



Pankaj Verma

Salesforce Development Experience: **10 Years**

Mobile: **+91 8288049833**

Has Active B1 Visa

Current Work Location: **Chandigarh**

Email: sfdc.pankaj.verma@gmail.com

Objective

Intend to build a career with leading corporate of hi-tech environment with committed and dedicated people, which will help me explore myself fully and realize my potential. Willing to work in an environment which is very challenging for me to exhibit the best of my characteristics for the service of the organization. Eager to contribute to the growth of a fast-growing company with a quality service.

Profile Highlights

- Extensive Development experience in **Apex, Visualforce, REST API, SOAP API, lightning, Communities, Deployments, Data loader, Out of the Box Configurations, Perforce, Eclipse, ANT, Postman, Soap UI**
- Core strengths include solution designing, analytical skills and ability to deliver projects with high coding and design standards.
- Has Active **B1 Visa**. **Worked at client location (California, USA) between March 2014 to Dec 2018.**
- Previously Worked at **Trantor as Application Development Technical Team Lead** (Oct 2016 to April 2019)
- Total **10 years** of development experience in Salesforce.
- **Certifications:**
 - ✓ Salesforce Certified Platform Developer I
 - ✓ Salesforce Certified Platform App Builder
 - ✓ Salesforce Certified Administrator
 - ✓ Salesforce Certified Sales Cloud Consultant

Project Experience

Trantor Software Pvt Ltd

October 2015 - April 2019

Project 18 – Partner Community Implementation

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|---------------------------|---|
| Technology | Salesforce.Com. |
| Client | Fortune 500 Financial Company |
| Duration | Jan 2019 to till date |
| Project Abstract | Project deals with migrating existing partner central into new salesforce community. It involved implementing existing widget, landing pages into community pages. |
| Role and Responsibilities | <ul style="list-style-type: none">✓ Responsible for the Solution Design and all technical aspects of the project✓ Design and review object and data model✓ Conduct thorough code review✓ Impact analysis to figure out gaps✓ Solution design document preparation |

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| | <ul style="list-style-type: none"> ✓ Content Management System integration with AEM System ✓ Custom community layouts using lightning components ✓ Led and managed transformation of existing partner central into salesforce community ✓ Implemented new features like live agent, navigational topics, article management for community ✓ Personalization and localization for community user |
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Project 17 – Sales Cloud Implementation

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| Technology | Salesforce.Com. |
| Client | Fortune 500 Financial Company |
| Duration | Oct 2018 to Dec 2018 |
| Project Abstract | Project deals with tracking hardware eligibility of partners and sign amendment contracts before progression or renewals. |
| Role and Responsibilities | <ul style="list-style-type: none"> ✓ Led the design and implantation of project. ✓ Discussion with onsite coordinator and business analyst ✓ Data migration of existing accounts ✓ Automation using workflows and trigger ✓ UI development using Visualforce page ✓ Post production support ✓ Solution and Technical design document preparation ✓ Code review |

Project 16 – TAP transformation

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|----------------------------------|--|
| Technology | Salesforce.Com. |
| Client | Cloud Lending |
| Duration | June 2018 to Sep 2018 |
| Project Abstract | Project includes introduction of new tier levels for Technology Alliance partners. Implementation of new Badge based requirements for TAP partner progression, renewal and releveling. |
| Role and Responsibilities | <ul style="list-style-type: none"> ✓ Responsible for the technical Design, implementation of Project. ✓ Participate in technical design discussions. ✓ Conduct In-detail Impact analysis of the TAP module ✓ Thorough code review to identify gaps and maintain coding standards. ✓ Manage and support deployments ✓ Highlight and point out issues and work on technical roadblocks ✓ Work on optimization of existing flows ✓ Making sure functionalities are developed that are good enough for scaling up and being dynamic as far as possible ✓ Functionality Development using apex, Visualforce and out of the box configuration ✓ Support and Co-Ordinate during QA and UAT activities ✓ Design and review badge and new tiers object, data model ✓ Development of an engine to run the TAP partner requirements at each tier ✓ Salesforce to salesforce connection and co-ordination with VM Alliance ✓ Migration of TAP partners at old tiers to newly introduced tiers ✓ Design and Configure time-based email notifications to TAPpartners ✓ Track package validation and code coverage for developed apexcode |

