

Swapnil A. Gandharwar

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Executive Summary:

- Having total **11.5+** years of experience in implementing and assisting multiple engagements in various business domains including Telecom, E-Commerce, Finance, Industrial. Got exposure to all most all the Phases of SDLC viz Discovery, Solutioning, Designing, Development, Testing, and post implementation support
- Having **4** years of relevant experience in Java- J2EE application design & development.
- Having overall **7.5+** years of relevant experience in Salesforce.com CRM application software design, development, testing and end to end deliveries.
 - Having On-Site experience as a **Salesforce Consultant** for new business discovery phase and design in Salesforce Sales Cloud & Service cloud implementation.
 - Having **2.5+** years as a **Salesforce Architect** with enterprise client in Finance & Tax Domain.
 - Having **5** years as **Salesforce Technical Lead**, Developer in development & leading the project.
- Got experience in Client Facing roles. Well-versed with all phases of project life cycle.
- Flexible and versatile to adapt any new environment with a strong desire to keep pace with latest technologies.
- Experience working in **Onsite- Offshore model** with people from different time zone, location, and technical skills.

Skill Set:

- Proficient in solutioning of Business requirement.
- Proficient in High-Level & Low-Level Designing of requirements.
- Proficient in Impact Analysis and GAP Analysis.
- Proficient in Data Model Designing of business requirement.
- Strong Salesforce development experience with Apex Classes, Apex Triggers, Batch Apex, Controller Classes AURA, LWC and Integrating with external sources by developing SOAP & REST Web Services.
- Strong development experience of Aura Component and Lightning Web Component.
- Experience of using Scratch Org for unit testing.
- Hands on experience with Deployment tool like Changeset, ANT & Salesforce CLI.
- Working Experience in GIT, Visual SVN, Jenkins, Auto-Rabbit for CICD based deployment.
- Worked with the IDE like Visual Studio for development activities.
- Experience in Process Automation, Security configuration, Data Model creation, Reports and Dashboards creation.
- Knowledge of Development/Coding standards and best Practices in VF/Apex and governor limits.
- Experienced in translating functional requirements and business rules into technology solutions and develop a technical strategy.

- Good understanding and development experience in SOQL and SOSL.
- Good understanding of Agile methodologies.
- Exemplary track record of success in completing assigned task in timely manner by providing strategic and well-deliberated recommendations and delivering positive results across multiple organizational functions
- Strong ability to manage conflicting priorities with excellent verbal & written communication skills and ability to take initiative and function independently, balanced with strong teaming skills.
- Excellent interpersonal client service skills with ability to grow and maintain internal and external client relationships.
- Experienced converting business requirements to technical specification document.

Proven Expertise In:

- Salesforce Application Architecture
- Solution Architecture
- CRM Enterprise Architecture
- Project Management
- Business Process Engineering
- Data Analysis/Migration/Translation
- CRM Implementation/Integration
- Software Product Management
- Designing the multi-structured process flow
- Design & Development in Lightning AURA components & Web Component Framework

Salesforce Certifications:



Education:

Degree	University	Awarded Year
Bachelor of Engineering (Electronics Engineering)	RTM Nagpur University, Nagpur (M.S)	2010
H.S.C	Maharashtra Board, Pune	2006
S.S.C	Maharashtra Board, Pune	2004

Technical and Domain Skills:

Technology/Domain	Products/Tools
Salesforce Technologies	Sales Cloud, Service Cloud, Financial Service Cloud, Marketing Cloud, Customizations using Apex, Visual Force pages, Process Builder, Visual & Lightning Flows, Lightning applications, Lightning AURA & Lightning Web Components.
Application Programming	C, C++, Java, J2EE, Struts, Hibernate, Apex, Visualforce, Lightning Aura, Lightning Web Components, Communities
Databases	Salesforce, Salesforce Data.com, SQL Server.
Web Programming	HTML, CSS, JavaScript, jQuery, Apex, Ajax, XML.
Web Services	SOAP, REST (Get/Post/Put/Delete).
Version Control & Deployment Tools for CICD	GitHub, Bitbucket, Tortoise SVN, Apache ANT, Jenkins, Auto-Rabbit
Salesforce Lightning & LWC	Lightning Experience, Lightning Customization, Event communications, LTNG out app, Lightning to Visual Force integrations, LWC implementation
App Exchange Apps	Skuid, Apttus, Form Assembly, Qualtrics, Salesforce for outlook
Cloud Integration	Pentaho, SSO with SFDC to SFDC & SFDC to ADFS
Tool Utilities	Apex Data Loader, Aside, Workbench, Eclipse, IDE, VISIO, Visual Studio Code etc.
Domain knowledge	Sales, Service, E-Commerce, LOS etc.

