

**Ambuj Agrawal**

Salesforce Consultant

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# PROFESSIONAL SUMMARY

* 5+ years of experience in IT industry with around 3 years of experience in Salesforce.com CRM Platform working with the management, key business contacts, end-users and other stake holders involved
* **Apex Specialist**, proficient in developing **Apex Triggers, Apex Classes, Batch Apex, Test classes and Visual Force** pages employing **standard and custom controllers, SOQL and SOSL** queries as per the client and application requirements.
* Comfortable working with **JAVASCRIPT, CSS and HTML**.
* Provided customer with best practice solutions as related to Salesforce.com and CRM, followed **Agile Methodology** for various projects.
* Excellent skills in creating/troubleshooting/modifying **Apex code and Visual force pages**
* Proficiency in the complete life cycle of project development (SDLC) which includes **System analysis, Design, Development, Deployment and Testing** and excellent **configuration skills.**
* Extensive experience in designing of **Custom Objects, Custom Fields, Pick List, Record Type based Page Layouts, Workflow Alerts, Process Builder, Visual workflow, Validation Rules, Approval Processes, Custom Tabs, Custom Reports, Report folders, design of Visualforce Pages, Record Types, Dashboards, and Email generation** according to application requirements.
* Experience in implementing JavaScript, jQuery, CSS for both Visualforce pages and Lightning components using Salesforce Lightning Design System and AURA tags.
* Extensive experience in lead, case management, Web-to-Lead, Web-to-Case, Email-to-Case.
* Integrated the web services by generating the necessary stubs from the WSDL files for extracting the data.
* Extensive knowledge about Salesforce setup menu, Configuration, Custom application
* Knowledge in **Salesforce Lightning, creating roles, profiles, sharing rules, page layouts, custom settings, custom labels**
* Designed formulas, junction objects and implemented various advanced fields like pick list, custom formula fields, field dependencies, validation rules, work flows, and approval processes for automated alerts, field updates, and email generation according to application requirements
* Development, Administration, Data Migration and Deployment of applications to Force.com
* platform, good understanding of Object-Oriented programming
* Worked closely with the Business SMEs to gather the requirements and with End users and also analyzed the requirements and presented it to the team.
* Experience using different data tools – **Apex Data Loader, Import Wizard, SFDC Data Export, Data loader.io etc.**
* Experience in working with both **Force.com IDE and Eclipse IDE** with Force.com Plug-in environment for writing Business logic in **Apex Programming Language.**
* Highly skilled and successful Sales force professional with a strong record of client satisfaction. Adept at explaining highly complex data systems to a wide variety of audiences
* Deep expertise on Saleforce.com setup, architecture, strategy, configuration, customization, administration, data migration and deployment of applications
* Provide customer with best practice solutions as related to Salesforce.com and CRM
* Good communication and interpersonal skills with ability to work well in dynamic team environment and excellent problem-solving skills under strict deadlines.

# PROFESSIONAL CREDENTIALS

* Salesforce.com Certified Platform Developer 1

**SKILLS**

* Salesforce Technologies – Salesforce Configuration and Setup, Lightning, Apex, Triggers,

Visual Force, Change Sets, Test Classes, Sales Cloud, Service Cloud, Community Cloud, SOQL, SOSL, Web Services- REST/SOAP API

* Scripting Languages - HTML, Java script, JQuery, CSS, XML
* Tools - Eclipse, Work Bench, Data Loader
* Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
* Experience in creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Approval Process, Process Builder, Sharing rules, Duplicate Rules and User Management
* Experience in data migration and deployment of components using Change sets, Eclipse.
* Strong troubleshooting and debugging skills

**WORK EXPERIENCE**

**PricewaterhouseCoopers September 2018 – Present**

**Salesforce Consultant**

Key Clients: Zomato, Volt Bank, MagicBricks

Volt Bank- good exposure on financial service cloud.

* Designed and Implemented multiple lightning components using Aura attributes, Aura tags , Lightning Controller Classes , lightning helper classes and Aura enabled apex classes.
* Worked closely with product owners to gather the requirements and provide the solutions by building Lightning Components by applying SLDS (Salesforce Lightning Design System) and embedding them in Visualforce pages.
* Implemented Case Management by creating record-types specific to the user groups, assignments rules, escalation rules, case templates, workflow rules and actions, etc.
* Used SOQL & SOSL with consideration to Governor Limits for data manipulation needs of the application using platform database objects.
* Created the workflows for automated lead routing, lead escalation, alerts and custom coaching plans.
* Participated in daily scrum meeting with team using agile development methodology.
* Interacted with Business Analysts and Developers to design better test plan and strategies based on the requirements of the business.
* Designed various HTML Email templates for Auto-Response to customers.
* Used error handling techniques to handle the errors and send emails upon the severity of the error.

