

## SalesForce: Techno-Functional Consultant

*Proactive and innovative in SalesForce Developer, delivers the best quality solutions to customers; contributes towards the development of the service capability of the company*

### PROFESSIONAL SUMMARY

- Dynamic, goal-oriented IT Professional with strong analytical and problem-solving skills with nearly 7 years of experience in project and delivery management
- As part of **Project Management**, has expertise in requirement analysis, designing systems, and providing **optimized solutions** in **Agile Methodology**
- Technically skilled in **Salesforce.com (SFDC) Classic, Lightning, LWC, Apex, Triggers, JIRA Tool, JavaScript, CSS, HTML, SOQL/SOSL, Data Load**. Proven abilities in ameliorating project deployment using **Change Sets, ANT tool and CI/CD Azure DevOps. Support Sandbox Refresh** after every release
- Distinguished contributions in making product enhancements, validation rules & records, troubleshooting issues, exceeding client expectations through innovation and continuous improvement
- Vast understanding of project Integration, Permission sets, Batch classes, Test classes, Security and Sharing rules.
- An effective leader with proven abilities in leading teams during the project; guiding team members and enabling knowledge sharing among the team

### KEY COMPETENCIES

*Salesforce Development  
Salesforce Administration  
Salesforce Implementation  
Application Issue/Defect Tracking  
Project Issue Analysis  
Salesforce Training  
Client Relationship  
Process Enhancement  
Requirement Analysis  
Resource Planning  
Coordination/ Liaison  
Technical Strategy Planning*

### TECHNICAL KNOWLEDGE

- Tools & Utilities **Salesforce.com CRM, ANT Tool, JIRA** Developer Console, Workbench
- Operating Systems Windows 7, Windows 8, Windows10
- Languages Salesforce Lightning, LWC, Apex, JavaScript, CSS, HTML, Apex Triggers, Workflows, Process Builder, Visual force
- Databases SOQL, SOSL
- GUI HTML, CSS, JavaScript
- **Sound knowledge of:**
  - **Administrative setup** - creating custom objects, fields, tabs, apps, Creating Roles, Profiles, Page Layouts, Workflow Alerts and Actions, and Approval process, Process builders and Visual Flows
  - **Development of** Lightning Components, Apex Classes, Workflows and Triggers with **best practices set by Salesforce**

### ORGANIZATIONAL EXPERIENCE

**Mindtree Ltd., Bangalore, India**

**Associate Technical Lead and Offshore Lead**

**Deputed to The Netherlands as Onsite Coordinator – 1 month**

**Oct 2015 – Present**

**Team: 6 people**

- Defining project deadlines & ensuring adherence to quality/ cost/ time parameters. Leading the end-to-end implementation of projects from beginning to final stage
- Ensuring quality delivery of projects to the clients.
  - Requirement Mapping to Technical solutions
  - Technology Evaluation on GAP Analysis
  - Technical Designing, Engineering & Implementation
  - Project Planning Management
- Identifying change to accelerate the business process and revenue growth and maintaining relationships with customers to achieve appreciation. Leading the process of deployment
- Providing technical service support to clients and resolving their issues/ concerns. Helping clients with discussing, explaining, providing solutions to the problems (onshore)

### Significant Achievements:

- Streamlined technical onshore operations; effectively coordinated with **30 countries** – majorly European one and Australia

## PROJECTS EXECUTED

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### Messer Master Contacts for US

Dec 2021 – Mar 2021

#### Role: Salesforce Developer & Technical lead

**Project Description:** Avoid duplication of contacts; create unique Master Contact associated to existing / new standard contacts

- Provided suggestions on implementing technical approaches for business needs; developed work plan timelines and managed workflows to meet project deadlines. Worked on Technical Design Document
- Customized **salesforce configuration** in creating workflow rules, process builder, flows, email templates, custom settings
- **Developed a customized LWC application** with Salesforce
- Worked on **Apex classes and Test classes** and maintained the code coverage.
- Provided expert oversight in project deployment from **support to UAT and project release** using CI/CD Azure DevOps

### Messer Canada Agreements

Oct 2021 – Nov 2021

#### Role: Salesforce Developer & Lead

**Project Description:** Agreements are manually loaded into Lotus Notes by the CA Commercial team. Limited data fields exist in LN for reporting and cancellation/renewal management. Extensive offline spreadsheet manipulation is required to track key agreement dates. A summary of each agreement is created in Salesforce, and out-of-box settings need duplicate records to be created when the agreement covers more than one sold-to account

- Integrated and administered **Salesforce Configuration**; deployment using CI/CD
- Steered the gamut of tasks, including:
  - Presenting demo of functionality built to client weekly during the development phase
  - Conducting end to end **functionality testing implemented as per URS**
  - Performing business **data load activity**

### ITL Service Delivery

Sep 2017 – Sep 20 21

#### Role: Salesforce Developer, Consultant, Offshore Lead

**Project Description:** Support sales representatives across 33 countries and resolve the issues encountered in applications using Salesforce.com customization and configuration changes.

- Managed and administered:
  - Production support, Change requests/enhancements implementations, Defect fixing
  - Maintaining project documents - Service monitoring & reporting, Go-live support, Release Management, Service Now Ticket Management
  - Performing Support Sandbox Refresh after every release
- As **Offshore Consultant** – attended calls while working in collaboration with **30 other countries** to discuss incidents

### Harvard Business School

Jul 2016 – Aug 2017

**Project Description:** Building of a standard Foundations Org that will bind all internal Initiatives & groups at HBS into one CRM Salesforce instance

- Contributed towards application development - deployment till Production following the Agile process with the JIRA tool
- **Created custom objects:** salesforce configuration; Profiles, Reports and Dashboards
- Played a key role in **creating** Objects and their fields; Workflow rules, Process Builders, Visual Flows, Email alerts
- Followed response rule for **automating Framework tool for testing**

### Electronic Arts

Jan 2016 – May 2016

#### SFDC-Developer and Java Developer

**Project Description:** Mindtree works on the CRM domain for EA. The project has 2 aspects:

- **EA Help Portal** Designed for a customer of EA games from where they can post their queries and issues they are facing while playing various games. Portal provides customers 3 channels to contact the game advisor to solve the issue. Email, Phone and Chat are the 3 channels by which user can post their issues
- **Omega** A platform for advisors that are specialized in a particular field from where they can solve the customer's issues. Each advisor is assigned a job role (Phone, Chat, Email) and solves Game information, Codes, Warranty issue
- Customized **salesforce configuration. UI development** using CSS, HTML and JavaScript. Resolved bugs during testing

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## CERTIFICATION



- Certified Administrator
- Experience Cloud Consultant
- Platform Developer I
- Sales Cloud Consultant
- Platform Developer II
- Service Cloud Consultant

## ACADEMICS

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- **B.E (CSE)** - VTU – R N S Institute Of Technology: Scored 74.5% Bangalore, India 2015

## PERSONAL DETAILS

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**Languages Known:** English, Kannada and Hindi  
**Date of Birth:** 8<sup>th</sup> September 1993