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# ARPIT OJHA

Senior Consultant- **Capgemini, India**

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## OBJECTIVE

To build up a successful career by utilizing my best knowledge, analytical ability and skills through constant learning by experience. Currently looking for change in Environment where I boost my Technical knowledge more and strengthen my skills.

## EXPERIENCE SUMMARY

- Over 7.5+ Years of experience in Analysis, Design, Development, Testing, Deployment on Salesforce.com platform
- Extensive experience in developing user interface and backend business requirements.
- Extensive experience in integration with 3rd party application.
- Expertise in Jira and ISM Tool to manage projects with Agile Methodology.
- Good understanding on WEB Technologies.
- Integration and Development by using Force.com platform.
- Interact with customers for solutions and designing over the ServiceMax product.
- Good understanding on Salesforce Architecture.
- Proficient with Complex Customization and Configuration which business demands.
- Experienced with Aura Component, Visual force Page and Apex which customer required.
- Experienced in writing Aura Bundle, Apex Trigger, Integration, Batch Apex,
- Understanding with Service and Support solution, helped business to automate service.
- Having good understanding on Salesforce.com CRM and ServiceMax product.
- Experience in Salesforce Field Service Lightning product.
- Experience in Salesforce Retail Execution Application on Consumer Goods Cloud.
- Experience in Salesforce Experience Cloud.
- Knowledge in Salesforce CPQ tool.

## TECHNICAL SKILLS

### Relevant Skills:

- Trigger, APEX, VisualForce, JavaScript, and Lightning in Salesforce.
- Configuration/Customization in Salesforce
- Web services integration via SOAP and REST
- Middleware- Muelsoft, Apigee, ESB, Dell Bhoomi

- ServiceMax application, Salesforce Field Service Lightning application, Salesforce Retail Execution application.
- Salesforce Lightning and Classic.
- CRM Clouds- Service Cloud, Sales Cloud, Consumer Goods Cloud.
- Tools- Source Tree, Workbench, Data Loader, Jira, ISM, Octane, Copado.
- IDE Environments- Flosom, Change set, Apex Data Loader, Eclipse, Force.com, Click Deploy

#### **Certifications:**

- Salesforce Certified Administrator
- Salesforce Advanced Administrator
- Salesforce Certified Platform Developer I
- Salesforce Service Cloud Consultant
- Salesforce Field Service Lightning Consultant
- Salesforce Einstein Analytics and Discovery Consultant
- Certified Copado Admin

#### **EDUCATIONAL QUALIFICATION**

Bachelor of Engineering in Electronics and Communication completed in 2014 from Rajiv Gandhi Technical University, Bhopal with aggregate of 73%.

#### **PROFESSIONAL EXPERIENCE**

**Employer Name:** Capgemini, India

**Project Name:** Belden

**Job Title** – Senior Consultant

**Responsibilities:** In BELDEN project we were using Salesforce CPQ and Experience Cloud. Salesforce users mostly work on Sales Cloud related objects; Internal users works on CPQ objects and Portal users works on Community. This system has integration with SAP via Enosix. My responsibilities are to create the design solution for the user stories given by BA and to assign to other team member to work on provided solution.

**Components-** CPQ, Enosix, Lightning Component, Lightning Page, Lightning Events, Lightning SLDS, Quick Action, Visual Flow, Email Templates, Case-to-web, Case Routing Rules, Escalation process, Email Templates, REST Integration, Inventory Management.

Code Migration Tools – Bidbucket | User Story tool- JIRA |

**Employer Name:** Capgemini, India

**Project Name:** CONA, Coca-Cola

**Job Title** – Salesforce Lightning Developer

**Responsibilities:** In CONA project we were using FSL Manage Package over Salesforce application and also using Consumer Goods Cloud, here Coca-Cola is using the this application for managing Orders and Sales by consumers. This system has integration with SAP via Muelsoft middleware. Also

we are using Service Cloud on which there is a CONA application resides.

**Components-** Lightning Component, Lightning Page, Lightning Events, Lightning SLDS, Quick Action, Visual Flow, Email Templates, Case-to-web, Case Routing Rules, Escalation process, Email Templates, REST Integration, Inventory Management.

Code Migration Tools - Click Deploy | User Story tool- Octane | Devops Tool- Copado

**Employer Name:** Capgemini, India

**Project Name:** Altria

**Job Title** – Salesforce Lightning/FSL Developer

**Responsibilities:** Currently working as Salesforce Lightning Developer for Altria project and Altria is a Tobacco company which is using Salesforce FSL product for their Field Engineers. We have implemented the FSL structure from scratch for Altria users in both Desktop and FSL Mobile app. Also we have done the Integration with SF Database system, which is the primary application for Altria. And we have majorly worked with Batch classes as we are getting bulk of the data in Salesforce system from SF system, also created Visual Flows to avoid customization. Functionally worked with BA to make client understand the FSL app limitations and also technical limitation such as use of Lightning Components and other and what the alternative we can provide to end users are. Worked on Lightning Data Tables, Lightning Components, Batch Class, Triggers, Apex and other configuration parts.

