



Taher Kundawala

Salesforce Development Team Lead At Accenture In India. Certified Salesforce Professional Leading A Lightning Ready Team

Passionate to find the best scalable solution and deeply motivated to develop team skills to deliver success stories. Good with communications & experienced in every phase of Project management & Technical solutioning. I can deliver with responsibility & ownership repeatedly and each time with quality. I strongly believes in the ethos of regular learning & upskilling

Get in touch!

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Skills

- Aura & LWC
- Apex Classes & Triggers
- Workflows & Process Automation
- Public Presentation
- SQL Databases
- Machine Learning & AI
- Public Pension
- Python
- Siebel Configuration & EAI

Academic History

Bachelor of Engineering in IT
Siddhant College of Engg, Pune
University | June 2013

Diploma in Engineering in IT
MH Saboo Siddik Polytechnic,
Mumbai | June 2010

- 7+ Years Siebel/Salesforce CRM Specialist working with Accenture India & UK
- Salesforce Delivery Team Lead having worked in SDLC phases from Requirement Gather to Support in the Banking Sector
- Expert in Siebel led Application and delivered multiple major AD High quality releases for Pension Service Industry. Excelled in both Development as well as Maintenance roles and am responsible for End to End Process & Delivery of AD Projects
- Developed High quality Salesforce Project to be demoed to major clients in a bid to move from on-prem old technologies to Salesforce CRM
- Experience in business requirement gathering, client interaction, multi-vendor model working, high and low-level Designing and development
- Worked in Agile environments using JIRA
- Worked on Apex Classes, and Apex triggers, Visual Force, SOQL, Batch Apex, Report and Dashboards
- Experience in customizing standard objects, creating roles and Profiles and configured the permissions based on the organizational hierarchy
- Designed custom Formula Fields, Validation Rules, Field Dependencies, Workflows, Approval Processes, Page layouts and search layout

Certifications

- Oct 2017 : Python
- Feb 2019: Machine Learning & Data Science
- Dec 2020: Salesforce Certified Platform Developer I



Work History

Salesforce Development Lead

Accenture India, Mumbai | Dec 2019 - Present

- Worked on Financial Services Cloud product for Banking Sector
- Managed and developed their Liabilities & Retail Asset PaaS modules
- Designed the Integration framework for Sync & Async Rest API calls
- Implemented major integration classes using multiple integration methods such as Inbound Rest API, Composite Request, Object Tree etc.
- Re-Designed Customer 360 view in Salesforce using LWC & Aura component framework. The new designed components are dynamic and re-usable in nature and can be used across all Retail Products in Salesforce across Different client base
- Designed and implemented Approval process & Entitlement processes for support teams
- Experience in handling a team of 10-12 salesforce developers

Module Lead & Sr. Salesforce Developer

Accenture India, Mumbai | Jun 2017 - Nov 2019

- Worked on High and low-level Salesforce design document and development
- User and organization management, data management and security, Workflows, process builders and flows
- Apex programming and Visualforce pages
- Crafted modules, interfaces and applications through native Salesforce development
- Created Visual Dashboards & Configured multiple objects & UI customization to enhance the Experience of the user in the Transformation Application
- Implemented Lightning component for smartscript flow in utility bar
- Implemented Salesforce Einstein Chatbot capability with multiple outcome scenarios for automated Case Management & progress
- Developed & presented an AI Model using Naïve-Bayes in Python integrated with Service-Now platform to automate triaging and resolving of incidents. The Delivered application model plans to automate 60-70% of Live incident resolutions
- Designed & Implemented solutions for Purge Processes on Siebel Database which included multiple Business Entities like Case, Contact, Task etc. Designed & Implemented solutions for Purge Processes on Siebel Database which included multiple Business Entities like Case, Contact, Task etc
- Designed and Delivered the proof of concept for integrating Siebel with Genesys Intelligent Workload distribution which included integration with Workspace Desktop, Handling CTI Functions from external application as well as JMS MQ Integration with Apache ActiveMQ Application
- Coordinated with management teams to plan, develop, align and execute strategies that would meet client's vision, mission and purpose
- Coordinated AD projects, including defining scope, managing milestones and maintaining strong relationships with all stakeholders.
- Reviewed and assessed architecture design, implementation, testing and deployment needs to identify project requirements and costs

Senior Software Support Analyst

Accenture UK, Newcastle | May 2016 - May 2017

- Discussed project progress with customers, collected feedback on different stages and directly addressed concerns.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes. Processed over 50 support requests weekly for technical assistance on wide range of issues related to Pension Applications
- Created support documentation that empowered and enabled user community to extend skills, leverage system features and find resolutions to questions without intervention from support team
- Designed new solutions to help business overcome non-compliance issues and data loss Achieved 23% incident volume reduction in Live during a one year period
- Delivered a set of solutions which reduced ~78 hrs of manual effort weekly for the client

Application Development Analyst

Accenture India, Mumbai | Oct 2014 - Apr 2016

- Worked on Siebel Configuration, EAI, Scripting and Workflows
- Domain: Public Sector, Case Management
- Delivered a successful major release in Siebel Public sector for leading Pensions application for DWP
- Developed complex workflows & integration solutions to meet business requirements for Release
- Supported multiple phases of the major release including Design, Integration & Performance test
- Role: Offshore developer and onshore (UK) role for go-live and warranty support.

Siebel Business Analyst

Evolutionary Systems Pvt. Ltd, Ahmedabad | Jul 2013 - Oct 2014

- Project: Ministry Of Finance, Abu Dhabi.
 - Developed Training Documents for user training and Test Scripts for testing the system
 - Tested the configured system in order to validate each and every business requirement
 - Configured Siebel Application - Public Sector for implementing business requirement in entirety including custom views, notifications, data validation, etc.
 - Configured both variants of Siebel Application; High Interactivity and Standard Interactivity, for implementing Service Request Management and Case Management in Public Sector domain
 - Project: Al Bassami - Transport Order Management Client: Al Bassami, Riyadh, Saudi Arabia
 - Configured Product & Pricing Administration for Siebel Application vertical Consumer Goods
 - Established compatibility with third party software products by developing application integration
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