## PROFESSIONAL SUMMARY

**6.9+ years** of working experience in Salesforce (SFDC) with proficiency as Developer & Administrator. Experience in **Field Service Lightning, Lightning Web Component, Sales Cloud** and **Service Cloud, Partner Communities**. In-depth technical knowledge of industry standards, best practices in areas of Salesforce implementation, customization, and Configuration. **Experience in customer-facing**. Experience in the **Automobile domain and Telecom domain**.

* Working as Technical Lead in ***InfoVision Inc., Pune*** from Apr 1st, 2022, to Present.
* Working as Sr. Salesforce Developer in ***IVL Global, Pune*** from Sep 14th, 2020, to Mar 31st, 2022. (1.6 Years)
* Worked as Sr. Salesforce Developer in ***Tech Mahindra Limited, Pune*** from Dec 26th, 2018, to 31st July 2020. (1.7 Years)
* Worked as Software Developer (Salesforce) in ***ARCS Technologies Private Limited, Delhi*** from May 24th, 2016, to till 20th Dec 2018. (2.7 Years)

## KEY SKILLS

* Salesforce Lightning, Field Service Lightning
* Salesforce Configurations: Lightning Flows, Workflows, Validation rules, Custom settings, Custom meta data, Security controls, Custom labels, Roles, Profiles, Reports and Dashboards, Process Builders, Email Alerts
* Salesforce Customizations: APEX Coding in classes, Test classes & Triggers, Visual Force Pages, Asynchronous apex
* SOAP/REST Integration: Experience in Building Integrated solution with other component based on Business requirement.
* Tools: Apex Data loader, Workbench, Data Import Wizard, Ant Tool, VSCode.

## CERTIFICATION:

Sales Force Platform Developer - 1

Certified Salesforce Administrator

Certified App Builder

Certified Service Cloud Consultant

**Trailhead profile:**

<https://trailhead.com/me/imali3>

## EDUCATION

**Bachelor of Technology (2013)**

Desh Bhagat Engineering College, Mandi Govindgarh (Punjab)

Major: Information Technology

% Marks Obtained:77.60%

## PROJECT DETAILS

**PROJECT #1:**

Project Title : Avaya Field Service Lightning

Client : Avaya

Role : Technical Lead

Team Size : 7

Duration : Sep 2020 - Present

**DESCRIPTION**:

The project is used a managed package of FSL with customized functionality to provide seamless functionality to achieve the business goal. This project provides powerful automation to Field Service Technicians, and Dispatchers to close the Service appointment and manage the timesheet entries, and holidays.

In this project,

* Developed a simple yet powerful solution utilizing FSL (Field Service Lightning) managed package with the customized functionality.
* Worked on integration with third party.
* Worked on the Case creation, Work Order creation, Service Appointment creation, Work Order Line-Item Creation.
* This Project having the multiple integration with third party to achieve the business goal.

**RESPONSIBILITIES:**

* Worked on the **Field** **Service Lightning Component for various purposes.**
* Worked on the integration with third party.
* Work on Standard Objects and custom objects, page layouts, **lookup** relationships and **Record types,** and other Out of the Box functionalities.
* Develop **Apex Classes, Batch Apex, Scheduler Apex, Process Builder, Email Alerts and Lightning Flows** to support the functional needs and custom functionality.

**Environment: FSL managed package, Force.com Platform, Salesforce Unlimited Edition, Salesforce.com, Custom/Standard Objects, Lightning Flows, Process builders, Email Alerts, Page Layouts, Record Type SOQL/SOSL Queries, Apex, SalesForce.com sandbox.**

**PROJECT #2:**

Project Title : CSP Phase 2

Client : Nissan Europe

Role : Technical Lead

Team Size : 5

Duration : Jan 2020 – July 2020

**DESCRIPTION**:

Project is a digital transformation of communications between “Dealer to Agent” and “Agent to Dealer” at Nissan Europe.

This project provides the all cases with different-2 status and communication system on one place for the dealer and agent so the Dealer can track the progress of cases and get the response from agent in a real time, and communication is secured between “Dealer to Agent” and “Agent to Dealer” with the help of Sharing and Visibility functionality.

In this project,

* Developed a simple yet powerful solution utilizing Case Management that enabled Dealer and Agent to manage the customer service.
* Developed multiple lightning components.
* Worked on the Sharing and Visibility for Partner community.
* Automated the functionality of data migration from one app to another app and it’s reduced the manpower and man days.

**RESPONSIBILITIES:**

* Requirement analysis
* Manage the teamwork and communication with Business.
* Develop the **Lightning Custom Component for various purposes.**
* Automate the functionality of data migration from one app to another app.
* Managed the sharing and visibility for the 6-level parent-child relationship, so they can see the data of their child’s and related grandchild.
* Work on Standard Objects and custom objects, page layouts, **lookup** relationships and **Record types,** and other Out of the Box functionalities.
* Develop **Apex Classes, Batch Apex, Scheduler Apex and Apex Triggers for various functional needs** to support the functional needs and custom functionality.
* Data migration using Batch apex.

**Environment: Force.com Platform, Salesforce Unlimited Edition, Salesforce.com, Custom/Standard Objects, Lightning Custom Components, Page Layouts, Record Type SOQL/SOSL Queries, Apex, SalesForce.com sandbox, data loader.**

**ACHIEVEMENTS:**

* Recently got the “**Standing Obviation Award**” in Nissan Europe project.

**PROJECT #3:**

Project Title : 3Ireland

Client : Three.ie

Role : Salesforce Developer

Team Size : 6

Duration : Dec 2018 – Dec 2019

**DESCRIPTION**:

This project was a transformation from manual work to one click automation.

In this project end user got a platform where they can get all in one place to create the order for wireless services and wireline services.

