

# Abhishek Tar

S a l e s f o r c e   C o n s u l t a n t

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## A B O U T   M E

*Abhishek is a 9X Certified Salesforce Consultant with 8+ years of experience in information technology and services industry.*

*Abhishek's Salesforce experience spreads across various Salesforce products like Service Cloud, Sales Cloud, Einstein Bots. Experience in the design and implementation of solutions that include third party systems integrations. Experience in client facing consulting roles. Experience working in Salesforce implementations in a consulting environment.*

- Understands the principles and best practices of Salesforce data modelling, interface design, code development and testing, and can apply these principles in real-world development environments.
- Strong problem-solving skills and ability to research and propose educated scenarios when facing a complicated problem.
- The ability to quickly learn new topics and grasp them. A strong sense of intellectual curiosity with the drive to learn things independently.
- Can build custom user interfaces to display and interact with Salesforce data using the Lightning component framework, advanced Visualforce, and moderate JavaScript.
- Can design and Implement Case Management, Service Process Automation, Omnichannel Routing, Live Chat, Knowledge base, Service Analytics, CTI and Einstein Bot.
- Competent tuning Visualforce pages and understands the performance implications of the controller design.
- Can design and implement a test plan that ensures adequate quality (e.g., code coverage, application behavior's, scalability, environment independence, security) across application components.
- Can deploy custom applications, has a broad understanding of the Force.com development lifecycle, and understands all deployment tools and knows when to apply each tool.
- Clear interface design and integration with multiple other components to achieve optimum reuse.
- Excellent written and verbal communication skills
- Ability to communicate technical concepts clearly and effectively.
- Analysis, troubleshooting, and problem-solving expertise
- Knowledge of development methodologies, development life-cycles, and use of development tools in a support capacity

## EDUCATION

### Executive MBA

Goa Institute of Management

20YY – 20YY

### Bachelor of Engineering (I.T.)

Padre Conceicao College of Engineering

2007-2012

### Higher Secondary School

St. Xavier's Higher Secondary School

2005-2007

## CERTIFICATIONS

- Platform Developer I
- Administrator
- Sales Cloud Consultant
- Data Architecture & Management Designer
- Service Cloud Consultant
- Community Cloud Consultant
- Sharing and Visibility Designer
- Platform App Builder
- Field Service Lightning Consultant

## SUPERBADGES

- Process Automation Specialist
- Service Cloud Specialist
- Business Administration Specialist
- Lightning Implementation Specialist

## EXPERIENCE

### Engineering Lead

#### *Persistent Systems / Goa / Jul 2015 - Present (6 years 7 months +)*

Salesforce configuration and customization using Apex, Triggers, Visualforce, Flows, Process Builders and VF Components, including third-party integrations and production support. Listened to and understand the business's current state process in order to understand purpose, pain points and potential inefficiencies. Captured client business requirements through various workshops and client meetings and further elaborated them in collaboration with the technical team. Implemented Salesforce projects and discussed solutions with the development teams

- Developed and delivered enhancements to the existing functionality using Salesforce customizations using coding and out of the box functionality. Hands-on development experience (Apex, LWC, SFDX)
- Undertook Development of Einstein bot, Live Chat, Omnichannel Routing, Custom Email Services and Web-To-Case.
- Supported Service Cloud for Avid for by designing Salesforce Supported Business Processes.
- Was Involved in Solution Designing and prototype development of the Salesforce solution
- Was part of the discussions for Lightning Migration with vendors. Service Process re-engineering
- Performed extensive data analysis and impact analysis on the given business requirements.
- Suggested and executed value add utilities to refactor redundant code in the org. Code Optimization by following industry best practices.
- Delivered Salesforce integrations such as Coveo, Key Survey, Da Vinci CTI, Fiveg CTI, LearnUpon (learning Management Systems) and LogMeIn Rescue, SAP(RMA's).
- As a part of production support, delivered code patches and bug fixes in the code with tight deadlines and Provided support to business users for seamless functioning.
- Merged and migrated code and components from one sandbox to another. Deployed components to production and provided post-deployment support.

### Software Engineer

#### *Goa Electronics Limited / Goa / Jun 2013 - Jun 2015 (2 years 1 month)*

- Developing Front-ends for users and database.
- Designing Crystal Reports for the Websites.
- System study.
- Implementation and training about the project.