Ankit Garg

Salesforce Technical Lead/Developer, GE Healthcare

9x Certified Salesforce Lead/Developer with 7 yrs of experience in the area of Service Cloud/Sales Cloud/FLS such as Contract, Account & Case Management, Field Service, Order Management and Integration with third-party APIs. Hands-on customization experienced in Apex, Lightning (Aura/ LWC) and Integration.

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PROFILE SUMMARY

Salesforce Experience
GE Heathcare,Dell ,Accenture

- 7.5+ years of experience in the Salesforce.com as Lead Developer and Administrator in SFDC Customization, Integration, Security Access, Workflows, Approvals, Data Validation, Sales and Service.
- Experience in SFDC Development by using Apex Classes, Batches, Triggers, VF Pages, AURA, LWC, Future methods, Queueable Interfaces, Rest Callouts, Force.com Sites, Metadata API's, Auth Providers, External Objects, Force.com IDE, SOQL, SOSL.
- Proficiency in SFDC Administrative tasks like creating Profiles, Permission sets, Roles, Users, Page layouts, record types, Email Services, Approval, workflow, Validation rules.
- Code optimisation with governor limit of SFDC and apply workarounds wherever there are limitation enforces. Extensive knowledge of Salesforce.com Implementation cycle in Sales, Veeva CRM, ServiceMax, Field Service and Service Cloud (Call Centre).
- Work with the cross functional team to drive change that will benefit the organization. Experience in Salesforce1 App and configure Outlook for Salesforce.
- Having Experience on Deployment using Change Sets,VS code, Flosum, Copado, Exclipse IDE. Good Experience in Data Migration I.e. Exporting and Importing using Import wizard and Apex data loader.
- Good working Knowledge in querying the salesforce.com database using SOQL/SOSL queries using Force.com IDE, Developer console, Apex Code and Workbench.
- Worked on Order Management, Account Management and Case Management (Email-toCase, implemented Force.com Sites), and having Knowledge of Service console, SFDC Solutions, Knowledge Articles, entitlement processes, Live Chat Agent and Communities.
- Experience in Integration via S2S connection, Streaming APIs, Push topic, Rest Callouts, REST APIs, Web Services and Workflow OBM.
- Experience in following Integration Tools: SOAP UI, Workbench and POSTMAN.

ACHIEVEMENTS / HACKATHON

- Implemented a MetaData Report Tool as a Force.com Site by using Metadata APIs to report on Metadata (by using charts & bar in vf page with controller using metadata api).

- Integrated Outlook with Salesforce to create daily meeting reporting system as Hackathon Submission with Aura Single view Application component.

- Developed PCR Tool (Profile Change Request) helps the user to raise request to auto change profile by using Flow, Approval Process and Process builder.

- Created an Auto CRON Scheduler VF Tool.

- Developed Advanced Searcher LWC Tool to add this generic LWC component inside any Search LWC Functionality.

SKILLS

- Salesforce Development
- Apex Programming
- Batches/Triggers/VFs
- Web Services/Callouts
- Force.com Sites/Metadata APIs
- LWC/Aura
- Javascript/HMTL/CSS
- OOPs
- SOQL/SOSL

HONOR AWARDS

-6 Hearbeats Award, Applause, Spotlight, Bravo and 4 Hearbeats awards
- Provided by GE Healthcare as best performer throughout all the assignments

-Dell Champion Award , Cheers and Bravo awards
- Provided by Dell EMC for leading and delivering the B2B integrations project sngle handledly from SFDC team

-Accenture Celebrates Excellence(ACE) Award , 3 times Monetory awards
- Provided by Accenture - It is an award to recognize individuals for demonstrating behavior aligned to the Accenture Leadership Contribution Areas i.e. Business operator and Client Value Creator.

CERTIFICATIONS

-Salesforce Certified Application Architect

-Salesforce Certified Platform Developer II

-Salesforce Certified Platform Developer I

-Salesforce Certified Javascript Developer

-Salesforce Certified Sales Cloud Consultant

-Salesforce Certified Service Cloud Consultant

-Salesforce Certified Administrator

TOOLS

- SOAP UI, POSTMAN, Workbench, Dataloader,
- Github, VS code, Eclipse IDE
- CICD (Clickdeploy/COPADO), FLOSUM
- LWC Editor
- RALLY/ TFS
- SonarQube/SourceTree/Checkmarx

WORK EXPERIENCE/PROJECTS

Lead Salesforce Developer
GE Healthacare

07/2019 - Present

Projects

- **Project :** DST Field Service SMax -BFE (Aug 2019 - Present).

- **Description** : It is an extensive application which highly customized on top of ServiceMax Managed Package to handle Field Service, Case and Contract Management. This provides highly integrated environment with Apttus, BFE, GLPROD, FieldX and RemoteX external systems to smooth flow of data from one system to another.