**Employer Name:** Capgemini, India

**Project Name:** Honeywell Intelligrated

**Job Title** – Consultant/FSL Developer

**Responsibilities:** In this project I worked on Field Service Lightning product, we have implement the Field Service Lightning application as per the business requirement from client majorly such as Case Management, Time Zone Conversion(as utility), Dispatcher Console configuration, Gantt Label and Map, FSL Service Report setup, Email Functionality for Service Report and Configuration setup on Manage Package Objects. We have followed the Agile Methodology in this project. For components migration we have used FLOSUM application and also it is used for versioning. Worked on Service Cloud as FSL use most of the Service Cloud related Objects.

**Employer Name:** Cognizant Technology Services

**Project Name:** Royal Philips

**Job Title** – Application Developer

**Responsibilities:** In this project I worked on Service Max FSE (Field Service Engineer) Application which is built over Force.com, Also we have SOAP Integration with SAP system and REST API Integration with Decissions.com, so I learnt end to end Integration using SOAP and REST API web-services using Connected App and Remote Site Settings in Salesforce.

I got the good chance to learn Service Max tool configuration such as SFM Transaction, SFM Wizard, Mobile Configuration, Profile Configuration and Servicemax iPhone/iPad app. Also raised few bugs on ServiceMax tool and worked with ServiceMax experts. Also involved in Code Migration and Servicemax components from Developer Sandbox to Higher Sandboxes using ANT Tool and Servicemax Migration tool.

As a Developer my role is to create Build Specification Document and Deployment Request which covers all the brief of development covered in single sprint and also add all the components in Installation Qualification document to send for review with Tech Leads from Philips Team.

Worked on Customization including- Trigger, APEX, VisualForce, Java Script, REST API, SOAP API, JSON, WSDL. Working on Productions issue and defect which raised while testing by Business users. Involved in migration of code using Change Set and ANT tool to higher sandboxes. Also involved in POC for new functionalities from Business. Also worked on Defects which come while testing in UAT and pre-production Sandbox. We have used Agile Methodology SDLC and Rally tool for User stories; Defects and Sprint planning. Wrote Batch class for processing multiple records when order is submitted and email should trigger to the Customers with order details attached as the PDF in the Email.

**Employer Name:** Cognizant Technology Services

**Project Name:** Montefiore CMO

**Job Title -** Salesforce Developer

**Responsibilities:** Montefiore is US based Health Company which is using Salesforce.com CRM newly, I was involved in POC for Business requirements and created Prototype Salesforce Application to demo the Client for their primary features. Also worked on POC for building FRS and also involved in discussion for Salesforce Lightning .I have prepared the Developer sandbox with all the basics required configuration such as Creating Objects & Fields from Schema; Profiles; Roles; OWD settings and other configuration settings' we have setup the important Email Functionality which sent the basic required information to the Customer when they enquire with Customer Care of Montefiore. Got the appreciation from Client for Zero delay in deliverable. Have independently worked on the test code coverage as code coverage (Test Factory) is very much important for deploying components to Production as minimum code coverage required is 85% in Production. Got appreciation mail from onshore for improving the code coverage.

**Employer Name:** IBM India

**Project Name:** Citrix

**Job Title –** Associate Software Developer

**Responsibilities:** As an Associate Developer in IBM for Client Citrix, I learnt all the configuration in salesforce which is basic and required for all the Salesforce Admin/Developers. Changes related to configuration and basic development from work assignee and delivered on time. Understood the concept of code migration through SVN Learnt the migration of Objects and started doing with the help of senior folks. We Use Change Set migration tool. Done migration of objects, Page layouts, Record types, Fields, workflow rules and validation rules from Developer Sandbox to UAT Sandbox. Also Learnt how sandbox get refresh. Prepared the generic document on sandbox Post refresh activities so that it can be used across the project. Worked on test Class for code coverage of 85% using Test Factory, before moving code to next sandbox. It also involved document of all the components which is going to move in UAT sandbox.

## **PERSONAL DOSSIER**

Date of Birth: 17th December, 1992

Language Known: English, Hindi

Nationality: Indian

Sex: Male

Marital Status: Single

**DECLARATION**

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

Date-

Place- Bangalore