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Raunak Kumar Singh Featured

Advisory Consultant seeking roles in Project Management,Salesforce Development ,Relationship Management,technical design,configurations,Salesforce CRM, Apex Class, Apex Triggers, Batch Apex, Queueable Apex,Community,WebSevices,lightning web component

Current Designation: Advisory Consultant	Total Experience: 7 Year(s) 0 Month(s)
Current Company: IBM India Pvt. Ltd	Notice Period: 3 Months
Current Location: Bengaluru / Bangalore	Highest Degree: B.Tech/B.E. [Electrical]
Pref. Location: Bengaluru / Bangalore,Australia,Canada	

Functional Area: IT Software - Application Programming / Maintenance

Role: Outside Consultant

Industry: IT-Software/Software Services

Marital Status: Married

Key Skills: Advisory Consultant, Project Management,Salesforce Development ,Relationship Management,Stakeholder Management,technical design,configurations management,Salesforce CRM, Apex Class, Apex Triggers, Batch Apex, Queueable Apex,Salesforce.com

Verified : Phone Number | Email - id

Last Active: 19-Jan-21   Last Modified: 19-Jan-21

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Summary

*   A competent IT professional, with over 7 years of experience in Product Management and Salesforce Technology
*   Expertise in concepts of end-to-end project planning & implementation including scope management, activity sequencing, cost estimation, risk analysis, and quality management
*   Skilled in providing technical design & architectural leadership to multiple teams & projects
*   Expertise in mapping clients' business requirements & translating these requirements into functional specifications, custom designing solutions (process / product)
*   Received Appreciation from Management for assisting other scrum teams in solving UAT issues after task completion at IBM & Cognizant
*   Skilled in grasping big picture, conceptualizing process enhancement solutions, partnering closely with business leaders & stakeholders
*   Rich knowledge of working within the limitations of the Salesforce.com platform, including consulting & supporting client using salesforce products

Work Experience

● **IBM India Pvt. Ltd** as Advisory Consultant
Jan 2019 to Till Date

Role/Skill: Senior Salesforce Developer, Technical Lead of Scrum Team
Team Size: 5
Project Technology: Salesforce.com, Apex, Triggers, Visualforce Page Components, Batch Apex, JavaScript, Rest API, Service   Max Developer, Jenkins, Profiles, Process Builder, Lightning, Salesforce DX, Security And Sharing Settings, Roles Setup, Formstack, Copado Setup, Branch Management, Community Setup, Live Chat Implementation in Community. Built Chat Routing functionality to route chats to different queues based on the User Country, Topic Selected for the Chat and User Type
Project Name and Details:
*   Batch Jobs for processing equipment loaded from SAP
*   Apex Class
*   Apex Triggers
*   Service Console Configuration and Customizations
*   Code Review and Comments
*   Chatbots Setup in Communities
*   Content Management in salesforce
*   Lightning Web Component
*   Community Setup and Navigation
*   Setting up Audiences and pages in the community
*   Chat Surveys
*   Community Audiences

● **Cognizant Services Pvt. Ltd** as Sr. Software Engineer

May 2016 to Jan 2019

Client: Philips, KPN
Role/Skill: Senior Salesforce Developer, Technical Lead of Scrum Team
Team Size: 40
Project Technology: Salesforce.com, Apex, Triggers, Visualforce Page Components, Batch Apex, JavaScript, Rest API, Service Max Developer, Jenkins, Profiles, Process Builder
Project Name and Details
* Worked on providing solutions for integrations between SAP and Salesforce
* Batch Jobs for processing equipment loaded from SAP
* Apex Class
* Service Max Developer
* Apex Triggers
* Service Max transaction and wizard creation. FSA App mobile permission
* Service Console Configuration and Customizations
* Code Review and Comments

● **Accenture Services Pvt. Ltd** as Software Engineer
Aug 2013 to May 2016

Client: AT&T
Role/Skill: Salesforce Developer - Salesforce, Apex, VF, Integration
Team Size: 42
Project Technology: Salesforce.com, Apex, SOAP-Webservice, Apex Trigger, Visualforce, MACD
Project Name and Details
* Contributed as Lead Developer and performed programming in Salesforce APEX across various teams and managed critical client delivery work
* Steered the entire functional and technical KT on Atom Portal
* Gained knowledge on managing Apptus Data Load whenever the sandboxes were refreshed and completed the Apptus data load in multiple lower sandboxes
* Developed Estimation Sheet for the User Stories as per the Dev Build hours and testing Efforts
* Single-handedly worked on the test code coverage; received appreciation mail from onshore for improving the code coverage
* Received appreciation from Lead on fixing the Code Coverage Issues
* Analyzed provisioning milestone requirement and delivered the work on time without any defect
* Worked on Begin Quote Permission US for restricting the pricing document visibility for various products and delivered the work without any defect
* Acted as Module Lead and managed complete module for the MACD Back-end Port Speed Change, CoS Change and VLAN Speed Change
* Owned The MACD CoS Change Front-end Module and delivered the work on time
* Used Rally properly and estimated US for the development and testing hours
* Developed the Technical Design overview for multiple US and uploaded it in rally
* Worked on 30 UAT defects and closed the same on time

Technologies Used: Visualforce, Visual Flows, Apex Class, REST API, Apex Triggers, JavaScript, Apttus CPQ Basics

Education

UG: **B.Tech/B.E. (Electrical)** from **SRM university (SRMU)** in **2013**

Other Qualifications/Certifications/Programs:
Salesforce.com Developer DEV401
Salesforce Certified Platform Developer
Salesforce Certified Administrator
Salesforce Certified Advanced Administrator
Salesforce Certified Service Cloud Consultant
Salesforce Certified Sales Cloud Consultant
Copado Certified Administrator
Salesforce Field Service Lightning Consultant

IT Skills

Skill Name	Version	Last Used	Experience
Salesforce CRM, Apex Class			
Apex Triggers, Batch Apex			
Queueable Apex, Visualforce			
Configuration in Salesforce			
WebServices, JavaScript			
Service Max Developer, Visual Flows			
Apttus CPQ Basics			
REST API, Data Loader			
Salesforce Lightning			
Lightning Web Component			
Communities Setup			

Languages Known

Languages Known

Language	Proficiency	Read	Write	Speak
english	Expert	✔	✔	✔
hindi	Proficient		✔	✔

Affirmative Action

Category: General

Physically Challenged: No

Work Authorization

Job Type: Permanent

Employment Status: Full time