# AJIT KUMAR JHA

Salesforce Admin cum Developer

**E-mail**: [ajitkumarjha121@gmail.com](mailto:ajitkumarjha121@gmail.com)

**Phone**: +91-9916236607

**Address**: Electronic City, Bengaluru, Karnataka - 560100, India

## **EXPERIENCE SUMMARY**

* **Total 7.5 years** of dynamic experience on Salesforce.com CRM and Java web technologies as a developer, admin, and support engineer
* Salesforce **Certified Administrator** and **Platform Developer 1**
* Responsible for Administration, Configuration, Customization, Deployment & Support of Salesforce-based applications on **Sales and Service Cloud**
* Experience in Designing and Implementing custom solutions using **Visualforce pages, Apex classes, Triggers, Batch Apex, and Test Classes**
* Worked on various salesforce.com standard objects like **Accounts, Contacts, Contracts, Opportunities, Leads, Products, Case, and Knowledge article**
* Understanding of **MVC design pattern** and **Agile** methodology
* Experience in deployment using **Change Set, VS Code, and Gitlab CI/CD pipelines**
* Good knowledge of salesforce CRM features like **Connected App**, **Process Builder, Workflow**, **Approval Process, Validation rules, Sharing Settings, Roles, Profiles, and Permission Sets**
* Extensively used **Data Loader and Workbench Salesforce** for Data migration activities
* Hands on experience on **Monitoring, Debugging** and **Audit Trail**
* Knowledge and working experience in **Integration** with **RESTful** APIs
* Experience working on all the Salesforce **Sandboxes like FT, SIT/UAT, Preprod** and **Production environment**
* Basic understanding of **Lightning App Builder, and LWC**
* Able to effectively communicate & work with fellow team members and other functional team members to coordinate, analyze, debug & meet deliverables.

## **SKILL SETS**

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| **Primary skills** | Salesforce Configuration, Customization and Deployment on Force.com platform  Sales and Service Cloud Objects and Custom objects |
| **Secondary skills** | Java, Servlets, JSP, Hibernate and Spring MVC |
| **Web technologies** | HTML, JavaScript, and CSS, and JSON |
| **Build and Deployment** | Maven, Git, GitLab CI/CD pipeline, Change Set and CLI |
| **Processes** | Software analysis, Configuration, Customization, Deployment, Testing, Maintenance and Agile |
| **Development tools** | Force.com IDE, Eclipse IDE, and Visual Studio Code |
| **Query language** | SQL, SOQL and SOSL |
| **Data migration tool** | DataLoader, Workbench Salesforce and Ownbackup tool |

## **EMPLOYMENT HISTORY**

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| HCL Technologies |  | 03/2018 – Till Date | Bengaluru, India |
| DXC Technology |  | 10/2016 – 02/2018 | Bengaluru, India |
| Infosys Limited |  | 07/2015 – 09/2016 | Chennai, India |
| Southstar Technology Solutions Pvt. Ltd |  | 07/2014 – 07/2015 | Bengaluru, India |

## **PROJECT EXPERIENCE**

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| Company | HCL Technologies Limited |
| Client | E. ON Energy | Feb 2019 to till date |
| Role | Salesforce Admin cum Developer |
| Responsibilities: -   * Worked with Standard objects of Sales and Service cloud such as Accounts, Contacts, Asset, Case Management, Knowledge and Custom Objects * Worked on Record Types, Page layouts assignment, Profile and Permission Sets management * Worked on Knowledge - Article management and Community user management * Worked on Data Migration, deployment using GitLab Pipelines, VS Code, and Change Sets * Sandbox Creation, Cloning, Refresh and refresh activities like sanitization, key creation and destruction, and configuration-based integration activities * Takes care of Deployment, Pre, and Post deployment activities on respective Salesforce org to deploy the changes to further environments (UAT, Pre-Prod and Prod). * Taking care of Sandbox creation, cloning and refresh activities. * Taking care of Bit2Win Catalog deployment, Managing Catalog and Datamap deployment in salesforce. | |

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| Company | HCL Technologies Limited |
| Client | E. ON Energy | March 2019 to Dec 2019 |
| Role | Salesforce Admin cum Developer |
| Responsibilities: -   * Customizing Eon applications by creating custom objects and relationships * Setting up Validation rule and Duplicate rule, Profile, roles and OWD for the application * Working on Reusable error handling framework using apex batch apex, triggers, and unit test * Consuming external system inside salesforce using REST API * Creating custom lookup using lightning component * Setting up community and using web component in community | |

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| Company | HCL Technologies |
| Client | Caterpillar | Aug 2018 to Dec 2018 |
| Role | Salesforce Admin and Developer |
| Responsibilities: -   * Implemented Pick lists, Dependent Pick list, Lookup, Junction Objects, Master detail Relationships, Validation Rules and Formula Fields to the Custom Objects * Created users, roles, public groups and implemented roles hierarchies, sharing rules and record level permissions to provide shared access among different users * Configured page layouts, workflows, document templates, record types, & data fields * Involved in configuring, designing, and coding as per the business requirements * worked on CPQ-implementation, customized Quote generation functionality with customized template and button on the opportunity details page * Worked on Salesforce admin activities such as creating Workflows, Process builder, Validation rules, Record types, Page Layouts, Duplicate rules, Email templates, Dashboards etc. | |

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| Company | DXC Technology (Legacy Hewlett Packard Enterprise) |
| Client and Duration | BrightStar Corp. | Oct 2016 – Feb 2018 |
| Role | Salesforce Administrator |
| Responsibilities: -   * Incident handling using Jira web portal reported by Customers and Vendors * Analyzing the ticket and resolving the issues in the development environments if in scope * Assigning incidents to respective team for further analysis * Involved in Configuration, Requirement Analysis and Design Document * Created change sets, custom Page layouts and Record types as per the requirements | |

## **EDUCATION**

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| **Master of Computer Application (MCA),** 2010 – 2013 | Bhopal, Madhya Pradesh, India |
| Rajiv Gandhi Proudyogiki Vishwavidyalaya |
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| **Bachelor of Computer Application (BCA),** 2007 – 2010 | Jabalpur, Madhya Pradesh, India |
| Rani Durgavati Vishwavidyalaya |

## **CERTIFICATIONS**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer 1

## **DECLARATION**

I hereby declare that all information mentioned above is true to the best of my knowledge and belief.

**Ajit Kumar Jha**

Bangalore, Karnataka