Varun Pulani
Techno-functional Consultant

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- Experienced salesforce solutions architect with 6 years of experience in various roles in salesforce and force.com platform. Having extensive knowledge in implementing, customizing and maintaining Salesforce solutions.
- Experienced in customizing standard objects Accounts, Contacts, Opportunities, Products, Price books, Cases, Leads, Campaigns, Reports and Dashboards.
- Experience in designing of custom objects, custom fields, Picklist, role-based page layouts, Validation Rules.
- Extensive experience using Salesforce.com Administration and Creating Roles, Campaign Management, Profiles, Page Layouts, Workflow Alerts and Actions, and Approval Workflows.
- Experienced in analyzing requirements and implementing them using Salesforce relationships by establishing Master-Detail, Lookup and Junction objects relationships.
- Expertise in designing Workflow Alerts and Actions, Approval Processes, Custom Reports types, Report Extractions to various formats and Dashboards, Snapshots.
- Customized several Validation Rules, tasks, Workflow rules, Triggers, Apex classes to achieve the complex business functionality.
- Experience in SFDC Administration, Deployment, Reports, Dashboards, Data Management. Knowledge on Apps - Web2Lead, Email2Case, Chatter.
- Experience with data migration and updates through the tool App Exchange Data Loader in Salesforce.com.
- Experience in SalesForce.com Apex Classes, Apex triggers, Visual force, Force.com API, complex SOQL &SOSL queries, , DML statements, S objects and Governor Limits.
- Extensively worked on Salesforce.com Sandbox and production environments including creating Sandboxes and refreshing it time to time. Deployment between Production and Sandboxes
- Experience using and managing access to source control systems like GitHub and Bit bucket.
- Experienced in creating technical design based on user requirements. Experience as a solutions architect in solutioning, developing and guiding juniors in development, following best practices and overall mentoring
- An acting team lead, guiding multiple interns and partner resources in any technical issues.
- Good experience in interacting with Customers, Presentations & conducting application demos. Good analytical, verbal, written communication and interpersonal skills.

Career Highlights

- Worked on custom solution for using salesforce as a Loan Origination System
- Lead integration Efforts for integrating and creating Integrated Applications with Quikr Cars, India Blue Book, Mahindra First Choice.
- Lead Efforts on Integrating Salesforce with QuickBooks Accounting Application
- Worked on custom claims management platform for BNSF
- Worked on designing and implementing claims platform for Bajaj Fiserv Health LTD.
- Worked towards custom call center applications with Genesis, Amero, Citco and Slash RTC.
- Worked on Custom Product Configurator on Salesforce to configure and create products on salesforce sales cloud

WORK EXPERIENCE

Salesforce Developer

Infosys Ltd

2015 to May 2018

Responsibilities:

- Developed and customized user interface in salesforce.com using Visual force, Apex Controllers and Force.com IDE.
- Created custom Objects, Tabs, Formula Fields, Field Dependencies, record types, page layouts Validation Rules, Work Flows, and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- Enabled Communities for sandbox and production for external Business purpose.
- Created Apex classes, Apex Triggers and test classes.
- Analyzed business requirements, and converted to Sales force custom objects, lookup relationships, junction objects, master-detail relationships.
- Used service console for case management and even enabled knowledge object in our organization for business requirement.
- Experience in Data Migration using Import Wizard and other integration tools like Apex Data Loader.
- Pre-Deployment, Deployment and Post-Deployment activities in Production.
- Hands on experience in using change sets.
- Implemented Email to case Functionality in our application for service console users.
- Used lighting design systems frame work in visual force pages to make the lightning UI.
- Written Apex Batch class to process large data updates and long running code.

- Created the functional areas of Data management, Sales forecasting, Contacts, Leads, Campaigns, Opportunities, Quotes, Price book, Dashboards and Reports.
- Created email templates and inbound emails using Visual force for the clients and customers.
- Used Demand Tools to merge the duplicate records.
- Ran Nightly Batch Jobs to auto update of records without manual intervention.

Environment: Saleforce.com platform, Apex, Visual Force Pages, Visual Force Components, Triggers, Pages, Data Loader, HTML, Workflow & Approvals, Reports, Custom Objects, Custom Tabs, Email Templates, Security Controls, Change Sets, Queues, SOQL, Eclipse IDE Plug-in.

Manager-Centre Of Excellence-Digital Initiatives
Bajaj Finserv
May 2018 – August 2019
Responsibilities: -

Salesforce technical Solutions Specialist
Synechron Technologies Pvt. Ltd.
August 2019-May 2020

- Worked as a technical solutions specialist with one of the biggest investment banking firms in the world.
- Made design and architectural changes to the custom product configurator tool based on salesforce
- Responsible for transforming requirements to salesforce technical solutions.
- Responsible for mentoring and guiding junior resources in any technical issues
- Responsible for deciding the coding strategy for using custom builds versus standard Out of the box functionality.
- Responsible for implementing the country state picklist as against custom fields.
- Worked on apptus contract wizard for contract automation

Solutions Architect
Bajaj FinServ Health Ltd

May 2020 to Present

- Responsible for setting up salesforce practice from scratch
- Responsible for Design, implementation and planning of solutions based on Sales and service cloud
- Designed, implemented the solutions based on the business requirements
- Responsible for setting up salesforce team, interviewing candidates. Training, Java professionals in salesforce and helping in development efforts from error handling to following best practices.
- Responsible for designing custom call center application for parallel tracks for Work from home, Work from Office and Gig worker tracks with different integrations.
- Worked towards migrating gig workers to community licenses to reduce overall costs.
- Responsible, for coordinating with salesforce success teams for ideal strategy towards licensing, storage requirements.
- Implemented Einstein case recommendations for service build
- Designed and implemented the service console in sales cloud.
- Responsible for demo, use case analysis for getting salesforce health cloud and vlocity applications.
- Responsible for Designing the CI CD approach to follow with Azure DeVops tool.
- Lead a team of seven in house developers
- Interacted with Partner counter parts for deciding on solution for requirements.
- Implemented full duplex sync using Azure data factory with salesforce and backend Azure database.
- Responsible for setting up custom claims' management process in salesforce.

ADDITIONAL INFORMATION
Technical Skills
Apex Language, Apex Trigger, Apex Scheduler, Apex Classes/Controllers Batch Jobs &Visualforce(Page, Component & Controllers), Lightning Components, Salesforce1.
Custom Integration, Outbound Messages, Workflow & Approvals, Field updates, Reports, Dashboards, Custom Objects, Data Loader, Integration, Migration, Email Services, Security Controls, Sandbox Data Loading, Force.com IDE, Eclipse, SOQL, SOSL, S-Control.

Databases: Oracle, SQL Server

Tools: Eclipse, Force.com Explorer, Apex Data Loader, Apache ANT, ITIL

Web Technologies: HTML, Java Script, jQuery.

Certifications: Salesforce Certified Administrator (ADM201) ,Salesforce Certified Platform Developer (PD1), Salesforce Certified Platform App

Builder, Flosum Certified Professional

Education:
High School
S.T. Xavier's Sr. Sec. school Chandigarh (ICSE- 83%)
Intermediate
Govt. Model. Sr. Sec. School Chandigarh (CBSE- 70%)
Graduation
B.E. in Electronics and Telecommunications
Chitkara University Baddi(H.P) (72%)