**Shiv Pratap Singh Bhadauria**

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**OBJECTIVE**

To become a valued and respected professional and contribute as a cohesive team member by aligning my goals in consonance with the corporate objectives of the organization.

**SYNOPSIS**

• 6 years of IT experience in analysis, design and development of applications using Salesforce.com CRM, Servicemax, Veeva CRM, Force.com platform with proficiency as a developer and have worked in deployment activities in multiple environments.

• Presently associated with *General Electric*, Bengaluru as a Senior Application Developer.

• Sound ability to develop strategies to progress from a verbal problem statement to an innovative Salesforce application.

• Excellent & Timely decision making skills with a sharp positive approach and with a “Never Give Up” attitude.

• Strong believer & follower of Team work & Timely delivery with utmost quality.

• Self-motivated and Self-driven towards the solutions and ability to learn new technologies to bring innovation in it.

**EDUCATION**

• MCA (Masters of Computer Applications), VIT University, Vellore with 8.2 CGPA in 2013.

• BCA (Bachelors of Computer Applications), GICTS College, Gwalior with 67.8% in 2009.

• XII, Govt. Gorkhi Higher Secondary School, Gwalior (Affiliated to Board of Secondary Education , Bhopal) with 61% in 2005.

• X, National Convent Higher Secondary School, Gwalior (Affiliated to Board of Secondary Education , Bhopal ) with 73.2% in 2003.

**TECHNICAL SKILLS**

**Salesforce.com:**

Apex, Visual Force, SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Formulas, Validation Rules,auto-response rules, Email-to-Case, Assignment rules, Custom settings, Eclipse, Force.com Explorer, Apex Data Loader, Work Bench , Process Builder,Translation workbench,Territory management.

**Veeva:**

Apex, Visual Force, Call management , Order management,SOQL, SOSL, Apex Triggers, Workflows, Approvals, Email Templates, Formulas, Validation Rules,assignment rules, Eclipse, Force.com Explorer, Apex Data Loader, Work Bench , Process Builder.

**Servicemax**:

Servicemax SFM transactions , SFM Wizards , SFM Custom actions , SFM screen design,SFM profile configuration,SFM mappings,Dispatch Console , Servicemax Setup configuration.

**IDE: Eclipse**

**Operating Systems:** Windows XP/Vista/7/8/10.

**Certifications:**

* Salesforce Certified Platform Developer 1
* Salesforce Certified Administrator
* Salesforce Certified Platform App Builder
* Servicemax Certified Administrator

**WORK HISTORY**

**Organization: General Electric, Bengaluru.**

**Tenure: May 2018 – Present.**

**Job Title: Senior Application Developer**

**Work Summary:**

• End to end design and development of a SFDC.

• Developed critical reusable modules for usage across projects.

• Got hands on experience of Requirement Analysis, Estimation, Development and Post production support of SFDC.

**PROJECT PORTFOLIO**

**Project Title : Baker Hughes**

**Client : Baker Hughes**

**Duration : May 2018 - Present**

**Role : Senior Application Developer**

**Environment : Salesforce.com, Servicemax , Veeva**

**Description :** The purpose of the Baker Hughes project was to provide a complete platform for Baker Hughes Sales Division starting from Pre-Sales to After Sales service. Enhancements & adding new functionalities and maintenance of the code was performed in this project.

**Role: Senior Application Developer**

• Designed, developed and deployed Apex Classes, Controller Classes, Batch class and Apex Triggers for various functional needs in the application.

• Created multiple visual force pages for various requirement needs.

• Designed multiple SFM screens for various business requirements using standard Servicemax SFM transaction functionality.

• Configured the SFM mappings & availability of SFM screens based on record criteria.

• Implemented multiple data validation rules enforcement on the SFM screen feature.

• Created various test classes to ensure code coverage needed for the successful deployment process.

• Integrated Salesforce application with another SAP Next Connect system using REST API.

• Used SOQL & SOSL for data fetching and manipulation needs of the application using platform database objects.

• Implemented Security access to the user profiles by creating Object level security, field level security, and record level security.

• Implemented various Business logics with the use of Process Builder ,Workflow rules and perform relevant operations with the use of it.

• Implemented various complex business approval logics and created single approval process, parallel approval process for Quote approval , Custom Product approval functionality.

