

SHIVAM KUMAR

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[LinkedIn](#) | [Trailhead](#)

PROFESSIONAL EXPERIENCE

GIRIKON

Nov-2021- Jan-2026

SALESFORCE DEVELOPER

- Designed and implemented custom Salesforce solutions, including Apex classes, triggers, Visualforce pages, and Lightning Components, to meet specific business requirements and enhance the platform's functionality.
- Setup a Complete Copado Pipeline integrating with GitHub for a Salesforce instance with 100+ users. Automated deployment processes reduced deployment time by 30%.
- Experienced in leveraging Salesforce Sales Cloud, Service Cloud, and Community Cloud to deliver tailored solutions that enhance organizational efficiency and customer interaction.
- Designed and implemented integrations between Salesforce and various third-party systems using REST/SOAP APIs, MuleSoft, and other middleware tools, ensuring seamless data flow across platforms.
- Developed a Salesforce based application and identifying and aligning customer business requirements and constructing a development plan to deliver the desired solution.

TECHNICAL SKILLS

CRM	: Apex, LWC, SOQL, Aura, Flows , VF Page, Trigger, Batch Apex, Test Classes, Unit Testing
Web Technology	: HTML, CSS, JavaScript (ES6+), JSON, XML
Technology & Tool	: VS Code, Agile Methodology, Workbench, Data Loader, HUBSPOT, Postman
Deployment	: Change Sets, Salesforce CLI, Copado, Git/GitHub.

Projects

GirikCTI

Job Responsibilities:

- Design and implement CTI features on Salesforce (Apex, LWC, Flows) to support call handling , mass-dialing and broadcast
- Integrate the CTI with telephony partner TATA for inbound/outbound call routing, click-to-call, and call metadata.
- Build and maintain the AI transcription and summarization pipeline — store call history, generate conversation summaries, and surface insights in records.
- Ensure data model integrity, sharing/security (with sharing rules and permission sets), and SOQL optimization for high-volume call data

Kolaar

Job Responsibilities:

- Designed and implemented automated email synchronization between Microsoft Outlook and Salesforce to ensure seamless communication tracking.
- Developed Apex classes, triggers, and batch jobs to process inbound emails and link them to the correct Case Matter records.
- Built logic to match emails using subject-line keywords and predefined criteria to associate senders, recipients, and attachments with relevant records.
- Optimized SOQL queries and bulkified code to improve performance and handle high email volumes efficiently.
- Implemented error handling, logging mechanisms, and test classes to ensure reliable synchronization and deployment readiness.

Informa Markets

Job Responsibilities:

- Designed and deployed a Community Cloud portal for exhibitors and attendees, providing self-service capabilities for registration, booth selection, and schedule management.
- Implemented badge allocation logic for Informa event management, including ExpoCAD badges like VIP and VIP Media, based on event criteria.
- Design and develop custom solutions using Apex, Lightning Web Components (LWC), Visualforce, and Flow.
- Develop and optimize triggers, batch classes, and asynchronous Apex for performance improvements.
- I have worked on Flow and Trigger to automate their process for end user, Writing Test Classes, Deployments, and Change Sets verification on Production.

Tgen

Job Responsibilities:

- Designed and configured Lightning record pages, page layouts, compact layouts and related lists for healthcare objects (Patient / Contact, Care Plan, Care Team, Care Gap, Clinical Data) to deliver a clear Patient 360 experience.
- Deployed custom objects, custom tabs, validation rules, workflow rules, and page layouts to meet to application's needs.
- Enhanced user experience through UI customization and business process automation.
- Designed page layouts and search layouts to organize fields, related lists, and custom links for improved usability.

GETGENEA

Job Responsibilities:

- Configured product bundles, price rules, and approval processes to streamline the sales cycle.
- Collaborated with business stakeholders to translate pricing strategies and sales workflows into scalable CPQ configurations.
- Automated contract amendments and renewals.
- Designed dynamic quote templates with conditional sections.
- Implemented complex discounting strategies with slab pricing

Certification

- Salesforce Platform developer I
- Salesforce App Builder
- Salesforce AI Associate
- Salesforce AI Specialist
- Salesforce data Cloud

EDUCATION

Rajasthan Technical University
Information Technology (B. TECH)

2017 - 2021