

Falgun Panara

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Falgun.panara@gmail.com

Salesforce Developer and Salesforce Administration with CRM proficiency and an overall experience of 5+ years in IT industry. Having sound knowledge of Consumer Goods (FMCG) CRM and Life Science sector (LS) CRM.



Experience

Jan/2020 to May/2021

Salesforce Developer (part - time)

INNOVER WEB SOLUTIONS LLP

- My job responsibilities here are to get involved in Project Execution and implement exceptional and robust Salesforce solutions for customers using Sales Cloud, Service Cloud, Lightning, LWC And Apex.

09/2019 to 27/03/2021

Team Lead Global Technical Support Engineer (Level 3)

STAY IN FRONT IND PVT LTD, Infocity (Gandhinagar)

- Evaluate and escalate core product issues to R&D.
- Develop a strategy the team will use to reach its goal.
- Oversee day-to-day teams' operation and performance.
- Create reports to update the management on the team's progress.

09/2015 to 09/2019

Global Technical Support Engineer (Level 3)

STAY IN FRONT IND PVT LTD, Infocity (Gandhinagar)

- Diagnosed customer issues by asking probing questions and write up new code or modify existing code to repair the tailored solutions.
- Document all issues in providing a tracking system for future references.
- Provide tier 3 (Level 3) support to 80+ StayinFront clients, following are some of StayinFront's major clients.

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|--|--------------------------------------|
| ➤ Mondelez International | ➤ Colgate Palmolive |
| ➤ Kellogg's | ➤ General Mills |
| ➤ Kimberly-Clark | ➤ Perfetti Van Melle |
| ➤ Pepsico | ➤ Ferrero |
| ➤ Creative Activation | ➤ L'OREAL |

Salesforce Skills

- Apex
- Apex Triggers
- Asynchronous Apex
- SOQL/SOSL
- SFDC Automation tools
- Aura Component
- Lightning Web Component (LWC)
- Data Loading Tools
- SFDC Deployment Tools

Education

Bachelor of Engineering in
Computer Science and Engineering
- 2014
Parul University, Baroda

Achievement

Bagged the Most Valuable Player (MVP 2017) for consistently rendering superior quality service during tenure with the organization.

Personal Details

DOB: 17 March 1993

Address: D/203, Hari Aalayam,
Sargasan, Gandhinagar, Gujarat.

Linked IN: www.linkedin.com/in/falgunpanara

Trailhead: <https://trailblazer.me/id/fpanara>

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.