VISHAL SINGH

Salesforce Developer Lead

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Professional Summary

6 Years of extensive 11X Certification in Salesforce, and hands-on experience in the Salesforce industry, focusing on developing, customising, optimising, and deploying innovative Salesforce solutions. I have Experience in Marketing Cloud, NPSP Cloud, Community Cloud, Sales Cloud, Health Cloud, Service Cloud, Field Service Lightning Cloud, Omni Studio Cloud, CPQ Cloud etc.

- 4+ Years of hands-on experience in developing robust applications using **LWC and LWR**.
- 5+ Years of hands-on experience in developing, & deploying **Sales Cloud solutions.**
- 2+ Years of extensive hands-on experience in developing **Service Cloud solutions.**
- 1+ Years of extensive hands-on experience in developing **Financial Service Cloud and Omni Studio.**
- 1+ Years of extensive hands-on experience in developing **Experience Cloud solutions.**
- 0.5 Years of extensive hands-on experience in developing **Marketing Cloud solutions**
- 1+ Years of extensive hands-on experience in developing **Health Cloud** solutions.
- 1+ Years of extensive hands-on experience in developing **NPSP Cloud** solutions.
- 1+ Years of extensive hands-on experience in developing **Field Service Lightning Cloud** solutions.
- 2+ Years of hands-on experience in integrating Salesforce with various external systems, leveraging **Rest APIs, Soap API, Change Data Capture, Platform Events, Web Services**, and different third-party applications.
- 1 Year of extensive experience in developing, customizing, and deploying Visualforce pages to enhance user interfaces and optimize functionality.

Proficient in Agile methodologies and experienced in Scrum-based project management, ensuring timely and efficient delivery of Salesforce solutions. Highly experienced in using VsCode for efficient coding, debugging, and comprehensive source control management within Salesforce environments. Highly skilled in deploying Salesforce applications using advanced tools like Change Sets, Salesforce CLI, **GitHub**, **GitLab**, **GearSet**, **Copado**, **FlowSum**, automated deployment pipelines, & third-party tools Strong development background with expertise in **Apex**, **Visualforce**, and **Lightning components(Aura Component)**, **Flow Builder**, **Lightning Web Component, HTML**, **CSS**, **JavaScript**, **Apex Web Services, Integration, Change Data Capture, Platform Events**, **Rest API and SOAP Api** to create custom and scalable Salesforce solutions.

Work History

Software Developer Lead   09/2023 to Current

Brillio Technologies – Bengaluru

- Company Overview: Leaf Home is a privately held company that provides home improvement products and services
- They are a direct-to-consumer brand that offers a wide range of services, including: gutter protection, water solutions, stair lifts, bathroom remodeling, and garage floor refinishing
- Leaf Home is focused on "Making Home Ownership Easy." Leaf Home is a leading tech-enabled, direct-to-consumer branded home solutions business with innovative products that enhance the safety, enjoyment, and comfort of homeowners and improve the appearance and value of the home
- Developed and maintained strong client relationships, understanding their needs and delivering solutions that exceeded expectations
- Took ownership of project tasks and deliverables, ensuring timely completion and high-quality outcomes
- Worked on Work order, Maintenance Plan, Skill, Service Resources, Assigned Resources, Technicians, Crew members, Create Work Plan, Manage Field Service Shift, Setup Time Sheet, Service Appointment, Dispatch Appointment using Dispatcher Console, Manage Inventory etc
- Updated various LWC, Apex and Flow to fulfill Field Service-specific functional requirements, enhancing the user experience and system capabilities
- Created and implemented Lightning Web Components (LWC) to create dynamic, responsive, and reusable UI elements for get Details of Candidate, Book Appointments of Technicians, Field Service App feasible LWC and Flow builder components Complete, Schedule and Reschedule Appointments
- Developed and optimized Apex classes and triggers to automate the Schedule appointments on various shifts
- Created and implemented automated case management workflows for Cases
- Configure case assignment rules to assign different category vendors queries to different groups of agents
- Integrated external systems with Salesforce using REST API Callouts in Apex Class to enable seamless data exchange between LMS Systems
- Managed Salesforce security settings, including Organization-Wide Defaults (OWD), profiles, roles, and permission sets, ensuring appropriate access and data protection
- Leaf Home is a privately held company that provides home improvement products and services
- They are a direct-to-consumer brand that offers a wide range of services, including: gutter protection, water solutions, stair lifts, bathroom remodeling, and garage floor refinishing
- Leaf Home is focused on "Making Home Ownership Easy." Leaf Home is a leading tech-enabled, direct-to-consumer branded home solutions business with innovative products that enhance the safety, enjoyment, and comfort of homeowners and improve the appearance and value of the home

