**** **Resume **

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Graphical user interface, text, application

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**Email:singhdiwakar482@gmail.com**

**Contact No.: +91-9538654070**

# OBJECTIVE

Contributing towards organizational goals and visions, by putting my best efforts to enrich the organizational growth would help me in enhancing my skills and show case my talents at their best.

# PROFILE SUMMARY

* **9+ years** of proficient experience in Information Technology as a Salesforce Developer with a demonstrated history of working and focusing primarily on Salesforce Development. Worked extensively with **Force.com, Lightning Web Components, Lightning Component Framework, Apex, Triggers, Visualforce, Manage Packages, Email Template, Workflows and Approvals, Sharing and Security**.
* **SOQL, SOSL and Force.com API, Chatter, Service Cloud.**
* **Understanding of field Service Lightning and worked on multiple modules like Dispatcher Console,** **Service Territory Design,** **Field Service Mobile and Field Service Terms.**
* Experience in building custom applications which includes Administration, Configuration and Support with Salesforce.com platform. Best Practices for Governor Limits, Web Service REST APIS.
* Good experience with SFDC Administration like **creating Users, Roles, Profiles, Record Types, Page Layouts, Search layouts, Email Services, Approvals, Workflows, Validation rules, Reports, Dashboards and Tasks.**
* Experienced in analyzing business requirements, **creating SFDC custom objects, Junction objects and implementing.**
* Areas of expertise include Salesforce CRM Customization: **Custom Object & Apps Creation, Validation Rules, Workflows, Process Builder, Approval Process, Triggers.**
* Good knowledge and Strong experienced of developing **LWC components.**
* Good experience of developing **App Exchange products.**
* Experiences on working **Lightning Data Services** and **Events**
* Good experience in working with both **Force.com IDE and Eclipse IDE with Force.com Plug-ins**.
* Extensive experience in designing **Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements**.
* Hands on experience in writing **Apex Trigger, Apex Class, Apex Test Methods, and Visualforce Pages** by following Salesforce governing limits.
* Expertise in working **with Data loader, Import wizard and Workbench for data migration.**
* Good Knowledge of **programming concepts and implemented architectural design.**

# WORK EXPERIENCE

* Working in SRA (May 2022 to till now)
* Worked in Gyansys (Sep 2019 to May 2022)
* Worked in Enquero Global (Dec. 2018 to Sep. 2019)
* Worked in GE Digital (Jan. 2017 to Dec. 2018)
* Worked in Wipro Technologies (Apr. 2014 to Jan. 2017)

# PROJECTS UNDERTAKEN

**Project #7**

**Role: Salesforce Senior Developer**

**Client: Tarion**

**Duration: May 2022 till now**

**Responsibilities:**

* Working as lead developer mainly on the integration support project.
* Working on minor/major enhancement coming every release.
* As a contributor, I am solely responsible for deployment of the changes to the higher salesforce environment.
* Monitoring the logs which are generated once the error occurred during the transaction and resolving the root cause and designing the better solution which will not create the ongoing issue.

**Project #6**

**Role: Functional Consultant**

**Client: Dormakaba**

**Duration: 2020 Feb- 2022 March**

**Responsibilities:**

* Dormakaba is a global security group based in Rümlang, Switzerland.
* As one of the top three companies worldwide in the market for access and security solutions.

**Contribution:**

As a team member I contributed to

* As part of the project, I am supporting and doing enhancement, Salesforce landscape and interface with different system.
* Went to Rümlang, Switzerland and Germany, for a month to do Workshop and Knowledge sessions.
* Work on the minor enhancement every release that come across.
* Configured Dispatcher console, grant chart and Scheduling optimizer.
* Worked on Inventory management.
* Added Skill and Work type/Work order.
* Solving Salesforce interface issues with integration with different system like SAP,
* Doricon.

**Project #5:**

**Role: Senior Salesforce Consultant**

**Client: VMWare**

**Duration: 2018 Dec-Sep 2019**

**Responsibilities:**

* VMware provides cloud computing and platform virtualization software and services.
* Worked mainly on Lightning migration from salesforce classic and done couple of POC’s on Lightning Web Component.

**Contribution:**

As a team member I contributed to:

* Analyze the major functionality that is built on Visiualforce.
* Map the functionality from Visiualforce to Salesforce Lightning.
* Developed the functionality and optimized it with Lightning best practice.
* Done couple of POC’s which can communicate from Salesforce Lightning component with LWC.
* Deploying the metadata in the various Org.
* Implementation of solution and supported it through all the testing phases.

