Visualforce, Apex, Eclipse, Bitbucket, SourceTree, Jenkins

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| **Technical/Non-Technical Achievements** |

* Received Certificate of Appreciation in C/C++ quiz organized by Open Source Activity Software Centre.
* Finalist in Bytecode (JAVA programming) in a national level event (Melange) held at VIT Pune.
* Participated in Best Coders event at M.E.S College of Engineering.
* Secured 3rd rank in Mathematics Science Talent Search Examination conducted by Harish Chandra Research Institute of Allahabad.
* Secured 65th rank (97.84 percentile) in 6th National Science Olympiad.
* Secured 90% marks and a silver medal in Mathematics Quiz held by All India Schools Mathematics Teachers Association.
* Secured 40th rank in TSI Maths Olympiad.
* Secured 88% marks in Pre Senior UN Information Test Certificate Examination held by United Schools Organisation of India.
* Received a merit certificate for scoring 78% marks in 2nd Talent Search Examination.

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| **Interests** |

* Computer Gaming
* Photography
* Music
* Table Tennis

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| **References** |

References can be provided on request.

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| **Personal Details** |

Name : Avijeet Kumar Singh

Father’s Name : Ashok Kumar Singh

Sex : Male

Marital Status : Single

Date of Birth : 1st Oct 1990

Current Location : Mumbai, India

Linguistic Abilities : English / Hindi