



SALESFORCE CERTIFIED

Administrator

SALESFORCE CERTIFIED

Service Cloud Consultant

SALESFORCE CERTIFIED

Platform App Builder



SALESFORCE CERTIFIED

Platform Developer I

RAJIV SINGH  
SFDC TECH LEAD

Blog: [www.salesforceexperts.in](http://www.salesforceexperts.in)

SALESFORCE CERTIFIED

Sales Cloud Consultant



SALESFORCE CERTIFIED

Platform Developer II

SALESFORCE CERTIFIED

Field Service Lightning Consultant

SALESFORCE CERTIFIED

CPQ Specialist

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More than 5 years of experience in software development in CRM applications. Working in KVP Business Solutions (SFDC Platinum Partner) as SFDC Tech Lead Consultant for 5 years.

Have experience of working on **Community Cloud, Service Cloud, Sales Cloud** etc. Have hands on experience in Salesforce Lightning, Apex, Batch Apex, Admin, Triggers, vf pages, Deployment, HTML, JavaScript, Lightning Design System, LWC basics.

**Extra Certifications:**

- Copado Certified Administrator
- Copado Certified Developer
- Flosum Certified Professional
- Scrum Certified Professional
- Salesforce Accredited Financial cloud consultant.

**Profile:**

- Professional experience in software design, development, debugging, deployment.
- Designed, set up, and maintained Salesforce standard objects, custom objects, and junction objects.
- Experience with Lightning components, integration such as Whatsapp, REST & SOAP API.
- Good hands on experience in Salesforce customizations, configurations and Deployment- VS code, Bitbucket.
- Created and updated users, reports, and dashboards to track pipeline stages for management visibility while integrating Apex applications with Salesforce accounts, such as Outlook.
- Conducted user and administration training sessions to help clients utilize Salesforce and respective programs. Developed reports, dashboards, and processes to continuously monitor data quality.
- Managed ongoing support requests and the administrative needs of users.
- Monitored teams' adoption rates and responded as needed, providing them with training sessions, communication, and documentation.

**Projects:**

- **Small Finance Bank:** Sales Cloud, Lead/Developer : Custom Lightning pages, Triggers, Config.
- **Real Estate Industry:** Sales cloud, Community: Developer: Lightning Component, Triggers, Community.
- **Logistics Company:** Service Cloud, Lead/Developer: Case Management, Escalation, Assignment.
- **Global Dairy Company:** Sales cloud, Community, Lead: Lightning Component, SAP Integration.
- **Pharmaceutical industry:** Sales cloud, Developer: SAP Integration, Triggers, SOAP API.
- **Aviation Industry:** Service cloud: Lead, DotRez API, REST API, Integration, Case Management.
- **Pioneers of UPVC:** Sales Cloud, Developer: Force.com Sites, Triggers, Lightning pages.
- **Global Glass Manufacturer:** Sales cloud, Developer: REST & SOAP API, Triggers, Config.