Senior Software Developer   09/2022 to 08/2023

Dazeworks Technologies Pvt – Noida

- Company Overview: Paycor HCM, Inc
- Is a human capital management (HCM) software company that provides services to small and medium-sized businesses in the United States
- Paycor's HCM platform helps businesses manage their people, including payroll, recruiting, and benefits administration
- Developed and maintained strong client relationships, understanding their needs and delivering solutions that exceeded expectations
- Took ownership of project tasks and deliverables, ensuring timely completion and high-quality outcomes
- Worked on Case Routing, Omni Channel, Entitlement, Macros, Assignment Rule, Auto Response Rule, Escalation Rule, Email To Case, Web To Case, Work.com Features etc
- Updated various LWC, Apex and Flow to fulfill Field Service-specific functional requirements, enhancing the user experience and system capabilities
- Created and implemented Lightning Web Components (LWC) to create dynamic, responsive, and reusable UI elements for Register Case manually
- Developed and optimized Apex classes and triggers based on requirement
- Created and implemented automated case management workflows for Cases
- Configure Flow builder to assign different category vendors queries to different groups of agents
- Integrated external systems with Salesforce using REST API callouts in Apex Class to enable seamless data exchange between LMS Systems
- Managed Salesforce security settings, including Organization-Wide Defaults (OWD), profiles, roles, and permission sets, ensuring appropriate access and data protection
- Paycor HCM, Inc
- Is a human capital management (HCM) software company that provides services to small and medium-sized businesses in the United States
- Paycor's HCM platform helps businesses manage their people, including payroll, recruiting, and benefits administration

Software Developer   02/2022 to 08/2023

Byjus – Bengaluru

- Company Overview: Think and Learn Pvt Ltd (Byju's) is an online education services company
- It provides online tutoring services through its application
- The company offers educational services for primary and secondary school subjects, competitive exams, exam preparation materials, national and international board curriculum and state board that includes Maharashtra, Gujarat, Tamilnadu, Kerala, Karnataka, Andhra Pradesh, Bihar, Telangana, Rajasthan and Madhya Pradesh
- Developed and maintained strong client relationships, understanding their needs and delivering solutions that exceeded expectations
- Took ownership of project tasks and deliverables, ensuring timely completion and high-quality

outcomes

- Updated various LWC, Apex and Flow to fulfill Field Service-specific functional requirements, enhancing the user experience and system capabilities
- Created and implemented Lightning Web Components (LWC) to create dynamic, responsive, and reusable UI elements for Register Case manually
- Developed and optimized Apex classes and triggers based on requirement
- Created and implemented automated case management workflows for Cases
- Configure Flow builder to assign different category vendors queries to different groups of agents
- Integration with Ameyo and LMS
- Integrated external systems with Salesforce using REST API callouts in Apex Class to enable seamless data exchange between LMS Systems
- Managed Salesforce security settings, including Organization-Wide Defaults (OWD), profiles, roles, and permission sets, ensuring appropriate access and data protection
- Think and Learn Pvt Ltd (Byju's) is an online education services company
- It provides online tutoring services through its application
- The company offers educational services for primary and secondary school subjects, competitive exams, exam preparation materials, national and international board curriculum and state board that includes Maharashtra, Gujarat, Tamilnadu, Kerala, Karnataka, Andhra Pradesh, Bihar, Telangana, Rajasthan and Madhya Pradesh

Software Developer   01/2021 to 01/2022

IQVIA RDS – Bengaluru

Company Overview: IQVIA RDS (Research and Development Solutions) is a business unit of IQVIA that provides clinical research and development services to the healthcare industry

- IQVIA uses data, technology, and analytics to help healthcare companies improve their products and services
- Developed and maintained strong client relationships, understanding their needs and delivering solutions that exceeded expectations
- Created multiple Dynamic pages with LWC, Aura and Screen flow
- Updated various LWC, Apex and Flow to fulfill Field Service-specific functional requirements, enhancing the user experience and system capabilities
- Created and implemented Lightning Web Components (LWC) to create dynamic, responsive, and reusable UI elements for Patient Management Systems
- Developed and optimized Apex classes and triggers based on requirement
- Created and implemented automated Translation Workbench for community to translation in russian language
- Configure Flow builder to assign different category vendors queries to different groups of agents
- Integration with LMS
- Integrated external systems with Salesforce using REST API callouts in Apex Class to enable seamless data exchange between LMS Systems

- Managed Salesforce security settings, including Organization-Wide Defaults (OWD), profiles, roles, and permission sets, ensuring appropriate access and data protection
- IQVIA RDS (Research and Development Solutions) is a business unit of IQVIA that provides clinical research and development services to the healthcare industry
- IQVIA uses data, technology, and analytics to help healthcare companies improve their products and services