- **Responsibilities :** ● Leading 4 Project modules ● Estimation Review for vendor Chargeability ● Architecting Contract module and providing design comments ● Suggest CI-CDs and do POCs ● Perform Code Reviews of all 4 modules ● Requirement & Impact analysis ● Perform detailed analysis of business and technical requirements and designed the solution by customizing Platform based on LWC, Aura, triggers, batches, VFs, Force.com API,REST API and Web Services ● Mentor other resources and partner teams.

- **Accomplishment 1 :** ● Manage and execute code deployments including development of solution blueprints. ● Providing hands on expert level assistance to developers on technical issues. ● Assist the administrator with complex workflow rules and approval processes. ● Partner with project managers to monitor project status and risk areas ● Conduct design reviews and identifying opportunities to re-use components contributing to the definition of development standards. ● Coordinate with Partner System/ Middleware Teams.

- **Accomplishment 2:** ● Call Center Service Cloud Lightning Upgrade: Upgraded existing application pages to AURA and LWC framework. Developed salesforce lightning applications using lightning components, controllers and events and used custom CSS in the components. ● Integrated 7 external system with GE application such as Billing Finance Engine, Apttus, RX- FFA, GLPROD, UCM-GPM,FX and EoM with help of REST API, Standard, Bulk & Composite API, push topics and REST webservices.

- **Accomplishment 3:** ● Apttus-Smax Integration:This integration was built to flow the contracts and entitlements from Apttus to Smax application via standard Salesforce Composite API, we were managing error handling and sending response back to the Apttus Sales environment with errors occur during contract creation. ● Account Merger : Whenever there is Account merge occurs in Account Source SFDC Org we required to do same Accounts merge in Smax Service Org within existing in-built integration.

- **Accomplishment 4:** ● LWC Functionalities: Single view mass Preventive maintenance , Auto create Assets and Entitlement, Integrated Contract and Entitlement view, Tree structure of Asset View. ● Designed Error Log Framework and refactored 2 project codes independently by interacting with Architects and Product Owners to optimize the program without compromising with existing functionalities.

- **Accomplishment 5:** ● BFE predix to AWS movement: Drive the BFE predix to AWS movement from end to end as Salesforce Point of contact as integration Lead to deliver it smoothly. ● Recasting Mechanism Process : Designed and implemented the recasting of record updates to childs/Grandchilds batch process mechanism from scratch without any single production defects.

EDUCATION

B.Tech (Computer Science)
GGSIPU,Delhi

09/2010 - 07/2014
82%

WORK EXPERIENCE/PROJECTS

Lead Salesforce Developer (Senior Analyst)
DEll EMC

09/2017 - 07/2019

Projects

- **Project #1** : S360-EMC-VCE(VMware, EMC, Cisco) Integration (Aug 2018 - July 2019).

- **Description** : It was two way Integration Service cloud project to handle and track the cases (Service Requests) between S360, EMC Core and VCE system. The VCE and EMC core was having connection via S2S connection and we have integrated EMC Core with S360 with help of Boomi API Integration. It was the project to decouple Oracle 11i from EMC Core and connected S360 with EMC Core.

- **Project #2** : s360 ACMC Microsoft Integration (Sept 2017 – Aug 2018).

- **Description :** It was two way Integration Service cloud project to handle and track the cases (Service Requests) of all the system and also integrate Cases with the Partner system to achieve B2B collaboration. The Application is implemented to consolidate service cloud management to provide integrated customized solution between EMC with Dell, VMWare and Microsoft.

- **Responsibilities**: ● Requirement Analysis. ● Creation of Mapping Sheet for two different architecture environments . ● Develop the requirements with help of Triggers, Classes based on the complexity. ● Code Review and work with the team to bring out the best practices & improve the team's code performance. ● Perform Unit Testing. ● Coordinate with Partner System/ Middleware Teams (Microsoft-VMware-BOOMI).

Senior Salesforce Developer
Accenture

01/2015 - 09/2017

Projects

- **Project #1** : Teva Pharmaceuticals (Feb 2015 - Aug 2017).

- **Description:** It was a Veeva CRM pharma web based application project handling all the business process of a pharmaceutical company on SFDC platform. It was implemented to consolidate sales management for all the regions to provide customized solutions to the Sales team to keep track of their customers, event interactions, their products and the orders placed to pharmacies. Along with Call Center.

- **Responsibilities**: ● Requirement Analysis and Impact Analysis. ● Perform detailed analysis of business and technical requirements and designed the solution by customizing Platform based on batches, VFs, Force.com API, and Web Services. ● Provide extensive support to the Client support team whenever its require lots of efforts to resolve any high priority issue impacting the Application.