

**Avinash Gabale**

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## Career Objective

Utilize and develop my technical capabilities by taking up challenging tasks the company has to offer. Gain in-depth knowledge of the processes and technology, thereby setting myself as an expert in the area of work.

## Work Experience

**February 2017 - Present**

- Salesforce Developer at First American (India), Bangalore, India from February 2017 to September 2019.
- Enterprise Solution Developer at UST Global, Bangalore, India from October 2019 till Present.

## Executive Summary

- Around 3 years of experience with Salesforce Configuration and Customization.
- Worked closely with Business Users to enable business processes using SFDC.
- Experience in working across various SFDC implementations covering Service Cloud, Sales Cloud and Lightning Applications.
- Experience in developing Visualforce Pages, Apex Classes and Controllers, SOQL, Triggers, Workflows, Process Builder, Lightning App Builder
- Experience in integration of Salesforce with external systems with SOAP and REST services.
- Experience in developing Lightning Components, Lightning Web Components
- Experience in service cloud implementations like omni-channel and Einstein chat bot.
- Experience in Einstein Analytics and dashboards.
- Experience in Batch Apex and Scheduled Apex as well.
- Experience in deployment using change set and Gear Set.

## Awards and Certifications

- **Salesforce.com Certified Administrator** Completed on 24<sup>th</sup> Dec 2018.
- **Salesforce.com Certified Platform Developer 1** Completed on 17<sup>th</sup> Nov 2019
- **Salesforce.com Certified Einstein Analytics and Discovery Consultant** Completed on 11<sup>th</sup> July 2020.
- Awarded Recognition Points and Appreciation emails several times by supervisor and Client.

## Technical Skills

**Skills:** - Salesforce.com, Apex Classes, Triggers, Visualforce, SOQL, HTML, JavaScript, SLDS, Lightning Components, Lightning Web Components

**Tools:** - Data Loader, Gear set, Workbench, JIRA, Bit-bucket, confluence

## Project: - Direct To Customer(DTC)

### Environment

**Salesforce.com Platform**

### Description

Project aimed at customizing Salesforce Sales Cloud implementation for the client.

The application will be used by the Sales Representatives as the business of the organization is title insurance. Sales Representatives can see the title insurance order and revenue details on home screen. Another set of users are Sales Managers to monitor the growth of organization.

## Responsibilities

Interacted with Business Users to gather requirements and provide functionality overview to team and worked to develop required functionality.

Experience working with Salesforce Mobile App.

In depth experience Apex Programming, Visualforce Page and lightning components.

Created and deployed project from Sandbox to Production using Change Sets. Experience in integration of Salesforce.com with external systems with REST and SOAP services. Experience in handling external objects using OData Protocols.

## Project: - Case Management in Lightning

### Environment

**Salesforce.com Platform**

### Description

Project aimed at customizing Service Cloud implementation for the client.

The application will be used by the case management users as business of the organization is logistics and shipping. Users will be raising the cases using different channels into salesforce and try to get it resolved using omni channel and Einstein chat bot implementation. Along with that we have Email-to-Case, Web-to-case implementation to create cases. We have created Einstein analytics dashboards and charts to get insights about our data.

## Responsibilities

Interacted with Business Users to gather requirements and provide functionality overview to team and worked to develop required functionality

Implanted service cloud functionalities using omni channel and Einstein chat bot. Along with that customized the case detail pages using lightning aura components, lightning web components and Visualforce pages. Also implanted the apex triggers and classes with best practices.

## ACADEMIC QUALIFICATIONS

Degree/Examination	Board/University	%
Diploma in Advance Computing (C-DAC)	Institute for Advance Computing and Software Development, Akurdi, Pune	Grade A
B.E. Electronics Engineering	KIT's College of Engineering, Kolhapur	62.43 %
CLASS XII	Maharashtra State Board	61.00%
CLASS X	Maharashtra State Board	94.15%