

# GAURAV MALIK

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## PROFESSIONAL PROFILE

**Salesforce.com Professional** with 1 year and 11 months IT experience specialising in Salesforce Customisation, UI development in Salesforce, Sales Cloud, Service Cloud, Metadata and Integration.

- ⇒ **Salesforce.com Administration**  
Workflow, Process Builder, Security, Reports & Dashboards
- ⇒ **Salesforce.com Technical expert**  
Apex, Lightning, Datamigration, Automation & Integration

## SKILLS & EXPERIENCE SUMMARY

- ⇒ **Salesforce (SFDC)**
  - Worked on many challenging stories of clients which required customisation. Collaborated with various teams on various projects which included Apex, Lightning, communicating on the requirements and solving the issues, one of them being handling data through Metadata API and working on Integrations.
- ⇒ **Other Skills:** Apex, UI Development(Lightning Aura), Machine Learning, Deep Learning
- ⇒ **Tools:** Workbench, Eclipse, Data Loader, VS Code
- ⇒ **Programming Language:** Apex, Lightning, HTML, PL/SQL Basics, JavaScript, Python

## PROJECT DETAILS

### JADE GLOBAL

**Project: Data Migration - (Centrify-Idaptive)**

#### (Salesforce Administrator)

I worked for a US based client of Jade Global. The project was based on migrating all the existing data on to another org of the client. My role was mainly to map all the fields of the record and import all the data into the org and keep the record of all the data.

## **JADE GLOBAL**

### **Project: Service Cloud - (Infoblox)**

The project was based on Service Cloud Implementation. The requirements included almost every feature Salesforce platform provides ranging from Workflows, Process Builder to Apex classes, Triggers and Community Page development. On a technical perspective below were the components on which I majorly worked on:

1. Creation of custom setting and Custom Label to keep everything configurable to reduce the enhancement and fix time and cost.
2. Apex Batch, Scheduling, apex class, apex trigger, creation of test classes.
3. Handling the data transfer with the help of Metadata API between various objects.

## **JADE GLOBAL**

### **Project: Lightning Development - (Riverbed Partner Community)**

The mainly focused on the development of Community page for the client. This project was very challenging as we had to make the requirements go live every month as per the sprint cycle. We focused on Community Builder and Lightning Development but also included security and user group creation for various kinds of users. Majorly worked on:

1. Lightning Aura Components.

## **DEXTARA DIGITAL**

### **Project: Implementation for Sales Cloud - (Embibe)**

A major AI based adaptive learning platform. The company wanted to use Salesforce to boost up their sales using Salesforce Sales Cloud. This project was a great learning experience as I had to continuously assist my lead and architect with their work and at the same time handle my team of us four and distribute work among ourselves. Nowadays, I work on gathering the requirements and getting the work done with my team to deploy every process change in the business flow to production every alternate weeks. Majorly worked on:

1. Batch Apex and Triggers for the complex business process.
2. Integration of a chat bot and website with Salesforce. Creating Web Services to insert lead from chat bot api and website to Salesforce.
3. Working with a team and guiding them regularly with the best practices and the approach for automation if possible than writing Triggers.

**ACADEMIC RECORD:**

<b>Name of the Institute</b>	<b>Degree/Board</b>	<b>Year</b>	<b>%Marks or CGPA/10</b>
Chitkara University	B.E- Computer Science	2014-2018	6.5
Sir Padampat Singhania School, Kota	Class XII CBSE	2014	82
Chinmaya Vidyalaya, Tarapur	Class X CBSE	2012	10