

Sabal Jain

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Summary:

Having experience of **5 Years** as a **Salesforce Developer and consultant(2X Certified)** with a strong record of client satisfaction. Extensive exposure of ServiceMax, Apex Language, Flows, Lightning Aura Components, Apex Controllers, Test classes Triggers, Tabs, Custom Objects, Reports and Dashboards. Ability to integrate business processes across disparate systems.

Highlights:

- Experience in Salesforce Architecture, Sales Cloud, Service Cloud, **ServiceMax**, Design and Development
- Planning to take PD2 certification.
- Thorough knowledge of **SOQL, SOSL**, Relationships and Lookups.
- Good experience with JavaScript.
- Closely worked over **Individual object, custom label and custom settings**
- Experience in realizing the business requirements to design on salesforce.com platform by designing the required entities like custom objects creating the relationships/junction objects like Master-Detail, lookups, Entity Relationship data model. Pages, Classes, Lightning component Interfaces, Flows, Workflow rules, triggers, Email alerts and business logic
- Experience working with **Eclipse IDE and Force.com Plug-in environment**
- Experience with Migration Tools **Apex Data loader**, Force.com IDE
- Debug Apex Scripts using **Debug Logs and System Log Console** to catch Exceptions and execute Governor Limits
- worked on custom Buttons using **OnClick JavaScript functions and overridden standard view, edit and new links**
- Worked on **custom Email Services** to send mail to Sales-Reps and their Manager in Salesforce
- **Developed custom approval process** for the clients and customers
- Worked on **sharing and security rules**, various roles and configured the permissions based on the organizational hierarchy requirements
- Created **Salesforce application and good understanding of salesforce security review**
- Experience with creating of **managed/Unmanaged package**
- Used **field level security** along with page layouts to manage access to certain fields
- Created **page layouts**, search layouts to organize fields, custom links, related lists and other components on a record detail and edit pages
- Capable of rapidly learning new technologies and processes, and successfully applying them to projects and operations
- Team player with good interpersonal skills, strong understanding of fundamental business processes, excellent Communication OOPs concepts and Problem-solving skills
- Exceptional written and verbal communication skills

Skills:

Salesforce Technologies: Salesforce CRM, Flows, Apex Language, Lightning Web component, SOQL, SOSL, triggers, batch apex, scheduling, Visualforce Pages, Email Services, Workflow & Approvals, Dashboards, Reports and Dashboard, Custom Objects

Salesforce Tools: Eclipse, Force.com Eclipse IDE Plug-in, Force.com Apex Data Loader

Languages: Apex, Java, C, C++

Client Script: LWC, JavaScript, HTML

DBMS: MySQL

Work Experience:

InfoBeans Technologies as Software Engineer In Salesforce

Oct 2021-Till Date

Project: Technical Service Console Salesforce

Description : This project includes implementation of various teams including teams like Collection, Retention, Student Experience, where we have used Salesforce Service Cloud for quick resolutions of the Agents/Students of their queries. We have also used a service console for better client engagement so that the Agents should never miss on the clients.

Environment: Salesforce CRM, Salesforce Service Cloud, Dataloader, change set, Git, Apex, Jira
Lightning Web Component, SOQL, Batch classes, Scheduler classes, Workbench, Post-Man, Flows

Role:

- Creating the Low level and Tech Designs of the approach that i as a developer going to follow for implementation of the stories.
- Taking the ownership of the functionality from requirement gathering till it is delivered to the production environment
- Maintaining the documentation of what we have developed
- Created high-performance, reusable, and reliable Apex code with best practices
- Creating Test Cases for Unit testing
- Delivering the end to end Implementation to the business each sprint
- Participating in the requirement gathering calls to understand the requirement
- Helping other team members if needed in their technical approaches

Project: HCCA Dealer Portal

Description: This project is about building the Dealer Portal for HCCA(Hyundai Capital Canada) over Salesforce community. This contains creating three communities (Hyundai Dealer Portal, Kia Dealer Portal and Genesis Dealer Portal). These Portal contains some additional informative pages which will help the dealers to understand the portal and raise query if needed. HCCA seeks to enable a targeted and personalized experience that would allow its dealers, the ability to access important information and data about their customers and their vehicles. In this pursuit, HCCA seeks to formulate an appropriate modernization strategy to design, build and implement HCCA Dealer Portal in the Salesforce platform.

Environment: Salesforce CRM, Community Cloud, Apex Classes, Test Classes, Lightning Aura Components, Data Loader, Java Script, Custom Objects, Custom Tabs, Email Services, Change Set, Windows 7.