Professional Experience:

Company	Period	Duration	Role
Persistent Systems Limited	Aug 2014 – Till Date	7 Years & 3 Months	Salesforce Architect
Indus Health Plus Private Limited	Nov 2012 – Jun 2014	1 Years & 7 Months	Senior Java Developer
MasterCom TechServices Pvt. Ltd	Dec 2011 – Oct 2012	10 Months	Java Developer (Software Engineer)
Adecco India Pvt. Ltd	Jun 2010 – Nov 2011	1 Years 5 Months	Junior Developer (Graduate Engineer Trainee)

Project Summary:

Client	Period	Location	Duration	Technology	Role
IDFC Bank Ltd.	Jan 2021– Till date	India	11 Months	Salesforce	Salesforce Architect
Intuit Inc.	Jan 2017 – Dec 2020	India	3 Years & 6 Months	Salesforce	Technical Lead & Junior Architect
BRL Laboratories Inc.	Nov 2019 – Dec 2019	USA	1 Month	Salesforce	Salesforce Consultant
NeoPhotonics Inc.	May 2015 – Mar 2016	India	7 Months	Salesforce	Project Lead
Global Capacity Inc.	Nov 2014 – Mar 2015	India	1 Year & 1 Month	Salesforce	Project Lead
Drilco Inc.	Aug 2013 – Nov 2014	India	1 Month	Salesforce	Lead Project Engineer
Ittavi Inc.	May 2010 – Aug 2013	India	3 Months	Salesforce	Project Engineer
Indus Health Plus Pvt. Ltd.	Nov 2012 – Jun 2014	India	1 Year & 7 Months	Java J2EE Struts Hibernate	Senior Java Developer
Tata Communications Ltd.	Dec 2011 – Oct 2012	India	10 Months	Java J2EE Big-Machines	Java Developer
Alcatel-Lucent Managed Solution Pvt. Ltd.	Jun 2010 – Nov 2011	India	1 Year 5 Month	Java, J2EE	Junior Developer

Project Details:

Client	Project	Period	Duration	Team Size	Technology	Role
IDFC Bank Ltd.	BBG KCC SALOD CA-BO	Jan 2021 – till date	11 Months	70	Salesforce Financial Service Cloud Aura LWC	Salesforce Technical Architect

Description:

IDFC Bank is a leading Financial Organization working towards providing the Loans for Retail & Corporate companies. Persistent is providing a unique solution of LOS (Loan Originating Systems) design & developed on Financial Service Cloud provided by Salesforce. IDFC having multiple products in Production environment, which playing a vital role as a financial support to corporate & retail customers. BBG is basically a Business Banking Group, provided a finance for corporate companies. There are Pre & Post sanctions journeys are defined using LOS.

Recently launch KCC called as Kisan Credit Card, if of the first market first digital product which will enable the opportunities for farmers to fulfill their needs in terms of crop & farming essentials.

SALOD is another product available to provide an overdraft facility to existing salary account customers.

Job Responsibilities:

1. As a Salesforce Architect, work with BA on Solutioning & Designing of Epic/User Stories.
2. Performing Impact Analysis.
3. Performing GAP Analysis.
4. Preparing Estimation for Epic/User Stories.
5. Preparing High level Solution for Epic/User Stories.
6. Providing walk through of High-Level Solution to Development Team.
7. Reviewing Low-level Design.
8. Guiding/Monitoring PoC/PoV conducted by Dev Team.
9. Conducting Second level Code Review with Dev Team.
10. Designing, Define & Implementations of the Processes for Development, QA & Deployment with CICD concept.

Client	Project	Period	Duration	Team Size	Technology	Role
Intuit Inc.	oBill Sales & Care	Aug 2019 – Dec 2020	1 Year & 4 Months	15	Salesforce Sales Cloud Service Cloud Aura LWC	Technical Lead & Junior Architect

Description:

Intuit works many of the business-like Accounts, Education & training etc. Studio project based on Education & Training functional business. The main role of Studio is to manage all trainings, studies provided by Intuit and respective Participants involved in it.