| <u>Project 15 – Partner Contract Compliance</u> | |
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| Technology | Salesforce.Com. |
| Client | Cloud Lending |
| Duration | May 2018 |
| Project Abstract | Project involved changes in processes involved in sol pro partners, CTA signing, renewal. |
| Role and Responsibilities | <ul style="list-style-type: none"> ✓ Design and review object model, functionality logic ✓ Ownership of all the technical aspects of the developed functionalities ✓ Code review to follow salesforce coding standards ✓ Track development progress and suggest changes and enforce better coding practices ✓ Participate in discussions with client BSA ✓ Co-Ordinate and carry out sandbox deployments ✓ QA/UAT support and coordination ✓ Build code packages, maintain code in perforce ✓ Development and review of logic build using apex triggers and apex classes ✓ Development using Visualforce pages. ✓ Thorough analysis of existing functionality and impact analysis ✓ Day to Day sync up with BSA, QA and client development team leads |

| <u>Project 14 – Master Service Competency</u> | |
|--|---|
| Technology | Salesforce.Com |
| Client | Cloud Lending |
| Duration | Feb 2018 to May 2018 |
| Project Abstract | Project included implementation of new master service competencies and customer validation process. |
| Role and Responsibilities | <ul style="list-style-type: none"> ✓ Design and lead the technical aspects of the project. ✓ Track development of the planned sprints ✓ Conduct impact analysis for new introduced changes ✓ Enforce coding standards and make sure governor limit are not breached ✓ Functionality development using apex triggers, visaulforce pages and out of the box configuration ✓ Prepare Technical design document for the project ✓ Maintain and update code in perforce ✓ Co-Ordinate and conduct day to day sync up calls with entire dev team ✓ Discuss challenges and issues with client-side development team leads ✓ Resolve and fix defects raised by QA, UAT teams ✓ Discuss and plan for new CR's and changes ✓ Determine time lines and fix development delivery dates ✓ Development of code that is scalable and dynamic ✓ Post production support and resolutions |

| <u>Project 13 – VPN Enrollment and RTM form changes</u> |
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|----------------------------------|---|
| Technology | Salesforce.Com. |
| Client | Cloud Lending |
| Duration | Jan 2018 |
| Project Abstract | Project included changes in new partner enrolment and RTM form changes |
| Role and Responsibilities | <ul style="list-style-type: none"> ✓ Lead the technical design and functionality development of project ✓ Maintain and develop code that is as per salesforce coding standards ✓ Configure and setup various functionalities for partner enrolment ✓ Discuss and fix development timelines with client development leads ✓ Day to day sync up with business system analyst for progress and queries ✓ Support QA, UAT during respective testing cycles ✓ Code maintenance and sandbox deployment activities ✓ Data Activity and post production support |

Project 12 – Orion Phase II Implementation and Roadmap

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|-------------------------|---|
| Technology | Salesforce.Com. |
| Client | Cloud Lending |
| Duration | Apr 2016 to Dec 2017 |
| Project Abstract | Project includes implementation of Auto Approval of Deal Registrations submitted by partners. |
| Responsibilities | <ul style="list-style-type: none"> ✓ Lead the Design and implementation of Project. ✓ Participate in design discussions with BA, Onsite Coordinator ✓ Collaborating with Team developers to design solutions that efficiently deliver the required enhancements. ✓ Ownership of all technical aspects of the delivered solutions. ✓ Proactively propose enhancements that can help improve the overall process ✓ Develop custom functionalities using Configurations, APEX and Visual Force. ✓ Manage package Validation, Deployment, Sandbox Management and Perform Code Version management. ✓ Development functionalities using approval processes, workflows, validation rules and many other out of the box configurations ✓ Integration development with other systems using REST API and web services ✓ Extensive development using apex classes, triggers, and Visualforce pages ✓ Development of functionalities using asynchronous way of coding like batch apex, future methods. ✓ Validate new Change requests, plan and indicate, discuss the time lines with client development team leads. ✓ Discuss on prioritization of new change request as per criticality ✓ War Room Support for Post production deployment |

Project 11 – Orion Phase I

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| Technology | Salesforce.Com. |
| Client | Cloud Lending |

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| Duration | Jan 2016 to March 2016 |
| Project Abstract | Project Includes Overall modifications in Approval Process on Deal Registration |
| Responsibilities | <ul style="list-style-type: none"> ✓ Lead the Design and implementation of overall Project. ✓ Responsible for Development and delivery of all the functionalities ✓ Manage other developers and track the development status. ✓ QA/UAT support for all the functionalities ✓ Development Using Apex, VF and configuration ✓ RCA analysis of defects and Issues raised by testing team. ✓ Integration using SOAP and REST APIs |

