



Yash Desai

Salesforce Tech Lead, ITC Infotech

8.6+ years of experience

7.7+ years of hands on experience on salesforce

5+ years of experience on Lightning components and communities

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## Profile

- Working as Tech Lead / Tech Arch. Involved in end to end process, talking to client, gathering requirements, providing solution, get it developed by developer, mentor developer, demo to client and get it deployed on production.
- Also do POCs, developments, bug analysis and fixing with permanent solutions.
- Mentoring and managing a 10 member team.
- A consistent performing salesforce developer and analyst
- Completed 3 Salesforce certification and several trailhead super badges
- Established rapport with clients and built solutions with deep understanding of business goals.
- Worked on several project that includes integrations using REST APIs, Lightning Aura and LWC.
- Trained more than 20 developers, few of them were on Lightning development as well as Integration

## Work Experience : Around 8.6+ years of total experience

Organization	Position	Technology	Period
ITC Infotech	Tech Lead/Tech Arch	Salesforce	16/11/2021 to till
Capgemini	Tech Lead	Salesforce	6/3/2020 to 9/11/2021
Tata Consultancy Services	I.T Analyst	Salesforce	9/5/2018 to 25/2/2020 (1 Year 9 Months)
L&T Infotech and L&T Technology Services (Got intra transfer from L&T Technology Services)	Software Engineer	Salesforce	11/8/2014 to 4/5/2018 (~ 4 years)
Uffizio India Pvt. Ltd.	Asst. Software Engineer	Java	17/2/2014 to 4/8/2014 (6 Months)
Uffizio India Pvt. Ltd.	Trainee Engineer	Java	21/10/2013 to 16/2/2014 (4 Months)

## Certifications

### Name

- **Salesforce Certified Platform App Builder**
- **Salesforce Certified Platform Developer I**
- **Salesforce Certified Administrator**

## Salesforce Experience

LWC, Lightning components development, Sales and Service cloud, Communities, Lightning communities, Lightning visual flows, workflows, process builders, validation rules, apex classes, apex triggers, visualforce pages, batch jobs, schedule jobs, future, queueable class, test classes, good amount of hands on experience in javascript, omni-channel, live agent, integration, Integration with other systems, Email services, data loader, HTML, CSS, , SOQL, SOSL, Java, J2SE, J2EE(JSP, Servlet), Spring..

**Tools :** Git, VSCode, GearSet, Dataloader, Workbench, PostMan, Eclips

## Project Experience

### 1. **VW India**

VW is VolksWagen India client that deals with vehicle selling using multiple location dealers. It deals with VW and audi bott brands. This application deals with campaign of vehicle and leads creation from multiple sources and goes through business requirement. Lead to Delivery of vehicle business process is managed in salesforce. It includes case management as well. All dealers are part of partner communities. It has hug amount of integrations.

### 2. **Fiat Chrysler Automobiles**

FCA is one of the leading automobile company. Project is implemented for customer support. Existing legacy system is implemented in java and the data is distributed on different servers.

### 3. **UTC Carrier**

The project was on Sales cloud. Project was to track all sales process. System was monitoring the whole process life cycle of product's sales. Was also managing to create quotes and sending it to approval and approve the same by authorized person.

### 4. **Resmed UCHS Project**

To establish a centralized and integrated platform with a unified process flow that will :

- Serve the needs of the Customer Care team (CAC and TAC)
- While able to handle customer interactions of all types (complaint, service, support, return, replacement and inquiry)
- Across various sources or channels (email, phone, fax, web)

Cases should flow through a consistent lifecycle or stages, matching the nature of the activities being carried out.

## **5. Paramount Pictures International**

Paramount Pictures International has their existing Salesforce instance. They want to enhance their current application.

Current Project IRIS will be extended to capture the Screening and Pre-Opening Reports currently submitted by the territories via manual processes. The IRIS solution will enable Hollywood to capture the territorial management input while reducing duplicate entry of information throughout the title pre-release process.

The Screening Report captures screening commentary, as well as the initial Opening Weekend estimate.

## **6. AnsurNG (Java)**

AnsurNG is one kind of api which can be used for web application or any kind of mobile application. This api is responsible for doing automation testing of some medical devices through testing instrument provided by fluke. This application will communicate with fluke test instrument and perform user configured test and generate report as well. It can do communication via USB, Bluetooth and wifi.

## **7. Remote Monitor (Java)**

Remote Monitor is a browser-based application that gives facility managers and maintenance personnel the ability to monitor within their facility or across multiple facilities from anywhere an internet connection is available. Remote Monitor provides real time and historical performance data as well as automatic status and error condition reporting of all systems to which it is connected.

## **8. Vehicle Tracking System (VTS) (Java)**

As the name suggests, this system tracks the vehicles and gathers various information about the status of the vehicle and plots it on Google Map. It's convenient to track transport vehicles using VTS.

**Education**

Qualification	College/Institute	Percentage	Year
B.E. Computer Science and Engineering	GTU, Gujarat	5.92 c.g.p.a. (out of 10)	May 2013
HSC	Gujarat Board, Gujarat	60 %	May 2009
SSC	Gujarat Board, Gujarat	76 %	May 2007

**Personal Details**

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Date of Birth 14-Jun-1992  
Language Known English, Gujarati, Hindi