Job Responsibilities:

1. Managing teams and handle all day-to-day tasks for all team members, technical issues, and deliverables.
2. Understanding Solution from Dev Team.
3. Providing Solution to Production Issue.
4. Proactively call out for any foreseen issue based on Current Implementation.
5. Mostly involved in development using Apex, Visual-Force, Lightning, Integration
6. Custom UI development using Skuid, AppExchange product for UI design and custom development
7. Business logic implementation to achieve Client’s valuable requirements
8. Salesforce standard and custom integration using Apex, Lightning & LWC
9. Handling daily scrum and sprint delivery responsibilities
10. Responsible for end-to-end deliverables in sprint release.
11. Lighting development using Aura & LWC for related functionalities.
12. Driving and scheduling calls for internal reviews.
13. Chairing the daily status calls & monitoring the progress of the team.
14. Showcase the new feature and getting the Sign offs for each phase completion.
15. Play active role in documenting, improving & maintaining the Salesforce Reference Architecture and Standards.

Client	Project	Period	Duration	Team Size	Technology	Role
BioReference Laboratories Inc.	Sales & Service CRM GeneDx	Nov 2019 – Dec 2019	1 Month	5	Salesforce Sales Cloud Service Cloud	Salesforce Consultant

Description:

BioReference Labs is the third largest full service clinical diagnostic laboratory in the U.S. providing testing and related services to physician offices, clinics, hospitals, long term care facilities, employers, governmental units, and correctional institutions.

Offering a comprehensive test list focusing on molecular diagnostics, anatomical pathology, genetics, and women’s health. BRL divisions include - GeneDx, GenPath Oncology, GenPath Women’s Health, GeneTests, Laboratories Buena Salud and PSI Medica.

GeneDx specializes in genetic testing for rare hereditary disorders. The mission is to make clinical testing available to people with rare genetic conditions and their families.

The project and scope of work, as outlined, comprises of multi-release strategy to align organizational readiness with the Salesforce automation. The initial release is to automate Sales processes for GeneDx division along with the required system integrations.

Job Responsibilities:

1. As a Salesforce Consultant, provided a best possible solution to resolve their challenges.
2. Provide a solution on Salesforce CRM with respect to SAAS & PASS
3. Facilitate Daily/weekly team reviews and, GAP & impact analysis.
4. Working on Proof of Concept/Proof of Values.
5. Designing and Developing of working process flow & integrations.
6. Assist Team member in complex technical issue and implementation.
7. Co-ordinate with offshore team for technical understanding & implementations.
8. To keep team momentum high.
9. Securing Regression Signoff from Regression team.
10. Data Modelling and there changes as per requirement
11. Business logic implementation to achieve Client’s valuable requirements

Client	Project	Period	Duration	Team Size	Technology	Role
Intuit Inc.	Customer Connect	Jan 2017 – Jul 2019	2 Years & 7 Months	10	Salesforce Service Cloud Skuid Aura LWC	Technical Lead

Description:

Intuit works many of the business-like Accounts, Education & training etc. Studio (Customer Connect) project based on Education & Training functional business. The main role of Studio (Customer Connect) is to manage all trainings, studies for Sales & Care Team members which provides by Intuit and respective Participants involved in it.

Job Responsibilities:

1. Requirements gathering & Analysis along with Client Interactions.
2. Managing teams and handle all day to day tasks.
3. Design & developed the data model based on requirements.
4. Mostly involved in development using Apex, Visual-Force, Lightning, Integration
5. Custom UI development using Skuid, AppExchange product for UI design and custom development.
6. Business logic implementation to achieve Client’s valuable requirements.
7. Salesforce standard and custom integration.
8. Handling daily scrum.
9. Managing system issues with respective priorities.
10. Lightning development for salesforce as well as public site.

11. Designing solutions for User Stories.
12. Effort estimation for User Stories.
13. Analyzing and proposing solution for new requirement.
14. Code Review.
15. Involve in pre-sales activities from solutioning aspects.
16. Solution presentation with prospective customer.
17. Conducting Feasibility study of new features.
18. Working on POC (Proof of Concept) and POV (Proof of Values)
19. Understanding existing system in subject of migration to modern technologies like salesforce.
20. Experience of helping clients to optimize CRM as a business architecture platform and get them to derive value from the CRM solution as a platform; and to introduce them to the full functionality of what is possible.
21. Driving and scheduling calls for internal reviews.
22. Chairing the daily status calls & monitoring the progress of the team.
23. Showcase the new feature and getting the Sign offs for each phase completion.
24. Play active role in documenting, improving & maintaining the Salesforce Reference Architecture and Standards.

