

SAGAR. K. KAMBLI

Senior Salesforce Consultant – PWC India

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**SUMMARY**

* Senior Consultant with 6 years of total and relevant experience in Salesforce. 1 year in Salesforce Classic Customisation and Development and 5 years as Lightning development.
* 1 year into desktop client integration between **Salesforce** and **Xero** application, converting desktop client into salesforce cloud i.e. integration between salesforce and Xero, creating basic of all customers and private listing packages for clients with customized business requirements. Also service cloud implementation – Third party Call center softphone api integration for agents doing inbound/outbound/manual calls. Lead-Enquiry-Case Management in auto sector. So day when lightning started with their releases (with errors), we started migrating Salesforce-Xero, and all other application from classic into Lightning.
* Rest 5 years entirely into Lightning development experience working with clients like Wingate (<https://www.wingate.com.au/>) , Nomura (<https://www.nomura.com/>) all experience into Finance Investment Domain.
* Experienced working with non-profit organization NPSP packages of salesforce – Household model, Fundraising activities, opportunity-donations, customizing reports.
* Following clouds section I had worked with in **Lightning:**
* **Sales Cloud (100%)** – with (**Nomura – Japanese Investment Bank in India**, EMEA, US, Japan).

Implementation of lightning softphone UI for sales cloud integration with **Nomura Cisco Phones** to track call reports of salespersons.

Salesforce Lightning Application development for maintaining equity and fixed income product coverages, revenue shares for salespersons/end users.

Playing a major role in decommissioning of existing java client portal and getting all features in Salesforce – especially salesperson coverages for equity and fixed income products in India, EMEA, US, Japan which is heart of Nomura financial system. Any issues that raised from product support team, I was the only person to decide quick solution like turn around fix, data patch to keep business process functioning and doing actual patch release implementation in next sprint.

Design implementations discussions and solution suggestion during meetings of upcoming planned items/current items in particular day of week. Intention to decide best approach of implementation. This involved all developers participation from India, US, Japan, EMEA.

We used to follow Change management process using service now to raise change tickets of different type – emergency ticket, release ticket. Development team use to raise it against release change ticket and get it approved by PS Team to ensure correct delivery.

* **Service Cloud (80%)** – Integrating 3rd party Softphones (TeckInfo) api’s with Salesforce, Implementation of LEBTR = Lead – Enquiry – Booking – TestDrive - Retail. Conversion of Raw Open Leads to Dealer Enquiry Management comprising both Sales and Service. With respect to service, integration of 3rd party Teck info softphone api’s to get inbound and outbound calling activities to agent, Lead prioritization based on leads coming from different sources, De-dupe Lead management, Case Management with Entitlements support process, Milestones to define dealers SLA’s and his response to Customer in given TAT, measuring his performance in Salesforce reports that helps management to take decisions.
* Achievements and Performance Matrix:

 

 

**KEY SKILLS HIGHLIGHTS**

* **ALLOWING CLIENTS TO CONSUME HOSTED REST WEBSERVICE WITH CONNECTED APP IN SALESFORCE**
* **CONSUMING CLIENT REST API’S**
* **BULK API’S, STREAMING API’s**
* **REUSABLE LIGHTNING COMPONENTS WITH JQUERY**
* **SALES CLOUD, SERVICE CLOUD**
* **APEX BATCH, SCHEDULE APEX**
* **DATA MANAGEMENT**
* **EMAIL SERVICE**
* **DESIGNING SALES OR SUPPORT PROCESSES BASED ON CLIENT TO BE PROCESSES RECEIVED FROM BA TEAM**
* **MULESOFT API INTEGRATION**
* **CONGA COMPOSER**
* **TALEND TOOL**
* **CALL CENTER IMPLEMENTATION**
* **LIGHTNING DATA SERVICE**
* **PLATFORM EVENTS – NOTIFICATION EVENTS - PUBLISHING VIA APEX AND SUBSCRIBING IT.**
* **DOCUMENTING DEVELOPMENT WORK ON CONFLUENCE AS STANDARD PRACTICE TO SHARE KNOWLEDGE WITH EVERY MEMBER.**
* **PROCESS BUILDER – INVOCABLE APEX**
* **LIGJTNING APP BUILDER PAGES – DIFFERENT VISIBILITY AS PER RECORDTYPE ACCESSIBILITY.**
* **JIRA’s – SPRINT WISE DELIVERY**