Project 10 – ETM Upgrade

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| Technology | Salesforce.Com. |
| Client | Cloud Lending |
| Duration | Sep 2015 to Dec 2015 |
| Project Abstract | Project includes Enhancement in existing Enterprise Territory Management Process. |
| Responsibilities | <ul style="list-style-type: none"> ✓ Development of ETM functionality through Apex Triggers, Classes, REST api and Visualforce pages. ✓ Configured out of the box functionality through validation rules, workflows, fields, page layouts, custom settings, reports, labels, email templates, Profile set up, etc. ✓ Requirement analysis and impact analysis ✓ Deployment using ANT ✓ Package and components management in perforce ✓ Lead the module design and handling/tracking the overall development of the module |

Deloitte Consulting Pvt Ltd

December 2012 - October 2015

Project 9 –Lead Deal Conversion Phase I and Phase II

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|-------------------------|---|
| Technology | Salesforce.Com |
| Client | IDC |
| Duration | Mar 2015 to Aug 2015 |
| Project Abstract | Project includes Enhancement in existing Custom Lead and Deal Conversion Process. |
| Responsibilities | <ul style="list-style-type: none"> ✓ Validate and analyze new requirements from FRD ✓ Apex Classes, Test Classes, Apex Triggers, Visualforce development, batch apex ✓ Configuration of workflows rules, validation rules, reports, fields, FLS set up, Profile configurations, email template set up, scheduling of batch apex ✓ Manage other developers engaged in the project ✓ Assigning CR's to team developers and track development status ✓ Integration development through REST Api with FMW ✓ Package and component tracker management in perforce |

| <u>Project 8 - Renaissance Phase II</u> | |
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| Technology | Salesforce.Com |
| Client | IDC |
| Duration | Dec 2014 to Mar 2015 |
| Project Abstract | Project includes Enhancement in existing Lead Owner Assignment engine. |
| Responsibilities | <ul style="list-style-type: none"> ✓ Conducting Requirement analysis, impact analysis and Solution design on new functionalities ✓ Configuration and customization of various functionalities surrounding lead ownership assignment ✓ Development of Triggers, Apex classes and Visualforce pages to implement various functionalities ✓ Implemented requirement logics using workflow field updates, validation rules, record types, email templates, Dashboard. ✓ Data activities using data loader to insert, update, delete records. ✓ Implementation of Integration with external systems (Company Master & D&B systems via FMW) using REST and SOAP API. ✓ Preparing technical design document for the project ✓ Maintaining Deployment Tracker for developed components |

| <u>Project 7- ETM-Company Master support and Enhancement</u> | |
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| Technology | Salesforce.Com Application. |
| Client | IDC |
| Duration | Aug 2014 to Nov 2014 |
| Project Abstract | This Project includes enhancing functionality in territory management and company master integration. |
| Responsibilities | <ul style="list-style-type: none"> ✓ Analysis on new issues faced in production and giving RCA's for raised issue's ✓ Conducting Analysis on new Change Requests ✓ Customization of territory assignment functionalities surrounding lead and accounts ✓ Development of triggers, Visualforce pages and deployment in production ✓ Unit testing of developed CR's ✓ QA/UAT support for developed CR's ✓ Test classes for triggers and classes |

| <u>Project 6 – ETM Company Master Implementation</u> | |
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| Technology | Salesforce.Com Application. |
| Client | IDC |
| Duration | May 2014 to July 2014 |

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| Project Abstract | Project for implementing new functionalities surrounding territory management module and account-Lead integration with company master system. |
| Responsibilities | <ul style="list-style-type: none"> ✓ Solution design based on requirements in FRD ✓ Technical analysis on the requirements ✓ Solution design for each module ✓ Development through configuration, apex triggers, classes in sandbox ✓ Data management for territories ✓ Deployment in production ✓ Maintaining Deployment Tracker of each module and preparing package for deployment through ANT |

Project 5 – ETM Support and Enhancement

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|-------------------------|---|
| Technology | Salesforce.Com |
| Client | Syngenta |
| Duration | Aug 2013 to Apr 2014 |
| Project Abstract | This project includes supporting territory management module and implementing new enhancements related to territory assignment. |
| Responsibilities | <ul style="list-style-type: none"> ✓ Support various activities related to enterprise territory management ✓ Production support and RCA for issue raised on Territory management ✓ Analyzing new change requests ✓ CR developments using apex, Visualforce and configuration ✓ Implementing new functionalities in sandbox using configuration and customization ✓ Deployment in production through ANT |

