

Mukesh

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Skills and Experience:

- Having 3.5 Years of experience in Application Software Designing, Development and Implementation. This involves hands-on design and development using Force.Com platform Service cloud, Sales cloud, Community cloud (**Salesforce CRM Applications**).
- As a **developer**, developed sophisticated Force.com apps and integrate and customize already existing Salesforce CRM and Force.com solutions on the platform using **Salesforce Data Model** (Standard and Custom Objects), **Validation Rules, Workflows, Approval Processes, Roles and Profiles, Assignment Rules, Sharing Rules, Apex, SOQL, DML, Visualforce, and Force.com API, lightning Aura component**.
- Writing **Unit tests cases** and deployment through **Force.com Eclipse IDE and Changesets**.
- As a Salesforce Administrator and data specialist responsible for **User Management, Security Settings, Analytics** (Reports, Dashboards and Analytic Snapshots), day to day troubleshooting and data loading and migration activities using tools like Developer Console, Force.com Explorer, Force.com Data Loader.
- Experience using Salesforce Administration (SFA), **Profiles, Creating Roles, Page Layouts, Org-Wide default, Sharing rules, Validation Rules, Workflows, Approvals, and Dashboards, Security Model**.
- Strong Implementation experience using **Custom objects, Triggers, workflows/ workflow rules, approvals, Visualforce Pages, lighting component and Apex classes**.
- Worked on **Schedule apex and have knowledge on batch apex**.
- **Experience Service Cloud, community, portal Sales Cloud**.
- Always ensure quality, timeliness, and process adherence during the development life cycle.
- A team player with good communication and leadership skills.
- Knowledge about SVN, Jira, Jenkins, Eclipse, Data Loader, Visual Studio Code.
- Experience in working with **Agile/Scrum environment, Iterative** development methodologies.

Technical Skills:	
Cloud Computing	Salesforce.Com CRM Administration, Developing Apex classes, Visualforce
ETL Tool	Data Loader
Web Technologies	Visualforce, HTML, CSS, JavaScript.
Operating Systems	Windows
Others	MS Office, MS Excel

Educational Qualifications & Certification:

- **B. Tech (Computer Science) from Ch. Charan Singh University, Meerut-2015.**
- **PGDM (ITMS) From NMIMS, Mumbai- (2020-2022, Pursuing).**

Work Experience:

Wipro hr Services India pvt. Limited (11-may-2017 to Present).

Responsibilities:

- understand the software requirements and demonstrate the software designs, architecture design, salesforce automation and customization, providing solutions - apex code, apex classes, design visual force pages, apex triggers, apex batches.
- Involves in various technical documents preparations like – Code Impact Analysis, Cross Team Impact, Deployment Plan, Code Migration Plan, and Documentation Draft – Technical etc.
- Involves in various scrum meetings with Project Manager
- CTCR (Cross Team Code Review) to improve code quality.
- Worked as mentor for new members in the team.
- Developed Profiles, Roles, Permission sets, OWDs settings on Object/Field level.
- worked on workflows, Process Builder, Role Hierarchy and approval.
- Worked on Conversion of Portal Pages to Lightning via Communities.

Projects Summary:

Current Project: Service Connect.

Description: Service connect (US) provides domestic personal, medical query to US customers. It is an effort to improve loan provide productivity, customer focus. On-Demand SFDC CRM was implemented to meet the business model of the domestic needs like accounts maintenance, customer flows, customer verification and integrated and also enabling the sales team to keep records of the Customers contact information and their prospects in the pipeline.

Responsibilities:

- Implemented the requirements on Salesforce.com platform and Force.com IDE using Eclipse.
- Created various Custom Objects, Custom Fields, record types and workflow or Process Builder rules.
- Involved in developing **Vf Pages, Controllers, and Triggers & Custom classes** for reporting.
- Created various **Apex Classes and Triggers** for Validations, Workflow rules for field updates and Email alerts.
- Strongly involved in **Development, and Migration** of Salesforce Project.
- Worked on Salesforce to Salesforce integration and data synchronization.

Project: Knowledge Management System

Description: Vanquis Bank (US) provides domestic personal banking services to Us customers. It is an effort to improve banks productivity, customer focus. On-Demand SFDC CRM was implemented to

meet the business model of the domestic needs like accounts maintenance and also enabling the sales team to keep records of the Customers contact information and their prospects in the pipeline.

Responsibilities:

- Implemented the requirements on Salesforce.com platform and Force.com IDE using Eclipse.
- Created various Custom Objects, Custom Fields, record types and workflow rules.
- Involved in developing **Vf Pages, Controllers & Custom classes** for reporting.
- Created various **Apex Classes and batch class** for Validations, Workflow rules for field updates and Email alerts.
- Created Reports and Dashboards and created.
- Strongly involved in **Development, and Data Migration** of Salesforce CRM.
- Involved in Migrating data from legacy systems using **Apex DataLoader**
- Worked on Salesforce to Salesforce integration and data synchronization.