

BRAJESH KUMAR

SENIOR ANALYST (SOFTWARE ENGINEER)

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PROFILE

Salesforce Developer with **3 years** of experience and **5x certified**, skilled in Lightning Web Components, Apex, Flows to deliver intelligent, scalable CRM solutions.

TECHNICAL SKILLS

- **Platform:** Field Service Lightning, Sales Cloud, Service Cloud, Experience Cloud
- **Development:** Lightning Web Components (LWC), HTML, Javascript, CSS, Apex, Visualforce
- **Data Management:** SOQL, GraphQL, DataLoader.io
- **Deployment:** Copado, Git, Github, Azure Devops
- **Developer Tools:** Jira, Azure Devops, VS Code, GenAI tools, Workbench, Postman, Altair client, Salesforce Inspector

PROFESSIONAL EXPERIENCE

CAPGEMINI TECHNOLOGY SERVICES INDIA LIMITED

SENIOR ANALYST

📍 Kolkata, India

📅 April 2023 – Present

- Implemented Field Service features for **mobile and desktop**, enabling real-time updates, scheduling, and GPS tracking.
- Developed an automation process and custom **LWC feature** that reduced reliance on additional AppExchange services, achieving a **25% cost reduction** while significantly enhancing user interaction and engagement.
- Enhanced **offline functionality** within the Field Service mobile app, allowing technicians to maintain productivity even without network access, significantly improving operational efficiency.
- Facilitated **Sprint and PI demos** by showcasing features and clearly conveying complex technical concepts to both technical SMEs and non-technical stakeholders, enhancing project understanding.
- Supported **Pre-SIT, SIT, UAT, and hypercare**, user acceptance, and production hotfixes on **GoLive** day.
- Continuously working to add **GenAI** solutions to make development more efficient for the team.

AWARDS

- 🏆 **Customer Delight - Award**
Received this award for consistently exceeding client expectations and delivering impactful results.
- 🏆 **Star - Award**
Received recognition for exemplary performance and dedication to project goals.
- 🏆 **Top Performer - Award**
Received recognition for exceptional performance in Salesforce training for the year 2023-2024.

CERTIFICATIONS

- Salesforce Certified Platform Developer I
- Salesforce Certified Javascript Developer I
- Salesforce Certified Administrator

EDUCATION

Bachelor of Technology In Electronics and Telecommunication
DRIEMS Autonomous Engineering College

📅 Apr 2018 - May 2022