Tanmay Verma

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Career Objective

To be a part of core team as software professional where I can explore and effectively contribute my knowledge, analytical skills and progressive attitude for consistent growth of the organization.

Area Of Experience

- Total Salesforce experience of more than 6 years.
- Working as Team Lead in Accenture.
- Worked in SFDC Enhancement Track & Projects with Salesforce Configuration, Customization, Integration and support on Salesforce.com Platform.
- Started Working on Lightning Web Component.
- Worked for implementing Lightning Scheduler as part of COVID 19 response for Bank.
- Learning Mulesoft as well.
- Worked in creating new Salesforce managed package.
- Worked in integration Projects using REST API, Platform Event and Continuation class.
- Worked for Lightning Migration & New implementation on Lightning.
- Experience in Service cloud for SLA Management, Email-To-Case, Assignment Rules, Macros, Knowledge Management.
- Experience in Salesforce Lightning Community development.
- Worked on estimating timeline and efforts for new project.
- Experience in data migration, Apex Data Loader, workbench and salesforce.com Sandbox Environments as well as Production environments.
- Got the Best Team Player award for making the successful delivery of project while working with multiple integration teams in Lead Referral Project.
- Got "ON THE SPOT" award in TCS for client appreciation.
- Got "Circle Of Excellence" Award in Accenture.
- Working on Agile Methodology to deliver business objectives in various sprints.

Project Experience

1.) **Organization –** Accenture
   Duration – March 2018 to Present

Banking Project:

A. Private Wealth Management :-
   This is an existing system in which Bankers help their customer to Manage their private wealth. Salesforce is being used for New Account Opening Process for different Products, New Lead Creation, Relationships, People / Person Entity.

   a.) Lightning Migration: I worked for Lightning migration of New Account Opening Process which

helped bankers to save their time for Account Opening.
Migrated existing visualforce page, Canvas App, multiple callout functionality.

b.) Salesforce Orgs Integration: There are multiple salesforce org in Bank, so created managed package which can be installed in any org and can connect easily for lead referral. Worked for integration of all org using Platform event & Mulesoft.
Created custom page for lightning and classic both from which bankers can select the LOB and product for which they want to refer the customer.

B. Mortgage Application:-
This is existing system for Mortgage leads, getting loan application status from Blend for applicants.
a.) Integration With Blend: Blend is loan application system which get initiated from Salesforce. Worked on Integration to get Application status from Blend to Salesforce.
b.) Velocify Replacement (Lead Manager) : "Velocify Pulse" is a salesforce AppExchange package which is used for assigned leads, but there was some limitations in this product. That's why worked for creating same functionality using Lightning Aura component.

C. Lightning Scheduler:-
During COVID 19 pandemic, worked for implementing Lightning scheduler in Salesforce for bank customer and Bankers. Created guest community page where guest can go and create appointment before visiting any branch.

2.) Organization – Tata Consultancy Services
Duration – November 2016 to February 2018

HR System of Manufacturing Company:

This is an existing application for employee of the company for raising their concerns / queries with HR Team.
a.) Case Management Setup For New Region –
Whenever a new reason for Payroll added, need to set up following in Salesforce – Record type, Queue, Assignment Rule, Entitlement Process, Entitlement, Target Date On Case, Checklist for cases, Escalation Rule & Live Chat Agent.
Responsibilities: -
• Gather requirement from Business, check its impact with existing payroll of different region.
• Preparing design document after all impact analysis.
• End to end development including configuration & coding.

b.) Integration With Service Now –
Whenever HRS Business team needs to report any issue to IT Team, they can create a new Incident in Service Now by clicking on button on case detail page.
Responsibilities: -
• Gather requirement from HRS Business & IT Support Team.

- Written callout class to consume Rest Api of Service Now to create Incident and service request in Service Now.
- Also written a batch class to get the status of Incident and update in Salesforce case.
- End to End testing with Service Now.

c.) Code & Workflow Optimization of Case Object –

Have worked for optimizing old triggers, apex classes & workflow field updates.
Responsibilities:-
- Merging of multiple triggers in single trigger.
- Creating new Helper & utility classes with Optimized SOQL & DML.
- Moved workflow field updates in apex class

3.) Organization – CBT Infotech Pvt Ltd
Duration – January 2015 to October 2016

Sales Process of Telecom Company:

A. Lead Referral From Partner

Business Requirement:
To integrate TCL Salesforce with partner portal in a way that Lead can be created in SFDC when required inputs being provided by Portal. To develop a REST API (Apex Classes) using APEX REST in a way to smartly recognize incoming data, map them to SFDC specific data and also accept values for any number of fields of any type dynamically and store to respective objects and return relevant responses and status.
Project Role: Developer
- Responsible for developing the functionalities using REST API Architecture.
- Involved in testing the functionality of developed REST API.
- Providing UAT demo to business & deployment activities including test class development.

B. Lead Referral To Partner

Business Requirement:
To integrate TCL Salesforce with partner portal so that Opportunity Owner or PSAM (Partner Sales Account Manager) can refer any Opportunity to Partner. And Partner can reject or accept the opportunity based on information provided to partner.
Project Role : Developer
- Responsible for designing and developing smart APEX REST API, Approval Process & Workflow Rule.
- Involved in testing the functionality of developed REST API.
- Providing UAT demo to business & Migration of developed functionality to production environment.

C. Bid Commercial management Automation (Auto-creation & assignment)
Business Requirement: - Opportunity is having a child object Bid Commercial Management

object which should get auto created and get auto assigned to Bid Manager or Commercial Manger based on Opportunity owner's region, LOB and sometime Amount of Product against Opportunity.

<u>Project Role</u>: - Developer

- Understanding the requirement of business and preparing a design and assignment criteria.
- Responsible for development by using Trigger, Apex class & Workflow Rule with deactivation of old functionality.
- Providing UAT demo to business & Migration of developed functionality to production environment.

D. Price Revision– BM –BCR Project

<u>Business Requirement</u>: -In new FY – 2016 whenever any Quote is approved OR Finalized in Big Machine, In SFDC a new Bid Commercial Request should be created.

<u>Project Role</u>: - Developer

E. Owning TCL Enhancement Track and responsible for delivering the enhancement requirements in the monthly releases.

4.) Organization – R. J. Enterprises
   Duration – July 2014 to December 2014
   Responsibilities - Understanding the CAD Design provided by client, Executing Fire Fighting
            System in Commercial & Residential Towers.
            Note – This Company is closed now.

Education

Bachelor of Technology (B.tech), 2014
Maharshi Dayanand University, Rohtak
Intermediate, 2010
CBSE
Matriculation, 2007
CBSE

Personal Details

Date of birth   : 20/09/1992
Marital Status   : Single
Current location   : Pune, Maharastra, India.

Declaration

 I hereby confirm that the information provided in this document is accurate and true.
 Date: Tanmay Verma