Project 4 - Office Depot Salesforce Enhancement

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| Technology | Salesforce.Com |
| Client | Office Depot |
| Duration | Oct 2012 to July 2013 |
| Project Abstract | Support and Enhance the functionality of a Custom Salesforce application developed region wise (DACH, Benelux and UKI). |
| Responsibilities | <ul style="list-style-type: none"> ✓ Discussing CR requests, feasibility of the changes and impact on the current functionality with client. ✓ On time delivery of change request modules resulting in client satisfaction/appreciation. ✓ Fixing defects, issues raised by client in production environment. ✓ Developed custom functionalities using Apex classes, Visual Force pages, Visual |

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| | <p>force Components, Triggers, Batch Apex as part of the change requests.</p> <ul style="list-style-type: none"> ✓ Implemented and modified various modules, processes as part of the enhancement in functionality using workflows, Validation rules, etc. ✓ Handled change request related to interface which included implementing extract, upsert, delete interfaces. ✓ Handled queries related to data load, data update, sandbox refreshment activities. |
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Capgemini Consulting Pvt Ltd

October 2011 - December 2012

| <u>Project 3 – TSIC Salesforce Implementation</u> | |
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| Technology | Salesforce.Com |
| Client | TSIC |
| Duration | June 2012 to Sep 2012 |
| Project Abstract | A Custom application in Salesforce with CPQ |
| Responsibilities | <ul style="list-style-type: none"> ✓ Requirement analysis and development in sandbox ✓ Developed Apex triggers, Classes, Visual Force pages, Batch apex to implement the custom functionality. ✓ Automated business processes using Workflow ✓ Implemented business logic using Trigger and Validation rules. ✓ Build reports, dashboards. ✓ Configured modules using objects, fields, page layouts, record types. |

| <u>Project 2 – MAERSK Salesforce CRM Migration</u> | |
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| Technology | Salesforce.Com |
| Client | MAERSK Line |
| Duration | Sep 2011 to May 2012 |
| Project Abstract | A custom sales application, integrated with multiple legacy systems for pricing and quotation process. |
| Responsibilities | <ul style="list-style-type: none"> ✓ Analyzing the requirement and developing modules, processes on sandbox ✓ Developed Apex triggers, Classes, & Visual Force pages to implement the custom functionality. ✓ Deployment through eclipse ✓ Develop processes through workflow, approval process ✓ Create new objects, fields and validation rules ✓ Create reports and dashboards ✓ Data activity using data loader ✓ Page layout set up and assignment ✓ Profile access and role hierarchy setup ✓ Create new buttons and override them with visaulforce pages |

| <u>Project 1- Syngenta Customization</u> | |
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| Technology | Salesforce.Com |
| Client | Syngenta |
| Duration | Mar 2010 to Aug 2011 |
| Project Abstract | A custom salesforce application for managing org data. The application has following modules: <ul style="list-style-type: none"> • Accounts management • Contact management • Opportunity management • Activity management • Lead management |
| Responsibilities | <ul style="list-style-type: none"> ✓ Requirement analysis, module configuration and custom functionality development ✓ Implemented custom functionalities using apex and Visualforce ✓ Implemented business logic using Trigger, workflows. ✓ Extract, update and Delete the data using DataLoader. ✓ Configured the application using various built in salesforce functionalities. |

Education Qualifications

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| B.Tech. | Computer Science Engineering SUSCET Punjab Technical University First Class, 76.14% | [2009] |
| HSC | GMSS Sec-46 Chandigarh. First Class, 65.40% | [2005] |
| SSC | GMSS Sec-46 Chandigarh Distinction, 89% | [2003] |

Personal Details

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|--------------------------|---|
| Name | : Pankaj Verma |
| Date of Birth | : 18/11/1987 |
| Permanent Address | : H No: 2833, Sector -49 D, Chandigarh. |
| Marital Status | : Married |
| Nationality | : Indian |
| Languages Known | : English, Punjabi, Sanskrit and Hindi. |
| Hobbies | : Playing cricket, listening to music, Reading. |

Declaration

I hereby declare that the above-mentioned information is correct up to my knowledge and I bear the responsibility for the correctness of the above-mentioned particulars.

(Pankaj Verma)

Date: 23/09/2019

Place: Chandigarh