DIVASH D

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Location   :   **India**

PROFESSIONAL SUMMARY

6 years of overall professional in Software Development Experience with strong Object-Oriented Analysis, and Mechanical Design Experience.

Designing and Programming technical skills with extensive experience in **Salesforce.com CRM and Force.com platform** with proficiency as a D**eveloper** working **@HCL Technologies**

- Acquainted and well versed with CRM processes like **Service Cloud, Sales Cloud** and **Community Cloud**, Business Processes and recommended solutions to improve their processes using SFDC.
- Experience in developing client-specific solutions on force.com platform using **Apex controllers and Triggers, Visual Force Pages, Lightning Web components, Validation Rules, SOQL, SOSL.**
- Proficiency in SFDC Administrative tasks like creating **Profiles, Roles, Users, Page Layouts, Security model, Record Types, Email Services, Approvals, Workflows, Process builder, Reports, Dashboards, Tasks and actions**.
- Good experience in **Service Cloud Omni-Channel (Skill Based Routing), Entitlement, Web-to Case, Email-To-case & Knowledge management**
- Extensive experience in data migration using **Data Loader/Workbench.**
- Gained a strong knowledge of synchronization, data extraction, transformation, data loading, scheduling, monitoring, and reporting in a cloud computing environment.
- Self-sufficient, flexible, and motivated team player capable of managing several activities simultaneously.
- Excellent communication and inter-personal skills accustomed to working in both large and small team environments.

TECHNICAL SKILLS

Web Technologies	HTML, CSS, Java Script
SalesForce.com	Apex, Visual Force, SOQL, SOSL, Triggers, Custom Objects, Workflows, Data migration, Record Types, Email Templates, Workflows, Formulas, Force.com IDE, Custom Visualforce Pages.
DBMS	SQL
Tools	VS Code editor, GitHub

B.E - Mechanical Engineering – 2015 - Sri Muthukumaran Institute of Technology (Affiliated to Anna University), Chennai

PROFESSIONAL EXPERIENCE

Project# 1:
Client: Baker Hughes
Organization: HCL Technologies   **June 2021– Present**
Salesforce Developer

Description: Baker Hughes, Inc. supplies oilfield services, products, technology, and systems to the worldwide oil and natural gas industry. It provides products and services for other businesses including downstream chemicals, and process and pipeline services

Responsibilities:

- Involved in gathering and analysis of business requirements and then effectively took part in the sprint Planning to achieve the requirement.
- Worked on many kinds of Enhancement requests that involves changes in Page design & logical changes in both Classic & Lightning version using Visualforce, Apex controllers & Lightning Web components.
- Have converted Process builders to Triggers wherever CPU time limit got exceeded.
- Have good experience in resolving various Salesforce System Bugs & unblocked the users to proceed with the critical Grant Lifecycle process
- Have a good experience in REST API calls to perform exchange of data between different Systems.
- Have good experience in VS code editor, Change Set, Git-hub for deploying the components.
- Having good experience in Incident management, Change management & problem management.
- Have supported in X-author importing of complex data into Salesforce & Docusign to generate the Word document on the Grant Life cycle Registration.
- Have an experience in Agile process model & interacted in daily standup calls

Environment: Salesforce.com platform, Apex, Visual Force Pages, Components and Controllers, Platform event, Custom Setting & Metadata, Field Level Security, Sharing Setting & Security Definition, Formulas, Process Automation, Batch Jobs, Global Value Set, Relationships, Omni channel – Live agent, Lightning components

Project# 2:
Client: Latham Pool
Organization: HCL Technologies   **July 2019 – May 2021**
Lead Engineer

Description: The objective of Latham Corporation is to automate their Sales process in Lightning which was previously done in Mainframe.

Responsibilities:
- Developed Apex classes, Lightning components, Controller, apex triggers & Visual force pages for various functional needs in the application.
- Developed an end-to -end customer support chat application for US and Canadian customers using Salesforce Live Agent (Service Cloud). Additionally, created a Salesforce Console Application, for Agent interaction and record-keeping by developing pages using pre-chat API calls
- Worked on platform event to publish event to target org on record operations.
- Worked on process builder to create various actions
- Have debugged production issues keenly
- Created workflow rules and defined related tasks, time-triggered tasks, email alerts, field updates to implement the business logic & worked on approval process
- Worked in Batch Apex class & testing

Environment: Salesforce.com platform, Apex, Visual Force Pages, Components and Controllers, Platform event, Lightning components

Project# 3:

Client: General Electric   **Jan 2017 – Jun 2019**

Organization: EXL Service Private Limited

Design Engineer

Description:

GE Aviation, an operating unit of General Electric Company is a provider of aviation engines and aircraft components, including digital, electric power, and mechanical systems.

Responsibilities:

- Worked on the area of Defect inspection of pipeline like deformation, bend, girth weld
- Misalignment, change in deformation, red rings, etc.
- Involved in Quality checking of defect analysed pipeline.
- Conducting project related training to the team members.

Environment: AutoCAD, SolidWorks, Team Centre, StrainCOM & Pipe Locator MFC Application.

Project# 4:

Client: Indian Navy   **Feb 2016 – Jan 2017**

Organization: Conceptia Software Technologies

Junior Design Engineer

Description:

Conceptia Software Technologies Private Limited provides engineering and consulting services. The Company offers services such as FEA and CFD analysis, design and support devices, and manufacturing. Conceptia Software Technologies serves defence, refinery, automotive, and marine industries in India.

Responsibilities:

- Designing 2D and 3D modelling of HVAC Structures, Layout, Part modelling and Assembly, Jig and fixture, Air flow calculation, Pressure hull design and water level checking calculation, Outer hull shell portion and welding surface.
- Using Tools like AutoCAD, Unigraphics Nx-10 and Team Centre.

Environment: AutoCAD, Unigraphics Nx-10 and Team Centre.