Client	Project	Period	Duration	Team Size	Technology	Role
NeoPhotonics Inc.	Sales & Service CRM	May 2016 – Dec 2016	6 Months	10	Salesforce Sales Cloud Service Cloud	Project Lead

Description:

NeoPhotonics, mainly works in telecom domain, which sales telecom related products, which has own production unit. To manage all Leas, Accounts, and business-related opportunities, previously they are using Oracle ERP. Now, they moved towards clod technology with salesforce. As they want to enhance their vision in sales with help of cloud-based technology i.e., Salesforce.com.

Job Responsibilities:

1. Facilitate Daily/weekly team reviews and, GAP & impact analysis for project status updates with senior management. Monitor day-to-day development activities, develop FSD/BRD for project enhancements and communicate progress to the Delivery Manager. Identify both tactical and strategic opportunities to manage project deliverable and risk within the business Worked as Business Analyst and coordinator at the end of project.
2. Assisted Development Team on various Technical Issues they face in day to day development.
3. Facilitated demo of Application to higher management and other stake holders.
4. Involve in BA client meet to provide Technical solution.
5. Assisted team on various technical issues on third-party integration.
6. Effectively conducted SIT and UAT in timely manner.

7. Developed Project Status metrics for weekly evaluation of Project Status and impact of the Change Request on the Timeline.
8. Coordinated deployment of Application by effectively managing various stake holders like Server Team, Developer, Tester, Business Analyst, Business Owners, and pilot Dealer employees.
9. Sales Cloud data Modelling
10. Business logic implementation to achieve Client’s valuable requirements
11. Application Screen design and development as per given wireframe
12. Oracle ERP and Salesforce integration through ETL tool “Pentaho”
13. Business logic implementation to achieve Client’s valuable requirements

Client	Project	Period	Duration	Team Size	Technology	Role
Global Capacity Inc.	Sales & Service CRM	Apr 2015 – Apr 2016	1 Year & 1 Month	2	Salesforce Sales Cloud Service Cloud	Project Lead

Description:

Global Capacity, mainly into telecom domain, which already have Java based application for their products sales. Now, they want to enhance their vision in sales with help of cloud-based technology i.e., Salesforce.com.

Job Responsibilities:

1. Declarative programming of Salesforce Sales Cloud & Service Cloud
2. Business logic implementation to achieve Client’s valuable requirements
3. Application Screen design and development as per given wireframe
4. Business logic implementation to achieve Client’s valuable requirements
5. Salesforce standard and custom integration

Client	Project	Period	Duration	Team Size	Technology	Role
Drilco Inc.	Sales & Service CRM	Jan 2015 – Mar 2016	2 Month	10	Salesforce Sales Cloud Service Cloud	Lead Project Engineer

Description:

DRILCO is Schlumberger’s service delivery organization. They provide a variety of inspection, machine shop, and hard banding services. DRILCO does not own any pipes. They do not manufacture nor rent pipes only service or manage (storage) them. Develop a system that can “track the life” (traceability) of anything DRILCO can inspect. Phase 1 will focus strictly on Drill pipes, which occupies most of their business.

Job Responsibilities:

1. As a Lead Project Engineer closely associated in design and development of EAI Generic Framework.
2. Data Modelling and there changes as per requirement
3. Business logic implementation to achieve Client’s valuable requirements
4. Application Screen design and development as per given wireframe
5. Technical guidance to juniors for Data Modelling and screen related issues

Client	Project	Period	Duration	Team Size	Technology	Role
Ittavi Inc.	SupportPay	Aug 2014 – Dec 2014	4 Months	5	Salesforce Sales Cloud Service Cloud	Project Engineer

Description:

SupportPay would allow parents to track child support and child expenses, upload receipts, communicate via the system and make payments online, either to each other or to a third party. SupportPay dramatically reduces child support conflict by providing a transparent and standardized expense management and payment application, between parents and merchants.

