Gaurav Bhardwaj   **Email:** gaurav.sfdev@gmail.com

Summary

- 10.5 years of experience in IT with Comprehensive problem-solving abilities, with Good Knowledge of Salesforce.com.
- 8.8 years of Experience in Salesforce.com CRM platform both as Architect, Developer and Administrator.
- 9X Salesforce Certified which includes architect,developer,consultant,administrator,app builder certifications.
- Vlocity Certified Platform Developer.
- Copado Certified Administrator.
- Hands-on knowledge of Salesforce Core Cloud and AppExchange solutions.
- Experience in Configuration, Customization, Development on Salesforce.com Platform using LWC/Aura components, Apex, VF Pages, Triggers, REST API.
- Experienced in using Vlocity platform components like Integration Procedures, DataRaptors, Cards, Layouts, Omniscripts, etc.
- Experience in Integration with app exchange packages like Docusign,Conga,Recurly,etc.
- 1.7 Years of experience as a IBM Notes Developer in the Web & Notes environment.
- Excellent communication, Presentation, and analytical skills.

EXPERIENCE:

- Working with **Kloud Fusion Consulting** as Salesforce Solution Architect from July 2021 to present.
- Working with **Telus International India** as Application Development Technical Lead from March 2020 to July 2021.
- Worked with **BirdEye** as Manager, Salesforce Development from October 2017 to March 2020
- Worked with **Genpact Headstrong Capital Markets** as Lead Consultant from November 2016 to September 2017.
- Worked with **Paytm** as Salesforce Developer from November 2015 to November 2016
- Worked with **Aon Hewitt** as a Software Engineer-II from September 2011 to September 2015

TECHNICAL SKILL:

- Language: Apex, Lotus script
- Technologies: Salesforce,Javascript,Jquery,Bootstrap
- IDE: VS Code, Eclipse IDE
- VCS: Github, Gitlab
- Other Technologies: IBM Domino

RECENT PROJECTS:

Project 1# Advance rent report
Role: Acrhitect/Technical Lead
Environment/Skills: Salesforce.com, Languages: Apex Code, SOQL, Lightning Components and Lightning applications.
Project Description:

Purpose of this project was to create a advance rent report utility in Salesforce to summarize data points like rent paid, total monthly payment run, advance rent with multiple filters based on contracts.

Responsibilities:

- Participated in planning, designing and development of application.
- Performed research and development tasks to design and implement new Lightning Web components by going through story books.
- Involved in coding, unit testing, documentation and assisting juniors on the assigned task.
- Post migration of code provides support for fixing bugs as and when reported by the QA team.

Project 2# Conga Composer Implementation
Role: Acrhitect/Technical Lead
Environment/Skills: Salesforce.com, Conga composer package.

Project Description:

Integrate Conga composer package to generate contract from various templates based on business rules.

Responsibilities:

- Participated in planning, designing and development of application.
- Performed configuration on Conga application for different templates.
- Involved in unit testing, documentation and assisting juniors on the assigned task.
- Post migration support for fixing bugs as and when reported by the QA team.

Project 3# POS Module
Role: Acrhitect/Technical Lead
Environment/Skills: Salesforce.com & REST API Integration, Languages: Apex Code, SOQL, Lightning Components and Lightning applications.

Project Description:

Integrate with POS OMS APIs to provide features such as change delivery slot,force complete,update address with SFDC to enable support team to work on customer queries.

Responsibilities:

- Participated in planning, designing and development of application.
- Performed research and development tasks to design and implement new Lightning Web components by going through story books.
- Involved in coding, unit testing, documentation and assisting juniors on the assigned task.
- Post migration of code provides support for fixing bugs as and when reported by the QA team.

Project 4# Whatsapp Bot Implementation
Role: Acrhitect/Technical Lead
Environment/Skills: Salesforce.com(Einstein Bot), Languages: Apex Code, SOQL.

Project Description:

Implement Eeinstein Bot on Whatsapp channel to impement various modules to reduce case volumes and improve customer experience.

Responsibilities:

- Participated in planning, designing and development of application.
- Performed research and development tasks to design and implement new features by going through story books.
- Involved in coding, unit testing, documentation and assisting juniors on the assigned task.
- Post migration of code provides support for fixing bugs as and when reported by the QA team.

Project 5# E-Contract
Role: Technical Lead
Environment/Skills: Salesforce.com, Languages: Apex Code, SOQL, Vlocity Components.

Project Description:

Integrate Docusign templates for multiple business rules to send contracts from Salesforce and order flow enhancements.

Responsibilities:

- Participated in planning, designing and development of Vlocity components.
- Performed research and development tasks to design and implement new functionalities by going through story books.
- Involved in coding, unit testing, documentation and assisting juniors on the assigned task.
- Post migration of code provides support for fixing bugs as and when reported by the QA team.

Project 6# Chameleon

Role: Technical Lead
Environment/Skills: Salesforce.com & API Integration, Languages: Apex Code, SOQL.

Project Description:

Integration with iWD system to streamline work item creation across platforms and assignments based on skill and priorities.

Responsibilities:

- Participated in planning, designing and development of application.
- Performed research and development tasks to design and implement new features by going through story books.
- Involved in coding, unit testing, documentation and assisting juniors on the assigned task.
- Post migration of code provides support for fixing bugs as and when reported by the QA team.

Project 7# New Sales Process
Role: Manager, Salesforce Development
Environment/Skills: Salesforce.com, Languages: Apex Code, SOQL, Lightning Components and Lightning applications.

Project Description:

New sales process to improve sales productivity which introduces steps from lead until customer onboard scheduling which helps in streamlining the entire sales process.

Responsibilities:

- Participated in planning, designing and development of application.
- Performed research and development tasks to design and implement new Ligthning components by going through story books.
- Involved in coding, unit testing, documentation and assisting juniors on the assigned task.
- Post migration of code provides support for fixing bugs as and when reported by the QA team.

Project 8# Classic to Lightning migration
Role: Manager, Salesforce Development
Environment/Skills: Salesforce.com, Languages: Apex Code, SOQL, Lightning Components and Lightning applications.

Project Description:

Migration of entire Salesforce Org from classic to lightning for all users with all existing functionality included

Responsibilities:

- Participated in planning, designing and development of application.
- Performed research and development tasks to design and implement new Lightning components by going through story books.
- Involved in coding, unit testing, documentation and assisting juniors on the assigned task.
- Post migration of code provides support for fixing bugs as and when reported by the QA team.
- Deployment planning and deployment to production.

Project 9# Zoominfo Enrichment
Role: Manager, Salesforce Development
Environment/Skills: Salesforce.com, Languages: Apex Code, SOQL.

Project Description:

Enrich data on accounts using Zoominfo API so that accounts can be correctly assigned to reps under different territories.

Responsibilities:

- Participated in planning, designing and development of application.
- Involved in coding, unit testing, documentation and assisting juniors on the assigned task.

- Post migration of code provides support for fixing bugs as and when reported by the QA team.
- Deployment planning and deployment to production.

Project 10#: Lead Score Model
Role: Lead Consultant
Environment/Skills: Salesforce.com, Languages: Apex Code, SOQL.

Project Description:

Purpose of this project was to calculate the lead score of every lead to help marketing/sales teams make strategic decisions.

Responsibilities:
- Participated in planning, designing and development of application.
- Involved in coding, unit testing, documentation and assisting juniors on the assigned task.
- Post migration of code provides support for fixing bugs as and when reported by the QA team.
- Deployment planning and deployment to production.

EDUCATIONAL QUALIFICATION

- Graduation with B.tech (2011) from IP University

(Gaurav Bhardwaj)