**EXPERIENCE**

**PRICEWATERHOUSECOOPERS LLP PWC - INDIA (SENIOR ASSOCIATE) Sep 2019 — Present**

Reference - <https://www.pwc.in/>

AUTO SECTOR DIVISION PROJECT – one of leading vehicle and tractor manufacturer in India.

* Here being an senior associate but playing 2 roles – BA as well Tech Lead Developer.
* They have 2 call centres in Mumbai at 2 different location.
* Requirements were very least that came to people playing roles as BA. So To-be-Processes defined were not accurate.
* When I joined, I started visiting first call center for atleast 3 weeks and started understanding end users capturing data during on call and getting requirements from operation teams by speaking to their lead managers of different campaigns. After this 3 weeks analysis, I was able to capture tech specs and functional specs together. Then doing analysis on the given material what can be done to reduce unnecessary fields and use only required fields. As new requirements came they went into adding fields instead of normalising first and then its creation. I normalised and get those all specs to business people as well as development team
* We consumed third party connector for calling purpose as softphone in salesforce. When a call hits salesforce we give corresponding contact page if exist for agent to update details and call disposition.
* Many scenarios are there which I can’t show it up in resume.
* I was then assigned to another call center as there were no progress and its upcoming launch in January itself. I had given my best to get all requirements from development point of view as well as ba point of view such that team can start there action accordingly.
* This is what I learned in PWC India team – Capturing tech specs as well as functional specs and being a lead assign api work to developers.
* Use of Platform events and Streaming Events to do modification of data at Dialler(Client-OnPremise) based on event triggered in Salesforce – Such as creating users, making inactive as user becomes inactive in SF hence getting relief from api governor limits. Creating campaigns, assigning users to campaign, opening a salesforce record once call hits in salesforce from Dialer.
* Agents assignment in queue in a call centre.
* Different agent queues based on testdrive, service concerns, breakdown, purple club campaigns.

**VIRTUSA – DEPLOYED AT CLIENT (NOMURA – SENIOR SALESFORCE DEV) Nov 2016 — Sep 2019**

Reference - <https://www.virtusa.com/>

* **Edial**: Telephony integration feature and fixes for AEJ, Japan, US and INDIA dialler salesforce – Visualforce.
* **Monthly Client and Revenue Report** : Apex class jira fixes aggregating client and revenue data considering the governor limits – Replicating existing logic into batch to process large volume of data.
* **ROI Stats** – Display using visualforce. Data processing and transformation logic implementation. 4 Batch Jobs in sequence – runs on weekdays and weekend. Weekdays – only modified are considered and on weekends all events are considered.
* **Bulk upload Product** Coverage – using csv Batch Apex. Big feature implementation taking care of the same common code to be used for development of coverage tool application pieces during 2017,2018. Coverage application is the heart of the entire application which I started from scratch till date.
* **Development of re-usable Custom components**: Attribute parameters that helps system to extract data from field schema using apex controller and custom data using aura enabled methods.

**Lookup** – Multiselect and Single-Select Search Lookup

**Multiselect** Combobox dropdown – using jquery

**Search** Combobox and Single select drop down – using select2 jquery.

**Multiselect** **Tree** **search** implementation – using select2 jquery.

**Toggle** button

**Lightning datatable** (custom when lightning: datatable was not released by salesforce)

* **Coverage Tool Lightning application** (ADD, DELETE, UPDATE, TRANSFER, CLONE, and BULK UPLOAD)

use existing csv code framework nd architecture to re-develop lightning application in salesforce.

