Viraj Mota
Salesforce Developer
3+ years Experience
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Profile

- A consistent performing Salesforce Developer and Analyst.
- Have a deep understanding in **Service Cloud**, worked 3+ years in Service Cloud implementation.
- Have extensive hands-on experience in a critical time-bound development project and proved to be a crucial asset for the team.
- Completed **4 Salesforce certifications** and a **Salesforce Ranger** with over 150 trailhead badges and several superbadges.
- Established rapport with clients and built solutions with deep understanding of business goals. Worked as an expert Lightning and Integration resource for critical projects.
- Had the privilege to mentor freshers in Salesforce and trained more than 20 developers.

Work Experience:

Organization	Designation	Technology	Period
Tata Consultancy Services	System Engineer	Salesforce	3 years

Certifications

Salesforce Certified Administrator

Salesforce Certified Platform Developer I

Salesforce Certified Platform App Builder

Salesforce Certified Einstein Analytics and Discovery Consultant

Flosum Certified Professional

Salesforce Experience

- Good amount of hands-on experience in Custom Aura Lightning Components Development, Lightning Visual Flows,REST Integration, Apex Classes, Apex Triggers and Framework,Test Classes ,Workflows, Process Builders ,Sharing Rules, Validation Rules,Assignment Rules, HTML, CSS.
- Worked heavily on Service Cloud and solely implemented Live Agent, Email to Case using Email Services and also integrated with G-Suite using Lightning for Gmail for a project.
- Worked as a key integration resource and helped implement REST based solutions

Project Experience

Fiat Chrysler Automobiles:

FCA is one of the leading automobile companies. The project is implemented for customer and Dealer support. Existing legacy system is implemented in java and the data is distributed on different servers. This project has been divided into various phases over a span of 3 years.

- **GT(Global Template) Implementation**
  Created a global template for the Contact Center Application that would be required for both the NAFTA and EMEA regions. Worked completely only on development of Lightning Components, Apex Classes,Apex Triggers and Lightning Visual Flows in this phase.

- **NAFTA Implementation**

  An extension of the GT implementation, NAFTA was solely devoted to the contact centers of the North American region- USA, Canada and Mexico. Worked on Lightning Components mixed with visual flows, workflows, process builders, apex triggers, apex classes, validation rules in this phase. Was given the role to solely implement Live Agent,Email Services during this period. Provided Production Support for the same for two months as part of Hypercare.

- **Dealer Lines Implementation**

  An extension of NAFTA, dividing into various lines of business.Worked majorly on Integration for quite a few requirements, integrating salesforce to numerous other applications. Also integrated with G-Suite using Lightning for Gmail during this period. Also worked on configurations which involved building the app, profiles, record types, page layouts,compact layouts etc. as well as customization which was required.

Education

Qualification	College/Institute	Percentage	Year
B.E. Computer Science	SAKEC, Mumbai University	8.14 CGPA. (out of 10)	May 2017
12th	State Board	73 %	May 2013
10th	State Board	86 %	May 2011

Personal Details

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