Rajnish Kumar

Salesforce Trainee Consultant (k.rajnish@concret.io)

Summary

Salesforce developer with strong expertise in **Apex**, **Lightning Web Components (LWC),** and **API integrations**.

Currently focused on **Agentforce**, with hands-on involvement in building and configuring agents, integrating **MCP servers**, enabling seamless agent-to-server communication, and crafting effective **prompt templates** through **prompt engineering**.

Proficient in **AI-driven solutions**, including **LLM training**, implementing intelligent workflows using **LangChain**, and leveraging **Salesforce Data Cloud** for **identity resolution** and **customer data unification**.

Skills

Primary Skills	Salesforce Development, Agentforce, Data Cloud, Lightning Web Components, Apex Integrations
Operating Systems	Windows
Core Programming	Apex, JavaScript (Node.js)
IDE	VS-Code, Dev Console, Notepad++
Other Tools	Data Loader, Postman, and Git
Web Programming	HTML, CSS, JavaScript, Bootstrap, Tailwind
Databases	SOQL, SOSL
Integrations	ZOOM, Weather, Twilio, News API, SSO, Google Meet, Calendar, X

Certifications & Education

- **Salesforce Certified Admin**

- **Agentforce Specialist**

- **Salesforce Certified Associate**

- **Salesforce Certified AI Associate**

- **Salesforce Certified Platform Developer - I**

Superbadges

- **Approval Process Management Superbadge Unit**

Projects

Because of NDAs, all of the work I did couldn't be listed here, but the following pages contain my publicly available work.

Salesforce Tool Suite

Project Description	Salesforce Tool Suite is designed for Salesforce Developers to rapidly build complex Salesforce SOQL queries, monitor debug logs, export metadata reports, perform various operations, and launch without sharing passwords from any Salesforce tab. Salesforce Tool Suite is listed on the Chrome Store, Microsoft Edge Store, and AppExchange.
Environment	**Angular, Kendo UI Framework, TypeScript, and Salesforce APIs**
Responsibility	• Developed appropriate UI, like Kendo Grid, to perform various types of **metadata** selection. • Developed new features and improved the overall performance of the project
Team Size	3
My Role	Developer

Development Status	Enhancement Phase

Doctor & Patient Journey

Client	Concretio Apps (https://www.concret.io/)
Project Description	Simplifies appointment scheduling for healthcare professionals by leveraging the power of the Agentforce platform. It automates tasks like availability checks, appointment booking, and personalized communication, significantly improving efficiency and reducing manual effort.
Environment	Apex, Integration, Agentforce, Flow
Responsibility	- Agent Actions - Integration with a meeting scheduling platform - Test Classes - Creating packages for development
Team Size	3
My Role	Developer
Development Status	Completed

Unified User Profile Information

Client	Concretio Apps (https://www.concret.io/)
Project Description	It simplifies the user's profile and provides complete information about each user, including data from various sources such as Sales Cloud and Google Sheets.
Environment	Apex, Data Cloud, Agentforce, LWC
Responsibility	- Agent Actions - Data Mapping - Data Stream - Match Rules - Unified Profile - Identity resolution - Creating packages for deployment
Team Size	4
My Role	Developer
Development Status	Completed

LUMI

Client	Concretio Apps (https://www.concret.io/)
Project Description	An AI voice assistant that handles customer support for orders. It integrates with Salesforce to fetch order details, update delivery dates, and cancel orders using natural language processing for quick, accurate responses.
Environment	Apex & Node.js
Responsibility	Backend Development Deployment
Team Size	2
My Role	Developer
Development Status	Completed

Tax Calculation According to Jurisdictions by the MCP server

Client	Concretio Apps (https://www.concret.io/)
Project Description	Automatically calculate sales tax during Salesforce sales processes (quotes/invoices) using an MCP server integrated with Agentforce 3.0.
Environment	Apex, MCP, Agentforce, Node.js
Responsibility	● MCP server creation ● Deployment ● Integration with API ● Agent Topic & Action Creation
Team Size	1
My Role	Developer
Development Status	Completed