Software Developer   01/2020 to 12/2020

Kloudrac Softwares Private Limited – Noida

- Company Overview: Delhivery is a logistics and supply chain company that provides a variety of services, including: Express parcel transportation, Cross-border shipping, Warehousing, Freight, Supply chain, Technology services
- Developed and maintained strong client relationships, understanding their needs and delivering solutions that exceeded expectations
- It is implemented on the Sales Cloud and most of the requirements are achieved through customizations with custom objects
- In this project, I have created multiple custom reports and dashboards using Aura Component and jQuery
- In the same project, I implemented multiple component onboarding and offboarding processes for National and International Clients using AURA
- For Indian clients, I did integration to check GST verification and for international clients, I did integration with third-party Tool for verification
- Created multiple Asynchronous and Synchronous Apex classes
- Took ownership of project tasks and deliverables, ensuring timely completion and high-quality outcomes
- Integration with GST to validate GST Number
- Worked on Custom Object, Aura Component, Reports and Dashboard and Custom Reports and dashboard etc
- Updated various LWC, Apex and Flow to fulfill Field Service-specific functional requirements, enhancing the user experience and system capabilities
- Developed and optimized Apex classes and triggers, Batch Class, Future Method, Schedulable Apex and Queueable apex as per requirement
- Integrated external systems with Salesforce using REST API callouts in Apex Class to enable seamless data exchange between LMS Systems
- Managed Salesforce security settings, including Organization-Wide Defaults (OWD), profiles, roles, and permission sets, ensuring appropriate access and data protection
- Delhivery is a logistics and supply chain company that provides a variety of services, including: Express parcel transportation, Cross-border shipping, Warehousing, Freight, Supply chain, Technology services

Software Developer   05/2019 to 12/2019

Kloudrac Softwares Private Limited – Noida

- Company Overview: The Learning Links Foundation (LLF) is a non-profit organization that works in the education and training sector in India
- The foundation's mission is to 'Empower Lives' through learning
- It is implemented on the NPSP Cloud and most of the requirements are achieved through customizations with custom objects
- In this project, I have created multiple VisualForce pages and Aura Component and jQuery
- I implemented the Lead Management process to manage donor management
- I Managed payment management systems to handle payment from donors to manage projects
- Implemented community cloud to make visible of project progress to donors
- Created multiple Asynchronous and Synchronous Apex classes
- Took ownership of project tasks and deliverables, ensuring timely completion and high-quality outcomes
- Worked on Custom Object, Aura Component, Reports and Dashboard and Custom Reports and dashboard, Custom Setting, Custom Metadata, Validation rule, Approval process etc
- Updated various LWC, Apex and Flow to fulfill Field Service-specific functional requirements, enhancing the user experience and system capabilities
- Developed and optimized Apex classes and triggers, Batch Class, Future Method, Schedulable Apex and Queueable apex as per requirement
- Integrated external systems with Salesforce using REST API callouts in Apex Class to enable seamless data exchange between LMS Systems
- Managed Salesforce security settings, including Record Level Security, profiles, roles, and permission sets, ensuring appropriate access and data protection
- The Learning Links Foundation (LLF) is a non-profit organization that works in the education and training sector in India
- The foundation's mission is to 'Empower Lives' through learning

Software Developer   01/2019 to 05/2019

Kloudrac Softwares Private Limited – Noida

- It's an FCM Project based on capturing leads from multiple social platforms
- We implemented Email Studio, Advertising Studio, Mobile Studio, and Social Studio through which we can fetch all leads from different platforms and we can store them in data Extension
- I created multiple landing pages with the help of HTML CSS and AMP Script in order to capture leads
- All automation is handled using Journey Builder
- Created multiple custom email templates
- We perform some integration from the Marketing cloud to the Sales cloud and Service cloud

Education

MCA: Computer Science   08/2016 to 01/2019

Harcourt Butler Technical University - Kanpur, Uttar Pradesh

BCA: Computer Science   08/2013 to 08/2016
Institute of Computer Science & Technology - Varanasi, Uttar Pradesh

Certifications

Salesforce Admin

Platform Developer I

Platform Developer II

Omni Studio Developer

Java Script Developer

AI Associate

AI Specialist

Sales Cloud Consultant

Service Cloud Consultant

Omni Studio Consultant

Copado Fundamental-I

Skills

Salesforce Admin, Flow Builder, AppExchange,
Apex, Lightning Web Component, Aura
Component, Integration, Platform Event,
Change Data Capture, Rest API, Soap API,
HTML, CSS, JavaScript, Data Loader, Import
Wizard, VSCode, Workbench, Postman, GIT, Git
Hub, Git Lab, BitBucket, Gear Set, Copado,
Flosum, Confluence, SCRUM, Agile
Methodology, Jira, Java, C.