Job Responsibilities:

1. Helping the functional team during the requirement gathering.
2. Checking Technical feasibility of user requirements.
3. Implementing requirements.
4. Implementing Change Request in the developed application
5. Debugging and resolution of issues/ bugs in the developed application
6. Writing Unit Test Cases for all controllers required for Deployment

Client	Project	Period	Duration	Team Size	Technology	Role
Indus Health Plus Pvt. Ltd.	Content Management System	Jan 2014 – Jun 2014	6 Months	10	Java J2EE Struts Hibernate	Senior Java Developer

Description:

This project is the main engine of the existing website www.indushealthplus.com, which is designed to create & maintain the content articles, new products launching offers and all related activities. This framework fully designed & developed based on Java, J2EE, Struts & Hibernate technologies. The objective of this application, used to manage Indus Health Plus Corporate E-commerce websites, which are hosted on different domains and sub-domains. This includes managing available products details like pricing, test includes etc. various offers by marketing team. The output of this application a simple html page for our Indus Health Plus corporate websites to minimizes the page load time at lower bandwidth and to increase SEO in world wide web.

Job Responsibilities:

1. Involve in preparation of Integration Design Document.
2. Involved in preparation of Business Processes Document.
3. Preparation Technical Design Document.
4. Checking Technical feasibility of user requirements.
5. Requirements gathering and analysis.
6. Planning and Design system architecture.
7. Development of business logic to meet requirements, Unit testing and bug solving.
8. UAT coordinator and tracking CR(s) for developed system.
9. Debugging, Bug solving, integration and deployment staging and production environment.

Client	Project	Period	Duration	Team Size	Technology	Role
Indus Health Plus Pvt. Ltd.	E-Commerce Website	Nov 2012 – Dec 2013	1 Year & 1 Month	10	Java J2EE Struts Hibernate	Senior Java Developer

Description:

www.indushealthplus.com, e-commerce website is to sale Health Checkup Packages at very attractive prices. Various package information provides on the same with these advantages, which is useful during purchase.

The end users can buy these packages online by using various online transaction ways like Net Banking, Credit Card, and PayPal etc., integrated with the website. Also, package information share through social media like Facebook, Policy Bazar etc., which increase the traffic on website also increase the SEO.

Job Responsibilities:

1. Requirements gathering and analysis.
2. Planning and Design system architecture.
3. Development of business logic to meet requirements, Unit testing and bug solving.
4. UAT coordinator and tracking CR(s) for developed system.
5. Debugging, Bug solving, integration and deployment.

Client	Project	Period	Duration	Team Size	Technology	Role
Tata Communications Ltd.	Internet Access Services	Dec 2011 – Oct 2012	10 Months	10	Java J2EE Big-Machines	Java Developer

Description:

MasterCom TechServices is basically into Telecom domain and the main vendor of Tata Communications Ltd. It provides the new application which manage the product subscription provided by the TCL. It Maintains the information about the equipment used by the technical department. Issuing of equipment from inventory and raising of quotations. Raising Purchase Order after doing comparative study of Quotations received from different Clients. Sales & Purchase Information System Automation of Sales & Purchase System with their Customers and Vendors. Maintaining products related details and recording the transactions for invoices, customer payments and updating stock. After configuring the complete product using developed application, COF will gets generated for the Clients and Deal Summary for internal procedure.

Job Responsibilities:

1. Understanding the requirements by the Sales team.
2. Development of business logic to meet requirements, Unit testing and bug solving.
3. Defining Action Classes for performing different operations involved in the application.
4. Developed Java Beans to store and retrieve the data entered by the user & display them in the respective JSP page.
5. Logic and code for the registration and validation of the enrolling customer was developed.

Client	Project	Period	Duration	Team Size	Technology	Role
Alcatel-Lucent Managed Solutions Pvt., Ltd.	Clarity Management	Jun 2010 – Nov 2011	1 Year & 5 Months	15	Java J2EE	Junior Developer

Description:

Alcatel-Lucent Managed Solutions in basically into Telecom domain and the main vendor of Reliance Communications Ltd. The high-level scope of the application which fetches alarms from the servers and make TT's (Trouble Ticket) in the intranet portal by using GIS code and FAC ID of the respective site of maintenance area stored in the database and by using this TT number generate FT (Fault Ticket) in the Clarity application which used by the various work groups.

Job Responsibilities:

1. Understanding the requirements by technical team.
2. Development of business logic to meet requirements, Unit testing and bug solving.
3. Development & Mapping of Servlet required for the respective JSP's and database operations.
4. Development of business logic to meet requirements, Unit testing and bug solving.
5. UAT coordinator and tracking CR(s) for developed system.
6. Debugging, Bug solving, integration and deployment on staging environment.

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