**Project #4**

**Role: Sr. Salesforce Developer**

**Client: GE Power**

**Duration: 2017 Jan-2018 Dec**

**Responsibilities:**

* GE power is of the most significant segment of the American multinational corporation.
* Worked for different sub businesses of GE power, there I build and deliver the critical functionality coming every release.

**Contribution:**

* As a team member I contributed to:
* Converting Communities from Classic to Lightning UI and build new functionality per business need.
* Developed the application based on user’s requirements through declarative / Customization approaches.
* Performing Lead Share configuration for multiple GE business.
* Analyzed and developed the functionalities.
* Deploying the metadata in the various Org.
* Helped in modifying the existing functions and code where best practices were not followed.

**Project #3**

**Role: Sr. Salesforce Developer**

**Client: Philips**

**Duration: 2015 Sep-2017 Jan**

**Responsibilities:**

* Philips was once one of the largest electronic conglomerates in the world and here it is one of the major clients that we are dealing with.
* Managing customized application along with Service Max application.

**Contribution:**

As a team member I contributed to:

* Collaborate with other programmers to design features.
* Develop and implement new functionalities going every release.
* Work with experienced team members to conduct root cause analysis of issues, review new and existing code and/or perform unit testing.
* Communicate effectively with users whenever needed.
* Test and maintain software products to ensure strong functionality and optimization.

**Project #2**

**Role: Salesforce Developer**

**Client: EA**

**Duration:2015 Feb-2015 Sep**

**Responsibilities:**

In Workday basically in Workday Core HCM part the things that I implemented after leaning are:

* To make Organizations in Workday.
* Staffing Models to create jobs and positions.
* How to assign Compensation package to different Pay groups.
* Configuring Security Groups according to roles.
* Defining Business processes and Workday Payroll Processing Time Tracking module.

**Contribution:**

As a team member I contributed to:

* Involved in UAT testing, SIT Testing, Regression Testing and Functional testing.
* Reviewed Business requirements, IT Design documents and prepared Test Plans which involved various Test Cases for all assigned module/projects; Review Test Requirements, Creating Test Plans and Test Strategy documents.
* Interact with Developers and Business Analysts to perform various types of testing throughout Software Testing Life Cycle (STLC) and Bug Life Cycle (BLC).
* Created test cases for new product releases.
* Continuously updated testing documentation along different releases.
* Evaluated and documented actual test results against expected results.

**Project #1**

**Role: Salesforce Developer**

**Client: Nokia**

**Duration: 2014 July- 2015 Feb**

**Responsibilities:**

Nokia is a global telecom company that provides communication services and infrastructure worldwide. Worked on a project that integrated data from various disparate systems into a singular Salesforce Application, providing access of data to the respective users in one place for which earlier they had to access different applications.

**Contribution:**

As a team member I contributed to:

* Designed, developed and deployed Apex Classes and Apex Triggers for various functional needs in the application.
* Developed Workflows, to update the treatment statuses automatically.
* Responsible for setting up Field Level Security.
* Created different Record Types, Page Layouts, Formula fields, Workflows.
* Created Queues and Assignment Rules and developed Formulas, Validation rules to maintain the quality of the data.
* Created test cases for new product releases.
* Continuously updated testing documentation along different releases.
* Evaluated and documented actual test results against expected results.

# Skills

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| --- | --- |
| **SALESFORCE  TECHNOLOGIES** | Salesforce CRM, Apex Language, Apex Classes /  Controllers, Apex Triggers, SOQL, SOSL, Visual Force Pages/ Components Workflow & Approvals, Custom Objects, Apex Data Loader, Process Builder, Visual FLOWS.  Lightning App Builder, Flows, Salesforce Lightning, LWC |
| **LANGUAGES** | SQL, HTML5, XML, Apex, Java Script |
| **TOOLS & UTILITIES** | Eclipse 4.3, Mavens Mate with Sublime Text, Git Hub Desktop, VS Code |

# Academic/Educational Qualification

* Completed a Batch in **2013** from **FIEM (Future Institute of Engineering and Management)** with **67.47%** Marks.

## Date: 23st Sep 2023 (Diwakar Singh)