• Created various auto-response rules , assignment rules , Email to Case for Case management process.

• Experience in using Apex Data Loader, workbench, developer console , force.com explorer for various data related operations like data inserting, updating, upserting, deleting, exporting.

• Worked on creating custom E-Mail templates like Mass Email, Email Templates, and Communication Templates to be sent out to customers.

**Organization: Accenture Solutions Private Ltd, Bengaluru.**

**Tenure: May 2013 – May 2018.**

**Job Title: Application Development Senior Analyst**

**Work Summary:**

• End to end design and development of a SFDC using Veeva CRM.

• Developed critical reusable modules for usage across projects.

• Got hands on experience of Requirement Analysis, Estimation, Development and Post production support of SFDC.

**PROJECT PORTFOLIO**

**Project Title: Merck Millipore**

**Client: Merck**

**Duration: Feb 2014 – May 2018**

**Role: Senior Application Developer**

**Environment: Salesforce.com, Servicemax , Veeva CRM**

**Description:** The purpose of the Merck Millipore project was to provide a complete platform for Merck Millipore Sales Division starting from Pre-Sales to After Sales service. Enhancements, adding new functionalities and maintenance of the code was performed in this project.

**Role: Senior Application Developer**

• Designed, developed and deployed Apex Classes, Controller Classes,Batch class and Apex Triggers for various functional needs in the application.

• Created multiple visual force pages for various requirement needs.

• Designed multiple SFM screens for various business requirements using standard servicemax SFM transaction functionality.

• Configured the SFM mappings & availability of SFM screens based on record criteria.

• Implemented multiple data validation rules enforcement on the SFM screen feature.

• Created various test classes to ensure code coverage needed for the successful deployment process.

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• Used SOQL & SOSL for data fetching and manipulation needs of the application using platform database objects.

• Implemented Security access to the user profiles by creating Object level security, field level security, and record level security.

• Implemented various Business logics with the use of Process Builder ,Workflow rules and perform relevant operations with the use of it.

• Implemented various complex business approval logics and created single approval process, parallel approval process for Quote approval , Custom Product approval functionality.

• Created various auto-response rules , assignment rules , Email to Case for Case management process.

• Experience in using Apex Data Loader, Workbench ,Developer console , force.com explorer for various data related operations like data inserting, updating, upserting, deleting, exporting.

• Worked on creating custom E-Mail templates like Mass Email, Email Templates, and Communication Templates to be sent out to customers.

**Project Title : Pfizer WBB**

**Client : Pfizer**

**Duration : July 2013 – Jan 2014**

**Role : Application Developer**

**Environment : Salesforce.com, Veeva CRM**

**Description :** The purpose of the Pfizer WBB project was to provide a complete platform for Pfizer Sales Division starting from Pre-Sales to After Sales service. Enhancements, adding new functionalities in the code was performed in this project.

**Role: Software Developer**

• Designed, developed and deployed Apex Classes, Controller Classes, Batch class and Apex Triggers for various functional needs in the application.

• Worked on Call management & Order management module of Veeva.

• Implementation of Translations for various languages using Translation workbench.

• Used SOQL & SOSL for data fetching and manipulation needs of the application using platform database objects.

• Implemented Security access to the user profiles by creating Object level security, field level security, and record level security.

• Implemented various complex business approval logics and created single approval process for DCR approval , Order approval functionality.

• Created various auto-response rules , assignment rules , Email to Case for Case management process.

• Created multiple visual force pages for various requirement needs.

• Experience in using Apex Data Loader,workbench,Force.com explorer for various data related operations like data inserting, updating, upserting, deleting, exporting.

• Worked on creating custom E-Mail templates like Mass Email, Email Templates, and Communication Templates to besent out to customers.

**ACHIEVEMENTS**

• Well appreciated by client for excellent performance and timely delivery of projects.

• Successfully automated Salesforce user account management for multiple Business markets which

Smoothens the business process to a greater extent.

• Awarded by Accenture’s highest individual award for excellence for successful and timely delivery of critical modules to business and was solely involved in it.

• Appreciated by client as one of the top performer of year 2017 for timely & successful delivery.

• Awarded by Organization multiple time as star performer for taking end to end ownership and delivering complex requirements as per the time line.

(Shiv Pratap Singh Bhadauria)