Gourav Bhalla

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Summary

Gourav is a Senior Senior Technical Manager based out of Chandigarh. He has
worked as Salesforce Developer with 9.5 year of experience in Salesforce
CPQ, Sales Cloud, Service cloud, Communities, Integrations, Salesforce Consulting and Customizations.
▪ Has Experience and knowledge in Apex Classes, Triggers, Trigger patterns, Flows , Process Builder, WFRs using best practices
▪ Good Knowledge in Salesforce Platform, Lightning Experience and CPQ.
▪ Worked in Configuration of Profiles, Role Hierarchies, Workflows, Approval
Process and Data Validation Rules, Data Sharing And Security Mechanism in the Salesforce Ecosystems and Portals
▪ Capable of rapidly learning new technologies and processes, and successfully
applying them to projects and operations.

Experience

TECHNICAL MANAGER | 12/2020 - Current
Grazitti Interactive - Panchkula, India
People Side:

- Managing a team of 30 plus team members skilled in different areas of salesforce, Apex , VF, Aura, LWC, Integrations covering different clouds , Sales cloud , Service cloud , Community, CPQ.
- Planning Trainings for the team members and defining roadmaps for the individuals and helping them technically achieve their goals.
- Managed the recruitment processes such as reviewing applications, interviewing candidates and selecting new staff.
- Handling and resolving conflicts within team and managing customer Escalation effectively.
- Track Project Budgets and Ensuring the smooth delivery that is key to success in any business.
- Lead by Example in many complex projects and plays a key role from the requirement Gathering, architect the complex solutions, getting it implemented and delivery to the customer.

TEAM LEAD | 09/2016 - 10/2021
Grazitti Interactive - Panchkula, India

- Remained knowledgeable in latest guidelines and best practices to ensure delivery of regulatory compliant service.
- Verified that teams carried out tasks in compliance with company regulations.
- Inspired and managed teams in operational improvements, increasing overall productivity.
- Conducted regular appraisals and performance reviews, highlighting training and development opportunities.
- Built and maintained relationships with team, increasing motivation and team spirit.
- Developed open and professional relationships with team members to facilitate effective issue resolution.
- Led staff meetings to delegate tasks, assign workloads and communicate changing priorities.
- Offered constructive feedback to employees in response to quality assurance measures, ensuring consistently exceptional service.

SALESFORCE DEVELOPER | 03/2014 - 08/2016
Grazitti Interactive - Panchkula

- Work on many projects on salesforce platforms in many different clouds , Sales Cloud , Service cloud, Communities and Partner portals.

- Did Community migrations from Jive to Salesforce platform
- End to End Service cloud and Community setup for customers including fortune 500 companies.
- Efficiently Designed custom solutions to facilitate the business requirements.
- Demonstrated the functionality/ Application features to the Business stake holders , took feedback and did enhancements accordingly
- Responsible for handling client calls in working as well as off hours to support the business continuity and gathering requirements and responsible for resolving client's queries.

Skills

- Software Designing / Development
- Strategic Consulting
- Project Management
- New Product Development
- Technology Enhancement
- Performance Improvement
- Management Solutioning
- Training & Development
- Team Leadership

Salesforce Skills:

- Apex
- Apex We services
- SOQL
- SOSL
- Platform Security and Sharing Mechanism
- Salesforce Configurations
- Sites/Customer Portals/ Partner Portals

- Sales cloud
- Service Cloud
- LWC
- CPQ Basics

Tools:

- GIT
- JIRA
- Data Loader
- Zoho

Education

UIET Kurukshetra University - Kurukshetra, HR | B.tech
Computer Science, 2012
B.tech - 2012
12th - 2007
10th - 2005

Accomplishments

- Got Selected for an MVP award and got a Maruti Baleno Car from the company in April 2018
- Got "Excellence in Leadership" in March 2022.
- Got appreciated by the Customers multiple times in the career for the dedication and for Providing out of box solution to the customer problems.

Certifications

- Certified Salesforce Platform Developer 1

Languages

English, Hindi, Punjabi: First Language