To provide a trusted communications service for enterprises and large organizations.

Predictable, secure networks with scalable technology and solutions to move the business forward. Superior customer Experience that’s both responsive and collaborative.

In this project, I

* Drafted salesforce standards document that the entire customer team used.
* Developed a simple, and user-friendly product for the customers and business users.
* Created a case management docs reviewed by business and as per the docs implemented the solutions of case management
* Worked on multiple technical tasks those reduce the manual works.

**RESPONSIBILITIES:**

* Requirement analysis
* Worked on Standard Objects and Custom Objects.
* Developed **Apex classes** and **Triggers** to support the custom functionality.
* Developed **Visualforce** Pages for Custom Buttons.
* **Worked on various salesforce.com standard objects like Accounts, Contacts, and Opportunities.**
* **Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, Components.**
* **Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.**
* Building **Integrated solution** with other component based on Business requirement using **Rest/SOAP**

**Environment: Force.com Platform, Salesforce Unlimited Edition, Salesforce.com, Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Workflow & Approvals, Apex, Visualforce, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox, data loader.**

**ACHIEVEMENTS:**

* Got program level appreciation for effective development against the successful completion of the tasks.

**PROJECT #4:**

Project Title : MegaSync

Client : www.arcscorp.cpm

Role : Salesforce developer

Team Size : 7

Duration : Nov 2016 – Dec 2018

**DESCRIPTION**:

This project was a digital transformation of Sync process company ARCS Technologies. Multiple service CRMs from globally distributed team are brought into one single platform in order to increase the profitability of the service organization and improve efficiencies. Trusted sync service provider from “Salesforce to Connectors” and “Connectors to Salesforce”. Salesforce to CSV.

\*Connectors: Shopify, WooCommerce, QuickBooks, eBay, SQL, MySQL]

In this project, I

* Drafted salesforce standards document that the entire customer team used.
* Developed a simple, yet powerful solution utilizing synchronization that enabled Service users to manage sync process from Salesforce to Connectors and Connectors to Salesforce.
* Created the Managed and Un-Managed Package
* Worked on Partner community to list the product on App Exchange

**RESPONSIBILITIES:**

* Requirement analysis
* Develop solutions and design for the implementation of the platform based on client requirement.
* Building **integrated solution** with other component based on Business requirement using **Rest.**
* **Salesforce Documentation**
* **Create Managed and Unmanaged Package**
* **App Exchange process to upload the Managed Package-Released**
* **Security review process.**
* **Worked on Partner Community**
* Worked on Standard Objects, Custom Objects, **and lookup** relationships.
* Developed **Apex classes** and **Triggers** to support the custom functionality.
* Developed **Visualforce** Pages for Custom Buttons.
* Using **Data loader** imported Accounts, Contacts, Opportunity, and Some Custom Objects.
* **Involved in Salesforce.com Application Setup activities and customized the apps to match the functional needs of the organization.**
* **Worked on various salesforce.com standard objects like Accounts, Contacts, Order, Order Line Item, and Product.**
* **Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components.**
* **Developed Apex Classes, Controller Classes and Apex Triggers for various functional needs in the application.**

**Environment: Force.com Platform, Salesforce Unlimited Edition, Salesforce.com, Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Apex, Visualforce, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox, data loader.**

**PROJECT #5:**

Project Title : Pre-Employ

Client : https://www.pre-employ.com

Role : Salesforce Developer

Team Size : 9

Duration : June 2016 – Dec 2018

**DESCRIPTION**:

This project was used for the Background Verifications of US citizens, having the different-2 test and verifications like Degree Verifications, Employee Verifications, Licence Verifications, and Reference Verifications, drug test, OCC test ala-carte test, urine test etc.

**RESPONSIBILITIES:**

* Requirement analysis
* Worked on Standard Objects and Custom Objects.
* Worked on Customization and Configurations.
* Building **Integrated solution** with other component based on Business requirement using **Rest/SOAP**
* Created **lookup** relationships and **Record types**.
* Developed **Apex classes** and **Triggers** to support the custom functionality.
* Developed **Visualforce** Pages for Custom Buttons.
* **Worked on various salesforce.com standard objects like Accounts, Contacts, and Opportunities.**
* **Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, Components.**
* **Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.**

**Environment: Force.com Platform, Salesforce Unlimited Edition, Salesforce.com, Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Apex, Visualforce, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox, data loader.**

**PROJECT #6:**

Project Title : Allied Security

Client : https://www.safeandvaultstore.com

Role : Salesforce Developer

Team Size : 7

Duration : June 2016 – Dec 2018

**DESCRIPTION**:

Project is used for the sale safe and vault in US and Canada.

This project provides the multiple options of safe and vault for the customers. Having the tracking system of Order’s to make easy to track for the customers.

**RESPONSIBILITIES:**

* Worked on Standard Objects and Custom Objects.
* Created **Pick list, lookup** relationships and **Record types**.
* Developed **Apex classes** and **Triggers** to support the custom functionality.
* Developed **Visualforce** Pages for Custom Buttons.
* **Worked on various salesforce.com standard objects like Accounts, Contacts, and Opportunities.**
* **Designed, Implemented, and deployed the Custom objects, Page layouts, Custom tabs, Components.**
* **Developed Apex Classes, Controller Classes, and Apex Triggers for various functional needs in the application.**
* Building **Integrated solution** with other component based on Business requirement using **Rest/SOAP**

**Environment: Force.com Platform, Salesforce Unlimited Edition, Salesforce.com, Custom/Standard Objects, Custom Tabs, Page Layouts, SOQL/SOSL Queries, Apex, Visualforce, Reports, Force.com Eclipse Plug-in, SalesForce.com sandbox, data loader.**