

# Falgun Panara

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Salesforce Developer and Salesforce Administration with CRM proficiency and an overall experience of 5+ years in IT industry. Having sound knowledge of Consumer Goods (FMCG) CRM and Life Science sector (LS) CRM.



## Experience

### SALESFORCE DEVELOPER

- Hands-on experience on Apex, Aura Component and Lightning web component.
- Experience using advanced SOQL and SOSL.
- Hands-on experience in Mass Data Migrations using different data migration tools.
- Hands-on Experience integrating Salesforce.com with other applications via real-time, batch, sync/async.
- Experience in production deployment using ANT and Change Set.

09/2019 to 27/03/2021

### Team Lead Global Technical Support Engineer (Level 3)

#### STAY IN FRONT IND PVT LTD, Infocity (Gandhinagar)

- Evaluate and escalate core product issues to R&D.
- Develop a strategy the team will use to reach its goal.
- Oversee day-to-day teams' operation and performance.
- Create reports to update the management on the team's progress.

09/2015 to 09/2019

### Global Technical Support Engineer (Level 3)

#### STAY IN FRONT IND PVT LTD, Infocity (Gandhinagar)

- Diagnosed customer issues by asking probing questions and write up new code or modify existing code to repair the tailored solutions.
- Document all issues in providing a tracking system for future references.
- Provide tier 3 (Level 3) support to 80+ StayinFront clients, following are some of StayinFront's major clients.

- |  |                                      |
|--|--------------------------------------|
| ➤ <a href="#">Mondelez International</a> | ➤ <a href="#">Colgate Palmolive</a>  |
| ➤ <a href="#">Kellogg's</a>              | ➤ <a href="#">General Mills</a>      |
| ➤ <a href="#">Kimberly-Clark</a>         | ➤ <a href="#">Perfetti Van Melle</a> |
| ➤ <a href="#">Pepsico</a>                | ➤ <a href="#">Ferrero</a>            |
| ➤ <a href="#">Creative Activation</a>    | ➤ <a href="#">L'OREAL</a>            |

## Salesforce Skills

- Apex
- Apex Triggers
- Asynchronous Apex
- SOQL/SOSL
- SFDC Automation tools
- Aura Component
- Lightning Web Component (LWC)
- Data Loading Tools
- SFDC Deployment Tools

## Education

Bachelor of Engineering in  
Computer Science and  
Engineering - 2014  
Parul University, Baroda

## Achievement

Bagged the Most Valuable Player  
(MVP 2017) for consistently  
rendering superior quality service  
during tenure with the  
organization.

## Personal Details

**DOB:** 17 March 1993

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Sargasan, Gandhinagar, Gujarat.

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