

# Jainam Mahendra Contractor

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## PROFESSIONAL SUMMARY

- Package Consultant/ Technical Lead with 5.11 Years of experience in Development of Salesforce SFDC based Applications in various Industry domains.
- Experienced in environments requiring direct Customer interaction during specifications, development and project implementation involving SAFe AGILE/SCRUM Methodologies

## PROFESSIONAL EXPERIENCE

- Working as Package Consultant in IBM India Pvt Ltd from Mar - 2019 to till Date
- Working as Senior Salesforce Developer in Sarvaha Systems Pvt Ltd from Aug - 2017 to Mar - 2019
- Senior Software Engineer in Capgemini India from Sep - 2014 to Sep-2017.
- I am a 8X Salesforce Certified and 2X Trailhead Ranger.
- Trailhead Profile: <https://trailblazer.me/id/jcontractor3>

## EDUCATION PROFILE

- Master of Technology (M.Tech) in Software Engineering from BITS Pilani (WILP), Aug 2015-June 2017
- Bachelor of Technology (B. Tech) in Electronics and Communication Engineering from Dharmsinh Desai University (DDU), Nadiad, Gujarat July 2010-May-2014, CGPA: 7.09

## TECHNICAL EXPERIENCE (PROJECTS)

- **Salesforce Business Technology Transformation (BTT) (Mar'19 – Present)** project for a USA based client, to completely digitized the current Business process and merging the existing 3 Salesforce Orgs into 1 Org which migration of more than 1TB of data and centralized the business process across all the departments. It has modules on Sales Cloud, Service Cloud and Community Cloud.
- **Custom CPQ and PRM for a client on a Standalone platform outside of Salesforce with backend as Salesforce (Nov'18-Present):** A system to inhibit the CPQ functionality for a small and midsize client with relatively lower product portfolio and a small partner base. It helps the small and mid level companies with reduction in the operation cost and attain the functionalities similar to CPQ and PRM.
- **Shopping Cart on a Salesforce Lightning Napili Community (Mar'18-Oct'18):** Configuring the e-commerce experience on the Salesforce Lightning Community with the integration with DocuSign and Avalara AvaTax for tax calculation for the Technology product purchased during the Process.
- **Audit Assessment and Dynamic List creation in Pardot (Jan'18-Feb'18):** Salesforce Org Audit to check the health of the Org and license utilization for an Org and providing short-mid-long term fixes and helping the client with the dynamic list creation and personalized email messages in Pardot.

- **Program Management App (Sep'17-Dec'17):** An AppExchange app to facilitate the Program Management process using the Custom Objects and some Custom Lightning Component for Enrollment and Volunteer assignment.
- **NPSP setup for a US Based Non-Profit (Aug'17-Oct'17):** NPSP Org setup for an US based Non-Profit client and the integration with the Wordpress site for Volunteer Assignment and Enrollment to a particular Campaign (Program)
- **Fleet Management Application (Nov'15-July'17):** The project – Fleet Management focuses on developing an application using standard and custom SFDC functionalities for vehicle, driver and incident management. Vehicle management includes Maintaining Vehicle Inventory and other vehicle related details like Make, Model, Registration details, Fuel Maintenance, Insurance, etc. of light, medium and heavy duty vehicles. Driver management includes License registrations and maintenance, Violations (if any) and logging penalty (if any violations).
- **Marketing Cloud and HEDA use Case (Internal POC)(May'15-Aug'15):** HEDA setup and Journey creation using Journey Builder for an email campaigning to a different courses offered in the Institute.
- **Canvas App creation for Accessing Salesforce Data from external Heroku Application within the Salesforce system (Jan'15-Apr'15):** App created using Javascript, HTML, CSS. jQuery and Bootstrap for connecting Salesforce Org using OAuth and hosted on Heroku servers.

## SKILLS PROFILE

<b>Languages</b>	APEX Classes, Triggers, VF Pages, SOQL, SOSL, Lightning Component, Web Services (REST), HTML, CSS, Javascript, jQuery
<b>Database</b>	Salesforce Cloud DB
<b>Operating System</b>	Windows
<b>Tools and Methodologies</b>	Data Loader, Import Wizard, HPSM, Workbench, Lotus Notes, Agile, Kanban
<b>Configuration Management</b>	SVN, GitHub, JIRA, TeamViewer
<b>Others</b>	SFDC Drag Drop Functionalities(Configuration) Data Structures

## CERTIFICATION

- Salesforce Platform Developer (PD) 1 certification (Sep'17)
- Salesforce Platform Developer (PD) 2 certification (May'19)
- Salesforce Certified Administrator ADM 201 certification (Jul'19)
- Salesforce Certified Platform App Builder certification (Oct'19)
- Salesforce Certified Sales Cloud Consultant certification (May'20)
- Salesforce Certified CPQ Specialist certification (July'20)
- Salesforce Certified Einstein Analytics and Discovery Consultant certification (July'20)
- Salesforce Certified Sharing and Visibility Designer certification (Aug'20)
- Copado Certified Administrator (May'20)
- Copado Certified Developer (July'20)
- Conga Composer Certified Administrator (May'20)
- Flosum Certified Professional (July'20)
- SAFe 4 Practitioner certification (May'19)

## ACTIVITIES AND ACHIEVEMENTS

- Received the best team award for delivering the one of the most complex and dev heavy module in the project and meeting our targets before deadline.
- Received Spark Light Award for the Quarter 2 of CY2020
- Received Energizer Bunny & Bright Light Award from client for successful delivery of the most complex module of the program.
- Received Pat on the Back Award for successful delivery of one of the most critical project.
- Received inspiring team award for the success of a complicated project release.
- Received client appreciation for the diligence and hard work for developing one of the toughest and most important modules for release of the project.
- Participated in CSR activities organized by the company at various schools and NGO's around Pune.
- Represented organization in various Inter Corporate Volleyball Tournament and stood Runner-ups and 2<sup>nd</sup> Runner-ups in two of them.

### **Declaration:**

I am confident of my ability to work in a team. I hereby declare that the information provided above is true to the best of my knowledge.

**Place: Pune.**

**Jainam M Contractor.**