

## 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 work.

## Work Experience

**January 2016 - Present**

- *Salesforce Developer/ Application Development Analyst* at Accenture Pvt Ltd, Bangalore, India from January 2016 to September 2018.
- *Salesforce Developer/ Senior Engineer* at Enquero Global LLP, Bangalore from September 2018 till March 2019.
- *Senior Salesforce Developer/ Software Development Engineer III* at Verifone Technology India from March 2019 till October 2019.
- *Sr Salesforce Developer/ Team Lead* at InnoWave Technologies from October 2019 till today.

## Executive Summary

- 4.5+ years of experience in Salesforce development.
- Worked on end-to-end implementation of 6 projects till date.
- Worked closely with Business Users to enable business processes using SFDC.
- Experience in working across various SFDC implementations covering Service Cloud, Sales Cloud, Lightning Applications, APIs, Communities.
- Experience in developing Visualforce Pages, Apex Classes and Controllers, SOQL & SOSL, Triggers, Workflows, flows, Process Builder, Lightning App Builder, Approval Process.
- Experience in integration of Salesforce with external applications using IBM WebSphere CastIron tool, MuleSoft, REST API, Composite APIs, Informatica, JSON, XML & DOM parsing, OAuth 2.0, Connected Apps.
- Experience in developing Lightning Components (Aura), Lightning Web Components (LWC).
- Experience in SFDX, scratch orgs, PMD Tool, VS Code.
- Experience in Continuous Delivery and Integration Using Bitbucket, SourceTree, Git, Bamboo and JIRA.
- Worked on Einstein Analytics
- 1xTrailhead Ranger, 160x Badges completed along with 5x Superbadges.
- Worked in Agile environment.
- Experience of solution designing using Lucidchart tool.

## Awards and Certifications

- **Salesforce.com Certified Administrator** Completed on 18<sup>th</sup> July 2016.
- **Salesforce Platform App Builder** Completed on 19<sup>th</sup> March 2018.
- **Salesforce Certified Platform Developer I** Completed on 31<sup>st</sup> July 2017.
- **Salesforce Certified Platform Developer II** Completed on 18<sup>th</sup> January 2020.
- Awarded "**Star of the Month**" multiple times at Life Sciences Delivery Unit level.

## Technical Skills

**Skills:** - Salesforce.com, Apex Classes, Triggers, Visualforce, SOQL, SOSL, HTML, CSS, JavaScript, Lightning Components, SFDX, Einstein Analytics, Composite APIs, Live Agent, Omni Channel, Chatter APIs, Communities, SLDS, LWC.

**Tools:** - IBM WebSphere CastIron, Data Loader, Workbench, VS Code, PMD Tool, MuleSoft, SourceTree, Bitbucket, JIRA, Git, Remedy, Informatica, Scrum, Kanban board

## **Project: Novartis Contact Center – Direct To Consumer (DTC)**

<b>Environment</b>	<b>Salesforce Platform, Service Cloud, IBM WebSphere Cast Iron, MDM DB</b>
<b>Description</b>	Project aimed at customizing Salesforce Service Cloud implementation for the client. The application will be used by the client’s call center employees to assist them with Inbound and outbound services.

**Responsibilities Role: Salesforce Developer**

Interacted with Business users to gather requirements regarding Campaign development, provide functionality overview to team and worked to develop required functionality.  
Experience working Salesforce Console App and Service cloud Environment.  
Experience in planning and execution of Sandbox Management (Full Copy, Developer Pro and Developer) and Sandbox Refresh Pre and Post Activities.  
In depth experience in Call center Campaign Development using Visual flow, Apex Programming and Visualforce Page.  
Used salesforce out of the box functionalities.  
Created and deployed campaign project from Sandbox to Production using Change Sets.  
Experience in integration of Salesforce.com with external applications by using IBM Web Sphere Cast Iron with REST callouts along with JSON & XML response parsing.