Implementation from scratch and maintainance till date) – Self ownership

Reuse of custom components for filters

User Entitlements – Coverage Security Model Implementation

Batch & Schedulable Apex ,

Apex classes,

Creation of Records from Stage Table -> Request Objects -> Actual Object after user approval

Approval process – Approve, Rejection, Cancel/Recall submitted request,

Public Groups for dummy coverages

Account Shares creation for visibility of contacts for user with client coverages,

Second level approval for coverage request for client and products for different regions. Same region only one level of approval required.

Auto approval for user with profile as Business managers or users that lies within the approver role hierarchy.

* **Weekend batch Jobs**

A - ROI stats– Calculation of events, region counts, service ranks.

B - Coverage Deactivation - Deactivation of coverage record, account shares, revenue shares if client gets deactivated or salescode is deactivated or user gets deactivated.

C. Daily Feed Jobs – Runs on daily basis at US evening 6.00 p.m. Deactivation of Job in existing system and development in salesforce –

Requirement – When child client moves from one parent client to another parent client. Its contacts, task, events, opportunities,coverages needed to be transferred to new client

Entire feed Job process that takes cares of on daily basis.

* **Call Center Setup in Sales cloud**

Intent to capture meetings and events – Call Report

CTI User Interface in Visualforce page translated into lightning by just turning specific page parameter to true.

**ATLAS SOLUTIONS AND CONSULTING (TEAM LEAD) Sep 2013—May 2016**

<https://appexchange.salesforce.com/servlet/servlet.FileDownload?file=00P3000000P3gfpEAB>

# Actually I check in on app exchange don’t know I didn’t found out. But I got one document on app exchange. Use the above link as reference

# @Connect for Xero – Sales Cloud

* Syncing accounts and contacts from Xero to salesforce as Accounts and Contacts.
* Syncing assets from Xero to Salesforce Products
* Opportunity creation in Salesforce against Contacts and Products. Raising Invoices in SF
* Pushing Invoices to Xero

Used Xero Rest API for consuming and pushing data from Xero.

# @Connect for Non-Profits

* NPSP3.0 installed in SF with household accounts, opportunity when marked as closed won Donations getting created.
* Donations are either one-off or recurring one. This is used when fundraiser initiates donation to NGO.
* This data is synced with Xero accounting application.

MYOB Integration

* Before Xero came, MYOB was been used by most of the australian companies.
* This integration we did with salesforce.
* And once companies started switching from MYOB to Xero, we created Xero products and then we were into market.

BLUE HARVEST

<https://blueharvest.com.au/>

* Dealing with seafood sales and marketing.
* Accounts and Contacts managed at Xero level.
* Accordingly we had different fish products selling in units in salesforce. Creating OpportunityTo Invoices/Credit Notes and sending back to Xero.
* Voiding Invoices
* Emailing customer and supplier Invoices and syncing back to Xero.

SISTERS OF CHARITY (Non – profit)

* Also as a charity. We did projects for free for some NGO’s amongst this is the one using Xero as our product and customizing based on their needs
* Drivers assignment algorithm based on

EWAY PAYMENT INTEGRATION (Non – profit)

* Fundraiser payments were integrated using EWAY payment

WINGATE

<https://www.wingate.com.au/>

One of the biggest project, In Lightning we faced many challenges and learned a lot from it. Being a start-up company, we were only 3 members setting up salesforce from scratch, managing sandboxes, data migration, user setup, org wide access visibility, profiles, custom lightning components and Designing Bulk Upload CSV feature with 3rd party JavaScript Libraries to resolve excel converting into JSON, Select2 jQuery, Apex Code, Triggers, Workflows, Synchronous and Asynchronous custom code, Lightning Components community portals. Will be explained in more detail below

**EDUCATION**

**Master in Computer Application**

• Computing and Information Systems, UNIX • University of Mumbai • India • 2013

**Bachelor in Computer Science**

• C, C++, VC++, SYSTEM PROGRAMMING, UNIX, JAVA, .NET • University of Mumbai • India • 2010

**PERSONAL INFORMATION**

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| * D.O.B | 08th December 1989 |

Thank You,

SAGAR KISHOR KAMBLI

Yours Sincerely,

Sagar Kishor Kambli.