**Environment**: Salesforce.com Platform, Lightning, Aura framework, SLDS, Apex Language, Visualforce Pages, Components and Controllers, Data Loader, Workflow and Approvals, Reports, Custom Objects, Tabs, Email Services, Security Controls, Dashboards, Reports, Sandbox, HTML, CSS, JavaScript, AWS.

**Bodhtree Consulting Pvt Ltd. Feb 2017 – August 2018**

**Salesforce Consultant**

Key Clients: Trontek UPS Batteries, EdTerra Edventures Pvt Ltd, Alstrong India Pvt Ltd, Smart Power India, JKLC, BCL

* Work on various salesforce.com standard objects, such as Accounts, Contacts, Leads,

Campaigns, Opportunities, Activities, Custom Objects, Triggers, Pages, Custom Buttons, Custom tabs and Sales force Lightning

* Implement the organizational security baseline, object and field level security to hide critical information on the profile users
* Develop Visual force Pages with standard and custom controllers
* Develop Apex Triggers to update fields, child objects and other complex logic
* Develop Apex Classes and Triggers to implement the business logic as per the requirements
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and execute Governor Limits
* Implemented security and sharing rules at object, field, and record level and created roles for Support agents and managers. Created profiles and configured permissions for the business users according to the business requirements
* Use SOQL and SOSL with in Governor Limits for the data manipulation needs of the application
* Use Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects using csv files
* Configure Custom objects, Custom tabs and create workflows, approval processes, validation rules and formula fields to meet the requirements of the application
* Work in managing users, setting up public groups and queues, created page layouts, search layouts to organize fields, custom links, related lists, and other functionalities
* Design formulas to set up workflow rules and define related tasks, time triggered tasks, email alerts, field updates to implement business logic
* Experience writing batch classes and scheduling them using schedulable class and manually from set up as well
* Create various Reports and Report Folders to assist managers to better utilize Salesforce system as a sales tool and configure various Reports and for different user profiles based on the need in the organization
* Create Process Builders, Duplicate Rules, Permission sets, Sharing rules and rollup summary fields
* Work on writing test classes to ensure there is enough code coverage as per the standards
* Involve in the Data Transformation and Data Cleansing activities while transferring the data from the external system into salesforce.com using Apex Data Loader
* Create Data Migration approach and preparation of Mapping Document before data migration
* Facilitated the conversations between executive managers and project stake holders to understand CRM business requirements and translate into Salesforce.com design
* Implement the requirements on Salesforce.com platform and Force.com IDE Plug-in using Eclipse
* Provide post-implementation support to assist end users in creating reports, dashboards and certain Administration tasks including fixing issues, creating and maintaining user profiles and privileges

**Almamate InfoTech Pvt. Ltd. August 2016- November 2016**

**Salesforce Admin/Developer Trainee**

Key Clients: Recruiting Application

It is centralized cloud computing technology-based application that brings all of the company recruitment and hiring process.

* Configure Custom objects, Custom tabs and create workflows, approval processes, validation rules and formula fields to meet the requirements of the application
* Develop Visual force Pages with standard and custom controllers
* Develop Apex Triggers to update fields, child objects and other complex logic
* Develop Apex Classes and Triggers to implement the business logic as per the requirements
* Debug Apex scripts using Debug Logs and System Log Console to catch Exceptions and
* execute Governor Limits
* Use SOQL and SOSL with in Governor Limits for the data manipulation needs of the application
* Use Data Loader for insert, update and bulk import or export of data from Salesforce.com Objects using csv files
* Follow Agile methodology for the execution of day to day work related activities
* Experience writing batch classes and scheduling them using schedulable class and manually from set up as well
* Work on writing test classes to ensure there is enough code coverage as per the standards

**Developer June 2015 - October 2016**

**IDC Technologies**

Client: TCS

# EDUCATION

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| Bachelors in Electrical And Electronics  Hindustan Institute of Technology & Management | 2010-2014 |