Shivankur Anurath Naikwade

Salesforce Administrator & Developer

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Skilled, Results-driven developer having 3.6 years of IT industry experience. Ability to work in a fast paced environment with cutting edge technologies and an inclination towards continuous learning. Reputation as a team player, working with integrity and professionalism to earn respect, stand out as an inspiration and exceed project expectations.

Key Skills:

A software engineer specializing in object oriented development approach, extensive background in software Development Life Cycle (both Agile and Traditional). Proven record of designing and implementing flexible solutions to complex business requirements with as extra room for changes requested, key strengths include :

- Object Oriented Development
- Database Development
- Data Oriented, Logical Thinking
- Cloud Design Patterns

Technical Expertise:

- Salesforce.com
- Visual force
- Lightning Components and Apps, Lightning Web Components and development
- Change sets and different deployments
- SFDX
- Apex
- Rest/SOAP Integrations
- HTML, CSS, Java script
- Java-J2EE

Clouds worked On:

- Sales Cloud.
- Service Cloud.
- Einstein Analytics and Einstein Vision (Have Prior knowledge from Trailhead).

Certifications:

- Salesforce Certified Administrator
- Salesforce Certified App Builder
- Salesforce Certified Platform Developer-I
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Service Cloud Consultant

Salesforce Tools:

- Data Loader
- Workbench
- VS Code
- Salesforce DX(CLI)
- Splunk
- Fiddler
- Delphi

Education:

- B.E (Bachelor of Engineering) from Shivaji University, Maharashtra with First class Distinction.

Salesforce Snapshot:

- Strong experience in Salesforce Lightning Development and Design.
- Strong knowledge over platform and deep understanding to debug over wide implementation.
- Proficient in Apex Classes, Triggers, Visual Force and Lightning Components.
- Fair knowledge of Sales and Service Cloud.
- Have prior experience on Sugar CRM and cloud services.
- Good knowledge in Salesforce security including User management, Roles, Privileges, Profiles and Sharing Rules.
- Experience in implementing and automating business using Workflows, Process Builder and other AppExchange Tools.
- Good knowledge on designing custom Reports and Dashboards.
- Good knowledge of deployment cycle from Sandboxes to production orgs.
- Excellent analytical, de-bugging skills and documentation skills.
- Team player with good interpersonal skills.
- Strong understanding of fundamental business processes, excellent Communication and Problem solving skills.
- Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations.
- Achieved almost #4xRanger Rank on Trailhead. Have 390+ trailhead badges as of now.

Professional Experience –

1. **Worked as Salesforce Developer with Wipro from March 2017 to June 2019 – 2 yr 3 Months**

Core Responsibilities:

- Designed Visualforce pages, Lightning Components, apex classes, triggers as per requirements.
- Administered incident response and break-fix systems.
- Designed and documented relevant system code and configurations.
- Worked on controlling the data access using OWD, Role Hierarchy, sharing rules and permission sets.
- Met with customer operations managers to identify issues and areas of potential improvement.
- Involved in automating business process using the workflows and process builder.
- Designed Reports and Dashboards – created daily, weekly, quarterly and fiscal dashboard summary dashboard reports.
- Created email communication templates for various process areas (HTML, Visual force).
- Created Lightning Components to replace existing Javascript, URL Buttons for lightning experience.
- Migration work for Lightning Experience.
- Deployed the code on regular basis to ensure data integrity is maintained.
- Proactively worked on the spot fixes during the warranty period.

Wipro Projects:

Honeywell International Corp. – Omni-channel & Live Message Implementation

Role: Salesforce Lightning Developer   Duration: 3 Months

Honeywell International Corp. Service cloud implementation. Working on Omni-Channel Configuration and Queue/Skill Based routing. Currently configuring with Live Messaging functionality implementation for their existing organization. Using process builders and flows effectively to achieve best in class automation for users. Using custom Visualforce pages and triggers to achieve best in class customized requirements with the customer. In future releases will be working on Lightning migration of these components as well.

Merck – EMD Millipore Lightning Implementation

Role: Salesforce Lightning Developer   Duration: 1 Yr 1 Month

Merck is a Pharmaceutical company's Appirio (A Wipro Company) paper project on Sales and Service Cloud. Worked on Lightning Migration majorly. Developed and implemented solution to migrate existing Salesforce Classic application to Lightning Experience. Used Lightning Components design and Visualforce page to achieve success in delivering best solution to the client.

Community Brands Salesforce Implementation

Role: Salesforce Administrator   Duration: 6 Months

        Community brands is a Wipro paper project based on Sales cloud. Worked on Leads and Opportunity objects majorly. Designed a Round robin fashion algorithm to convert the Leads into Contact and opportunities. Used reports and dashboards to rectify the data effectively to customer.

Rheem Manufacturing Service Cloud Implementation

Role: Project Engineer   Duration: 2 Months

        Rheem is Atlanta based customer providing Water Heaters and Air Conditioners. This project aimed at replacing their old telephony and case management system with automating the way of service using Sugar CRM cloud services. As per the customer requirement we worked on effective automation of services. Implemented CTI integration to lodge cases in system .Worked on data migration from external systems to Sugar CRM Cloud.

2. **Working as Success Engineer Developer support Tier-2 at Salesforce.com June 2019 to Present**

Core Responsibilities:

- Strong understanding over Salesforce platform and its limitations.
- Strong interpersonal and communication skills with customer handling skills.
- Have support process knowledge to co-ordinate and prioritize the issues to have best customer experience.
- Good debugging and testing skills over vast topics in Salesforce such as : Live Agent, Omni Channel, Managed Packages, SFDX , Deployments, API's, Einstein Analytics , Change Sets, CI/CD Process, Integration with different systems(Informatica cloud, Google Analytics for Sales Cloud), CTI (Computer Telephony Integrations), Debugging over Apex and Visualforce pages, Lightning Components and Lightning Web Components development and limitations, Lightning Experience Limitations and considerations, Lightning Migrations, Salesforce Mobile App, Field Service Lightning , Metadata Deployments and related issues, Single Sign On, Certificates and Key Management , Einstein Bots, Data Loader for Data import/export, Communities and its development, Flows and Process Builders, Apex jobs, Platform Events and Apex triggers, Browser supportabilities, etc.
- Have experience in handling release related issues and critical updates/Security alerts with Salesforce.com platform
- Worked with Success Managers to ensure the clients get proper resolution according to their business requirements.
- Worked with Account Executives to ensure customers get exact path for their success with different plans (Standard, Premier and Signature plans) at Salesforce.
- Excellent technical contributions in Team to support multi customer environment at Salesforce Support.
- Worked to support most of the top companies who use Salesforce for their business such as Adidas ,Coca-Cola ,Adecco ,NCR Corp. , PayTM, Vodafone , Shell , Daikin, Dolby Laboratories ,

Google LLC, MasterCard, British Airways, Honeywell International, IQVIA, Sony Pictures and Technologies, BI Norwegian Business School and many more.

PERSONAL DETAILS:

- Name : Shivankur Anurath Naikwade
- Father's Name : Mr. Anurath Tukaram Naikwade
- Date of Birth : 13th April 1995.
- Nationality : Indian
- Passport Number : N7552899
- Languages Known : English, Hindi, Marathi
- Permanent Address : 1-20-601, Tirumala Niwas, Opp. Datt Mandir, Datt Nagar, Nanded, Maharashtra, Pin 431602.