Kirti Girdhar Dayma

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👤 PROFILE

- Salesforce Technical Lead with 6+ years of valuable exposure in functional and technical skills of Salesforce CRM.
- Possess good interpersonal skills that have been effectively utilized in coordinating with project teams and providing solutions to the clients and leading projects.
- Hands-on experience with Salesforce configuration and customization in Force.com Lightning platform as well as Classic platform, Salesforce1, Integrations, Experience Cloud, Service Cloud, Sales Cloud, Health Cloud, Financial domain [LOS] Salesforce, Salesforce Multi-Language, Accessibility, Copado for Salesforce, JavaScript, Aura, LWC

📜 CERTIFICATES

- Salesforce Certified Sharing and Visibility Architect
- Salesforce Platform Developer – I
- Salesforce Certified Platform App Builder
- COPADO Certified Administrator

- Salesforce Platform Developer – II
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Administrator
- COPADO Certified Developer

💼 PROFESSIONAL EXPERIENCE

Associate Technical Lead, *LTIMindtree Ltd* — Feb 2021 – present │ Pune, India

Senior Associate Consultant, *Infosys Ltd* — Sep 2019 – Feb 2021 │ Pune, India

Senior Software Engineer, *Persistent Systems Ltd* — Nov 2016 – Aug 2019 │ Pune, India

🎓 EDUCATION

BE Computer Science and Engineering, *Shivaji University* — Jul 2012 – Jul 2016 │ Ichalkaranji, India

🧠 SKILLS

Lightning Components *(LWC and Aura)* │ **Visualforce pages** │ **Apex class** │ **Triggers** *(Trigger Framework)*

Asynchronous Apex │ **Apex Enterprise Pattern** │ **Integration** │ **Salesforce Automation Processes**

Salesforce Admin Configurations *(OOTB)* │ **Service Cloud** │ **Sales Cloud** │ **Experience Cloud** *(Community Cloud)*

Health Cloud │ **Salesforce Multi-language** *(Translations)* │ **Salesforce1** │ **Copado for Salesforce** │ **Accessibility**

Other Skills *(JavaScript, HTML, CSS, Google Charts, Agile methodology)*

Soft Skills *(Learning ability , Optimistic, Leadership)*

📁 PROJECTS

Accessibility   present

Web accessibility in the U.S. is governed by various state and federal laws including The Americans with Disabilities Act (ADA). Failure to comply with the ADA and other laws can lead to costly lawsuits, financial penalties, and damage to brand reputation. Accessibility project is making Salesforce Employee and HR portal more accessible to a wider range of people with disabilities by following Web Content Accessibility Guidelines (WCAG) 2.1 which covers a wide range of recommendations for making Web content more accessible and using LWC, Aura framework.

Responsibilities:
- Technical Lead to provide technical solutions and mentor the team members, perform code review
- Development [Customization and configurations]
- Best quality of deliverables.

Skills Learned & Used: Salesforce Community Cloud, Lightning Web Components, Lightning Aura Components, JavaScript, HTML, CSS, Apex Enterprise Pattern, Trigger Framework, Web Accessibility, Accessible Rich Internet Applications (ARIA)

HeartView

HeartView's mission is to assist physicians and medical professionals in the detection of atrial fibrillation by providing a patient-friendly system for remote monitoring using a wearable device that enables continuous remote monitoring of heart rate variability. HeartView Portal is a Salesforce community portal where Patients, Physicians along with other members can view all the data concerning peripherals and perform various actions.

Responsibilities:
- Requirement gathering and architect solutions, design model

- Technical lead to mentor the team members and provide technical solutions
- POC for Client Conversation
- Development [Customization and configurations]
- Best quality of deliverables.

Skills Learned & Used: Salesforce Health Cloud, Salesforce Community Cloud, Lightning Web Components, Shield Encryption, Custom charts in JavaScript, Custom Calendar in JavaScript, AWS S3 integration, AWS RDS integration, Twilio Integration for Call, SMS.

Customer Portal

Customer Portal is a Salesforce Customer Service portal that provides support to the users of the Client organization all over the world using multi-Language. The Portal provides support to users in the form of details, knowledge, and FAQs available in the portal. It also provides Live Chat Functionality to users to resolve any issue or get details quickly. Users are also able to raise any case to an organization using any kind of service cloud feature.

Responsibilities:
- Development [Customization and configurations]
- Best quality of deliverables.

Skills Learned & Used: Case Management, Live Chat functionality, Omni channel, Entitlements and milestones, Lightning Communities, Salesforce Translations, Agile methodology, Macros, SSO, Integration with Platform events, Email-to-Case, Knowledge, PDF Butler app, Adobe Sign app, In-app guidance builder.

Loan Origination System

Loan Origination System [LOS] is for clients like financial providers to make the loan disbursement process safely, efficiently, digitally, and most important in less time. This has been achieved by using the Salesforce platform in which CREs easily punch the loan application against different product types [CD, PL, BL, HL, HE, TW, AL, etc.] and continue the journey. Salesforce integrates with other systems to check for customer fraud, duplication, etc., and complete the loan disbursement process.

Responsibilities:
- Requirement analysis and design
- Development [Customization and configurations]
- Best quality of deliverables.

Skills Learned & Used: Financial Domain, OWD, Customization by using lightning component bundle as well as Visualforce and Apex, Automation process, Page layouts and Views, Lightning communities, Integration, Reports and dashboards, Salesforce1, Oauth, Named Credentials, Connected Apps, Asynchronous Apex.

Command Center

Command Center was developed for the health care domain. This is used to generate and store information based on the Patient / Not a Patient type of caller. They share the reports based on stored data with the government to help them fundamentally restructure the healthcare delivery system by reinvesting in the Medicaid program with the primary goal of reducing avoidable hospital use.

Responsibilities:
- Requirement analysis and design.
- Development [Customization and configurations]
- Best quality of deliverables.

Skills Learned & Used: Visualforce, Apex classes, Validation rules, Page layouts, Workflow, Triggers, Escalation rules, Sharing Rules, Groups, Queues, Profiles, Roles, Reports & dashboards, and Google Charts to create custom reports.

Data Management

Data Management offers the most trusted data validation and enrichment. It checks the data quality of your Salesforce database including name, phone verification, mobile, email, address, ABN, geographic location, and more. Data Management managed package in Lightning as well as in classic is available on AppExchange.

Responsibilities:
- Requirement analysis and design.
- Development [Customization and configurations]
- Best quality of deliverables.

Skills Learned & Used: Lightning Components, Events, SLDS, Responsive UI for Visualforce page and lightning component, App builder, Managed and Unmanaged Package, Integration with a third-party using rest, Salesforce1

ENVIRONMENT /TOOLS

SVN, Force.com, Salesforce1, Eclipse IDE, PMD, Confluence, JIRA, Visual Studio Code, TFS, Bitbucket, Git, NVDA, AMP

AWARDS

Top talent of the year, *Persistent Systems, Infosys, Mindtree.*

6th rank in Shivaji University: BE Computer Science and Engineering, *Shivaji University*

Scholarship from university for merit, *Shivaji University*

Best student in DKTE, TEI, Ichalkaranji from Computer Science and Engineering, *DKTE*

First rank in BE, TE, FE of Computer Science and Engineering, *DKTE*