Role:

- Creating the Dealer Registration Page and implementation over Lightning Aura components, created a single page which will be used over three communities and render the data specific to the community.
- Implemented password policy, where user must input password as per guidelines provided and as user starts entering password while registration the guidelines will start getting highlighted.
- Implemented the Email validation where the domain will be specific to the Dealership Selected, there will be 1:1 mapping.
- Implemented the email verification logic where user will receive an email after registration, that email contains a verification link and until user clicks on that link, he won't be able to sign in.
- Implemented a logic where the user who has not logged in into community from last 90 days, he will receive an email containing a verification code which user has to enter to verify his identity.
- Created logger class and logger object for reporting the errors, these logs will be deleted after 90 days, to achieve this we have created batch and scheduler class.
- All the three portals are configurable, means if the HCCA admin wants to change something on the portal, he can do it from the object level, they don't have to do any changes at code level.
- Worked with other team members to get the requirement and implementation done on time.

Project: Strat Accounts

Description: This Project was all about Service Cloud. In this project Account Management and Case management was implemented, where the new account validations were implemented so that more information can be captured over the account and case management was implemented for quick and smooth issues resolution and provide better customer support. Also, for business continuity reports and dashboard were implemented.

Environment: Salesforce CRM, Service Cloud, Lightning Component, Apex Classes, Test Classes, Email Services, Package, Change Set, Windows 7

Role:

- worked extensively on, triggers, Process Builder, validation rules, case escalation rules, case assignment rules, Web-to-case, Email-to-case, report and dashboard.
- Created Lightning component for creating lightning action button
- Closely worked with Clients Business Team to gather the requirements and provide them feasible solution.
- Created Business Flows

Espire InfoLabs pvt ltd as aSoftware Engineer

Nov 2018 – May 2020

Project: Esko Development and Consulting

Description: Esko, formerly called EskoArtwork, is a graphic arts company producing prepress software and hardware for the packaging and labels, sign and display and publishing industries.

Environment: **ServiceMax**, Apex Classes, Test Classes, Lightning Component, Custom Controllers and Extensions Visualforce Pages, Data Loader, Java Script, Custom Objects, Custom Tabs, Email Services, Package, Eclipse IDE Plug-in, Windows 7.

Role:

- As a Salesforce developer and Consultant i have worked extensively on **ServiceMax**, Apex, VisualForce pages and components, triggers, Process Builder, approval flows etc
- Direct interaction with client, working over the business requirement.
- Closely worked with Clients Business Team to gather the requirements and provide them feasible solution of those
- Regular Scrum calling with client so that the business relationship gets stronger and remains maintained.
- Created Business Flows and architecture of functionality
- Giving presentations within team as well as to the clients
- Developed the requirement after it is freeze and finalised
- Worked over the live issue and also providing support to the users
- Using agile methodology and Jira for the new development and regular track of work.
- Effectively interacted with the Business Users to understand the Business Flow and Organization Structure of the Firm

Project: Cloud Compliance - GDPR Data Management(Plumcloud Labs)

Description: As GDPR hit the Europe we came up with the solution and build the app exchange application, where user can De-Identify record with a single click of button, the De-Identified record's integrity is maintained, and user can ask for the proof of deletion. This app provides user the ability to De-Identify data and stores its actual value in Encrypted fashion and allows administrator to show proof of deletion to user.

Environment: Apex Classes, Test Classes, Lightning Component, Custom Controllers and Extensions Visualforce Pages, Data Loader, Java Script, Custom Objects, Custom Tabs, Email Services, Package, Eclipse IDE Plug-in, Windows 7.

Role:

- As a Salesforce developer I have worked on the business logic of the project where I have used out of the box functionality, Visualforce pages, apex classes, Lightning Component.
- Member of project architecture team.
- Closely worked over Individual object, custom label and custom settings.
- Created the dynamic Proof of Deletion Functionality, where user can ask the record owner/ admin to show him the proof that his entire data has been removed.
- Created Custom Obfuscation to De-identify particular record.
- Used Crypto class for maintaining Proof of deletion
- Worked over lightning component to display the fields which are going to be obfuscated
- Daily backup of the code over BitBucket using Sourcetree.
- Involved in day-to-day standup meetings, meeting with client and worked closely with other developers
- Effectively interacted with the Business Users to understand the Business Flow and Organization Structure of the Firm

Education:

- Bachelor of Engineering from Acropolis Technical Campus, Indore **2013 – 2017**
Affiliated to RGPU with specialization in Computer Science (CGPA 7.12)
- Higher Secondary School Certificate (10+2) from Central Board of Secondary Education with 62.33% **2013**
- High School Certificate (10th) from Central Board of Secondary Education with 8.6 CGPA **2011**

Personal Details:

Father's Name : Mr. Rakesh Jain
Mother's Name : Mrs. Madhu Jain
Date of Birth : January 14, 1995
Gender : Male
Marital Status : Married
Languages Known : Hindi, English
Permanent Address : 62 Alankar Palace, Indore (MP)
Nationality : Indian
Passport : Yes[valid till: July 24, 2027]

Date:

Place: Indore, Madhya Pradesh.

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