Resume of **Md.Kaushar Ansari**

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SUMMARY

- I have 6 years of IT experience in Development and Implementation of Software Applications using Salesforce CRM.
- A confident and motivated person with sound technical skills, a degree of innovativeness and problem-solving capability.
- Have a good understanding of Object-Oriented design and programming concepts.
- Participated in the full application lifecycle from technical design to development, testing, deployment, provided end-user support and assisted with resolving application issues.
- Highly motivated with a proven track record of meeting project milestones and fostering long-term client relationships through consistent delivery and support.
- Excellent communication and interpersonal skills, accustomed to working in both large and small team environments and managing teams.
- Having strong exposure and experience on OOPS concept in Apex.
- Strong experience in Salesforce Development, Design and Salesforce Administrator.
- Strong experience in Configuration tool like Process builder, Workflow Rules, Flows, Approval Process, Assignment Rule, Auto Response Rule, Validation Rule.
- Hands-on experience with Profiles, Permission sets, Organization Wide Defaults and Roles, sharing rules, Manual Sharing, Apex sharing and customizing standard object Case, Lead.
- Exceptional proficiency in Apex Classes, Apex Test Classes, Triggers, Asynchronous Apex (Batch, Future, Schedulable, Queueable), Preparing Different Dashboard and Reports.
- Hands-on experience for developing web applications using Lightning (Aura and LWC).
- Hands-on experience on integrating architecture strong knowledge in third party API and Creating Custom API using Restful Web service API.
- Experience on Customize the Community Cloud/Experience Cloud and Service Cloud, Sales cloud based on client's requirements.
- Well-versed in deploying code to production using Change Sets, ANT Migration Tool, Bitbucket, and Workbench; experienced in data migration using Apex Data Loader.
- Communicated with various stakeholders for gathering technical requirements and proposing best solutions.
- Hands-on experience on Data migration using Dataloader.io, Data import wizard.
- Hands-on experience on Web Technologies (HTML, CSS, JavaScript).
- Having 2 years of experience on Salesforce Technical lead.

TECHNICAL SKILLS

Languages/Skills	Java, Salesforce.com, Development & Customization, Apex Language, Apex, Triggers, Batch Class, Salesforce Lightning(Aura & LWC), VisualForce Pages, SOQL, SOSL, Html, CSS, Java Script, JQuery, Rest API Integration.
Process	Software Analysis, Designing, Customization, Development, Testing & Maintenance
CRM	Salesforce.com, Force.com
Database	MySQL, Oracle
Development Tools	Ant Migration Tool, Data Loader, Workbench, Postman, JIRA, Bit Bucket
IDE	Eclipse, Visual Studio Code
Query Languages	SOQL, SQL

Clouds	Sales Cloud, Service Cloud, Community/Experience Cloud.
Version Control	GIT, Bitbucket

CERTIFICATIONS

- **Certified Salesforce Platform Developer – 1**
- **Certified Salesforce Administrator**

EMPLOYMENT HISTORY

Company Name	Role	Date
Chetu India Pvt. Ltd.	**Sr. Salesforce Developer**	**14 June 2018 to 23 Jan 2023.**
ASCENDION DIGITAL SOLUTIONS PRIVATE LIMITED	**Sr. Salesforce Developer**	**24 Jan 2023 to 12 Oct 2025**

QUALIFICATIONS

Level	Subject	College / University
MCA	Computer Application	The Oxford College Of Engg, Bangalore, India
BSc(IT)	Information Technology	Ranchi University, India

SELECTED PROJECT EXPERIENCE

Company	Ascendion Engineering
Client	ZS Associate
Duration	Jan. 2024 to till date
Role	Sr. Salesforce Developer

Project: - Salesforce CRM 2.0 Project

This is a Pharma related project using Salesforce Experience Cloud. It's a unified platform that combines call plan generation and refinement capabilities, drives a call plan approach that is collaborative, efficient and aligned with overall strategy.

Call Plan Generation - Design your call plan, for multiple channels across custom aggregated segments, using your business rules.
Call Plan Refinement - Drive field collaboration by enabling fields to refine their call plans for each channel, target and band width approvals and guardrail controller.

