

Darshan S. Chajed

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Professional Summary :

- **4 Years** of experience in development, testing and team management..
- I have Experienced to Requirement gathering from Product Owner, Technical Design solution and also Analyzing and Fixing the defects.
- I am expertise to deliver complex business solutions in ServiceMax with help of Salesforce.com, Also I have Expertise in ServiceMax Go app, ServiceMax FSA app, ServiceMax Work Order Management, SFM, Dispatch console, Dispatch processes, Smax integration, Service Flow Automation.
- I have Extensive exposure to build Apex, Triggers and Salesforce customization, ServiceMax SLA.
- I have Experience in leading development team and delivery of project.

Technical Expertise :

Primary skill	-	ServiceMax, Salesforce Apex
Languages	-	Apex, JavaScript.
IDE Used	-	Force.com.
Operating System	-	Microsoft Windows .

Area of Expertise :

- ServiceMax Mobility, ServiceMax Field work Management
- Apex coding and Configuration
- Simplifying process with automation
- Intercloud integration, like Salesforce, mulesoft.
- Dispatch process and Dispatch console, Service flow management.

Employment Summary (Progressing 4 Years and 1 Months) :

- **Project-1** : NBN- Unify.
- **Duration** : December 2019 and till date. (1 Year and Progressing).
- **Employer** : Accenture solutions Pvt. Ltd
- **Job Type** : Permanent
- **Application** : Servicemax GO and Servicemax FSA (A Servicemax Product).
- **My Role** : Servicemax Technical SME.
- **Duties** :
 1. Responsible to customize Servicemax GO mobile application.
 2. Development of integration layer between mobile App and Salesforce.
 3. Delivering technical session to client, to make them aware of product limitations and capabilities.
 4. Understand Business requirement and provide sample technical Design to Technical architects to create basic flow of required.
 5. Design Review of the business requirement and Provide technical design to developer
 6. Addition to above, Providing technical Solution and Design to Developer, Leading development team.

- **Project-2** : Splunk Inc.
- **Duration** : February 2017 and till December 2019. (2 Years 10 months).
- **Employer** : Accenture solutions Pvt. Ltd.
- **Job Type** : Permanent.
- **Application** : Salesforce Classic /Apex
- **My Role** : Software Developer.
- **Duties:**
 1. Requirement gathering and designing Salesforce solution.
 2. I have worked on Apex class, Test class, Trigger, Process Builder.
 3. Enable the integration between Places API line mulesoft/vectorOps and Salesforce to manage sales process cycle.
 4. Created Automated Email service for at each stage of the product delivery, (i.e. purchased, shipped, delivered).
These emails are based on Live location of the product.

Achievement :

- Got promoted from Associate software developer To Software Developer with in Year of joining accenture.
- Rewarded many times with Highest performer of the Month
- Created **Service Chat Bot** which will help to resolve case created by customer with help of salesforce lightning which is appreciated by Salesforce.com (A product)
- Work Appreciated by **DU lead, Senior manager**, Manager, also Appreciated by ServiceMax Professionals (ServiceMax Support team allocated for NBN Project).
- Got **Onshore opportunity** to work with client directly (Australia).

Certifications and Training :

- ServiceMax Admin 101
- ServiceMax Advance certificate 201
- ServiceMax version 20.2 Training (Latest)
- Platform Developer 1
- Salesforce Administrator 201
- Salesforce Certified CPQ Specialist

Education :

- Bachelor of Engineering in Mechanical from **June 2012 To June 2016** from Savitribai University of Pune, Maharashtra, with 69.00%.
- Higher School Certificate from Maharashtra Higher Secondary State Board Pune in **2012** with 70.00%.
- Senior School Certificate from Maharashtra State Board, Pune in **2010** with 87.00%.

Personal Information :

- Date of Birth : 28th November 1994
- Languages : English, Hindi
- Marital Status : Single
- Blood Group : O+
- Permanent Address : 1918, Revenue colony , Shirur, Dist Pune , Maharashtra India -412210