Abhishek Kumar

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| **Summary** | 3x Salesforce certified professional with 3+ years of experience in salesforce solution development and administration on Salesforce Service cloud and Health cloud. |

Work Experience

Organization:-Persistent System(Dec 2022-Present)

Project type: -Development   **Domain: -Health**
Date:-Jan 2023 to present

- Worked in agile model to develop or enhance salesforce-based applications as per the business requirement
- Fixed 508 compliance issues related to web accessibility on client portal .
- Developed registration and login page using LWC for client portal.

Organization:-Infosys(Oct 2019- Dec 2022)

Project type: -Development   **Domain: -Pharma**
Date:-5/2021 to 12/2022

- Worked in agile model to develop or enhance salesforce-based applications as per the business requirement.
- Developed apex triggers to update fields, child objects and to share newly created record through apex-based sharing as per business requirement
- Worked on REST API based integration and used HTTP callout using JSON to fetch records/data from other system and display them on salesforce application.
- Worked on postman & workbench tool to test API and its functionality.
- Created Scheduler based report sender job through email in CSV format.
- Implemented apex-based solution to restrict file download button as per user type
- Implemented and configured service cloud internal knowledge management application as per business requirement.
- Well maintained test code coverage unit testing for all the codes in system following salesforce limit.

- Responsible for Designing, Implementation and deployment of custom-built page layout and custom tabs to suit needs of application. Also created various permission set and profile specific for them
- Created Validation rules, workflows specific to limited user groups by filtering through their profiles.
- Created and developed custom LWC component with apex controllers to create and update records.
- Responsible for guiding QA and support team for testing and deployment for assigned user stories to both in sandbox and production orgs.

Role: -Data Admin supply chain Analyst

Project Type: - Support   **Domain: -Oil and Gas**

Date: - 02/2020 to 3/2021
- Worked as support team member integrated system for top oil and Gas company of US.
- Worked in rotational shift as per client geographical timings Asia/Europe/America.
- Responsible for solving support tickets related to issues faced by service agents on CRM system
- Responsible for data quality and maintenance between integrated ERP and CRM system.
- Responsible for setting data and metadata in salesforce system.
- Responsible for creating and updating reports and dashboard.
- Responsible for user creation and maintenance.
- Responsible for Bug analysis and resolvent or reporting it to correct team.

Skills:

- Apex Triggers and trigger Framework
- Apex Synchronous and Asynchronous
- Salesforce configuration like workflow, process builder, flows and approval process
- Apex Integration with REST and SOAP
- SOQL
- Salesforce custom setting and custom metadata
- JavaScript, CSS and HTML
- Salesforce Lightening web components
- Deployment
- SAP MM
- Java
- Python
- C++
- SQL

Certifications
- Salesforce Certified Administrator
- Salesforce Certified Platform Developer I
- Salesforce Certified Service Cloud Consultant

Tools
- Visual Studio Code
- WorkBench
- Copado
- GitHub
- MS office

Education

Education	Year	Institute/Board
B.E.(Electronics and	2015-2019	Shri Ramdeobaba College of

Communication)		Engineering and Management
AISSCE (CBSE)	2015	Kendriya Vidayalaya Vayusena Nagar Nagpur
AISSE (CBSE)	2013	Bharti Krishna Vidya Vihar Nagpur