Responsibilities: -
- Involved in requirement gathering and design document and flow diagrams.
- Developed custom Lightning Web Components (LWC), Apex classes, triggers, and Flows.
- Implement field-level and object-level security.
- Configured community user roles, sharing rules, and access control in Experience Cloud.
- Write and maintain test classes with high code coverage.
- Proven ability to deliver tasks and project components within agreed timelines and deadlines.
- Involved in production support activities, including issue triaging, root cause analysis, and coordinating with stakeholders for timely resolution.
- Working closely with business stakeholders, product owners, and project managers to understand requirements and deliver solutions.

- Provide technical guidance and support to end users and junior developers.
- Provide progress update and demo to client and discuss further requirements.

Company	Ascendion Engineering
Client	Union Bank of the Philippines
Duration	Aug 2023 to dec 2023
Role	Sr. Salesforce Developer

Project: - <u>Salesforce CRM 2.0 Project</u>

The goal of this project is to improve the process of Card Maintenance and eliminate manual update of Credit Card details. To have an efficient way of reviewing the Card Information Update process. To easily monitor all the Card maintenance request. Part of this project front end is developed in Android application where customers raise issues related to their transaction. APIC system is a middleware gateway which stabilizes the connection between salesforce androids.

Responsibilities: -

- Involved in requirement gathering and design document and flow diagrams.
- Developed Apex controllers to implement custom REST resources, enabling secure integration by generating Access Tokens via a Connected App and sharing the callback URI with the application team for third-party use.
- Enabled third-party systems to consume Salesforce custom APIs, allowing external operations to update case statuses within Salesforce in real-time.
- Built Apex classes to consume third-party APIs based on client-provided frameworks, storing transactional data in a custom Transaction object for audit and tracking.
- Implemented file upload functionality from Salesforce to a third-party system, ensuring seamless document exchange between platforms.
- Created comprehensive test classes to ensure high code coverage and meet deployment standards for production release.

Company	Ascendion Engineering
Client	Union Bank of the Philippines
Duration	Jan 2023 to July 2023
Role	Sr. Salesforce Developer

Project: - <u>Salesforce CRM 2.0 Project</u>

This project is based on the Salvaging the applications created, the application record would be created per customer which might be dropped off in middle for some unforeseen reason and later point of time the agent might see a potential in it they want to salvage the existing application then they would search the application and then process the case with details and then continue the application in other system.

Salesforce acts as the front end to search the applications and process the case details and then push the details and open the application for further process in other system.

Responsibilities: -

- Involved in requirement gathering and design document and flow diagrams.
- Developed Apex controllers to consume external REST APIs, parse JSON responses into wrapper classes, and integrate with LWC to filter product data dynamically.
- Built advanced Lightning Web Components (LWC) to display selected attributes based on API response using a reference number, with interactive buttons on the Case detail page triggering flows to create related cases and link them to the Salvage Application object.
- Designed Screen Flows to conditionally guide users through the Case creation process, leveraging Apex actions to pass runtime parameters and send notification emails upon case creation.
- Implemented Scheduled Flows to automatically update case statuses to Resolved or Closed based on business rules, improving operational efficiency.
- Created and maintained robust test classes to ensure high code coverage and compliance with deployment standards for production environments.

Company	Brabo Payroll (**Chetu Inc.**)
Duration	June. 2021 to Jan 2023
Role	Sr. Salesforce Developer

Project: - <u>Salesforce CRM 2.0 Project</u>

Brabo is a local Massachusetts payroll company taking care of local business. From payroll to employee health benefits to human resource advisors, Brabo has you covered. We provide concierge-level service to our clients, their valuable employees, and their families. Brabo Payroll is a veteran-owned company. We take tremendous pride in our discipline and loyalty to our customers.

Responsibilities: -

- Involved in requirement gathering and design document and flow diagrams.
- Creating required fields for specified objects and maintaining the relationship.
- Done Data migration from CSV file to salesforce org using Dataloader.io and Data import wizard and prepare the excel sheet to apply the V-lookup.
- Created apex classes to fetch the billing record based on user login in community and saving uploaded files and attachment in Content version.
- Created the LWC for showing the billing data in custom data table with pagination and created apex classes for saving the attachments and uploading the file from community portal and showing the filtered file into account and used the HTML, CSS, JavaScript for validation purposes.
- Created users, Roles, Public groups and Implemented Role Hierarchies, sharing rules and Record level permissions to provide shared access among different users.
- Creating Test classes for getting code coverage for deployment in production.
- Applied 2FA authentication, integrated with Twilio for sending verification on mobile number and fetching the patient, claim and charge data from third party using Rest API.
- Generated PDF based on dynamic account record and created billing and billing line item and attached PDF to billing file section and send email to customer.
- Stripe payment integration to deduct automatic amount from customer account.