## **Project: Verifone Home**

<b>Environment</b>	<b>Salesforce.com Platform, Salesforce Communities, Lightning Components, Apex Programming, Informatica, Onboarding System (OBS), Oracle DB, Intercard</b>
<b>Description</b>	Project aimed at Salesforce Community implementation for the merchants and Enterprises. The application will be used by the Merchants & Enterprises from Different countries to track and Place orders of Verifone Devices.

**Responsibilities Role: Senior Salesforce Developer**

Interacted with Product Owners as a Senior Salesforce Developer to gather & analyze requirements and provide estimations.  
provided functionality overview to team and worked to develop required functionality.  
Code review and designing optimal solutions.  
Followed design patterns.  
Experience working in Sales Cloud Environment.  
Experience in planning and execution of Sandbox Management (Full Copy, Developer Pro and Developer) and Sandbox Refresh Pre and Post Activities.  
In depth experience in Communities implementation using Apex Classes, Lightning components, JavaScript.  
Used salesforce out of the box functionalities.  
Created and deployed the product from Sandbox to Production using SourceTree and BitBucket.  
Experience in integration of Salesforce.com with external applications by using Informatica with REST callouts along with JSON & XML response parsing.

## Project: Novartis Knowledge Article

### Environment

**Salesforce.com Platform, Service Cloud.**

### Description

Project aimed at with a cloud-based knowledge base embedded right into the console,  
Agents can easily find, access, and deliver the right answers to customers. Call center  
agents can contribute to the knowledge base to ensure that the best answers are always accessible to the whole team.

### Responsibilities Role: Salesforce Developer

Experience in creation and maintenance of knowledge into the problem-solving process to support customers and agents with the knowledge they need to succeed, solve complex cases faster.

Extensive experience in Salesforce knowledge configure, create article types, create custom profile for knowledge users, adding knowledge related data to page layout, create data categories, set visibilities for data categories and enabling feed tracking on article types. Implementing KCS with an article management process, create and publish article, search for an article, and attach the article to a case, rate an article and provide feedback on chatter. Create a permission set to allow knowledge managers to edit, approve and publish articles, created approval queue.

Extensive experience in knowledge data migration using Data Loader and Article Import functionality.

## Project: Cushman & Wakefield Hospitality

### Environment

**Salesforce.com Platform, Lightning Components, Microsoft SharePoint, Flows, Triggers, Apex, Integrations.**

### Description

Project aimed at Hospitality app implementation for the Agents.  
The application will be used by the Agents to track and maintain the Hotel Properties across UK and US.

### Responsibilities Role: Senior Salesforce Developer

Interacted with Product Owners as a Senior Salesforce Developer to gather & analyze requirements and provide estimations.

Provided functionality overview to team and worked to develop required functionality.

Worked with Technical Architect for Code review and designing optimal solutions.

Followed Apex and Aura component design patterns.

Worked in Sales Cloud Environment.

Used change sets and Metadata APIs to deploy the changes from Developer Sandbox to QA and then UAT & Preprod sandboxes.

Used salesforce out of the box functionalities.

Experience in integration of Salesforce.com with Microsoft SharePoint using External Data Source functionality.

## Project: RAC Einstein Analytics

**Environment** Salesforce.com Platform, Einstein Analytics, SAQL.

**Description**

Project aimed at Einstein Analytics implementation for the Manager and higher hierarchy.

The application will be used to track the company growth, team performance, Individual performance of the peoples, Total Revenues and Forecasts.

**Responsibilities Role: Senior Salesforce Developer**

Interacted with Product Owners as a Senior Salesforce Developer to gather & analyze requirements and provide estimations.

Designed the solutions

worked to develop required functionality using Einstein Analytics platform.

Developed Dashboards, Dataflows, Recipes, Datasets, lenses.

Used SAQL for datasets bindings and create dashboards.

## ACADEMIC QUALIFICATIONS

Degree/Examination	Board/University	%/CGPA
B.Tech. Computer Science Engineering	SGGSJET, Vishnupuri, Nanded – 431606	5.7
CLASS XII	Maharashtra State Board	80.5%
CLASS X	Maharashtra State Board	91.53%