- Created LWC component to generate the excel sheet for Billing List view which is related to the list view of Account object.
- Implemented the functionality to send email notification to owner when any of the community user changes her/his email address and password.
- Provide progress update and demo to client and discuss further requirements.

Company	Penrod Enterprises (**Chetu Inc.**)
Duration	Sept 2020 to May 2021.
Role	Sr. Salesforce Developer

Project: - Salesforce CRM 2.0 Project

We have built applications for the manage Account, Patient, Id card like as insurance, Charge object record from CMD to salesforce. We have stored multiple Patients information for multiple Accounts. It is a medical billing company that works on claims, authorizations, collections etc. It is using Collaborated (CMD) EMR, and billing happens through it. We have pulled data from CMD to Salesforce using the salesforce integration with CMD. We would like to add a dashboard and have their customers access it.

The client is thinking of integrating the Lab Information System with Salesforce.

Responsibilities: -

- Worked as senior team member and performed roles of Salesforce developer/Admin in organization.
- Collaborated with business stakeholders to gather, analyze, and implement requirements on the Salesforce Force.com platform, ensuring alignment with business goals and technical feasibility.
- Designed and developed Apex Classes, Controller Classes, Visual Force Pages and Apex Test Classes to get code coverage to deploy in production.
- Authored numerous Apex Classes, Triggers, Async Apex and Platform Events.
- Created lookup and master-detail relationships on objects and created junction objects and various advanced fields like Pick list, Custom Formula, Field Dependencies, Sharing rules, Approval Process for automated alerts, field updates and Email generation.
- Created Connected App for authorization and creating custom REST API.
- Got Experienced on testing and verified Custom and 3rd party API using Postman.
- Created Remote site setting to place client endpoint URL and make connection from Salesforce to CMD integration.
- Created Custom REST API to push data from Salesforce to CMD.
- Good Experience on creating the Named Credential and Custom Label.
- Performed third party API Integration like Facebook, Google, Weather API.
- Used SOQL and SOSL within Governor Limits for data manipulation needs of application using platform database objects.
- Created Test Classes and Methods using Test Utility Class to ensure proper code coverage and functional testing.
- Fixed high severity defects in Integration Testing, User Acceptance Testing and Production Incidents.
- Done Data migration from CSV file to Salesforce Org using Dataloader.io and Data import wizard and prepare the excel sheet to apply the Vlookup.
- Involved in client status calls to discuss the requirements to demo completed tasks.

Company	Abaco SCMS (**Chetu Inc.**)
Duration	June 2019 to July 2020.
Role	Salesforce Developer

Project: - Salesforce CRM 2.0 Project

This Abaco Systems is a global leader in commercial open architecture computing and rugged embedded electronics. With more than 30 years of experience in aerospace & defense, industry, energy, medical, communications and other critical sectors, Abaco's innovative solutions align with open standards to accelerate customer success.

Abaco Systems is a business unit of AMETEK, Inc., a leading global manufacturer of electronic Instruments and electromechanical devices with 2021 sales of more than $5.5 billion.

Responsibilities: -

- Involved in requirement gathering and design document.
- Designed, implemented custom objects, Custom fields, Custom tabs, Validation rules.
- Layouts, Compact Layouts to suit the needs of Application.
- Worked on creating users and assigning roles, profiles for different users in organization and created Object and Field level security to hide critical information on profile users.
- Created Workflow rules, defined related tasks, time-triggered tasks, email alerts, field updates to implement business logic.
- Created Custom Settings, Relationships, Custom Metadata, Page Layouts, Profiles, Permission Sets, Users, and Record Types and Migrated data using Data Loader.
- Customize the case object based on the client requirement using Aura lightning.
- Email to case integration through email to case and email service.
  Implementing functionality to auto updating contact records from its associated company.
- Using Jira tool to gather the requirements from clients.
- Involved in client status calls to discuss the requirements and to demo completed tasks.

Personal Information:

- ✓ **Gender**   :   Male
- ✓ **MaritalStatus**   :   Married
- ✓ **LanguageKnown**   :   English, Hindi
- ✓ **Mobile**   :   +91-7019572130
- ✓ **Email**   :   kaushar.md6390@gmail.com
- ✓ **DOB**   :   05-Jan-1990

DECLARATION

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

Date……………………….

Place…………………………   **(Kaushar Ansari)**