

Idrees Sabunwala

Salesforce Consultant Professional 2 Application Delivery

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Professional Attributes

- 8+ years of demonstrated success in managing and leading projects that drive the key initiatives of the business, leveraging the Salesforce and Siebel CRM applications and modules to enhance processes and deliver results in various verticals.
- Achieved Salesforce certifications including Administrator, Platform Developer I, Experience Cloud Consultant, and SFDC Platform App Builder, demonstrating expertise and proficiency in Salesforce technologies.
- Utilized Salesforce LWC, Flows, Apex, Admin, Configuration, and Security to customize and enhance the platform according to business requirements.
- Utilized Siebel EAI, including Integration Workflows, Web Services, Integration Objects, Siebel Adapters, EAI Transport Adapters, VBCs, SOAP, WSDL, and EAI Business Services to integrate and streamline systems.
- Successfully applied skills and experience in both product and service-based organizations, adapting to different business models and requirements.
- Demonstrated proficiency in agile methodologies, effectively managing projects and delivering results within the framework of agile principles.

Skills

Salesforce Apex	★ ★ ★ ★ ★ ★ ★ ★ ★ ★
Salesforce Configuration	★ ★ ★ ★ ★ ★ ★ ★ ★ ★
Salesforce Administration	★ ★ ★ ★ ★ ★ ★ ★ ★ ★
Salesforce Lightning Flows	★ ★ ★ ★ ★ ★ ★ ★ ★ ★
Salesforce LWC	★ ★ ★ ★ ★ ★ ★ ★ ★ ★
Siebel CSW	★ ★ ★ ★ ★ ★ ★ ★ ★ ★
Siebel EAI	★ ★ ★ ★ ★ ★ ★ ★ ★ ★
Open UI	★ ★ ★ ★ ★ ★ ★ ★ ★ ★
Siebel Upgrade	★ ★ ★ ★ ★ ★ ★ ★ ★ ★

Experience

DXC TECHNOLOGY, BENGALURU

Jan 2022 – Present

Client – HPE (Click Migration)

Senior Analyst

Click Migration, the goal of Click Migration project which is replacing Click Software with FSL (Field Service Lightning) is to improve the field service capabilities of our direct employees by implementing a new field service management (FSM) solution that improves the performance and quality of our direct field workforce and dispatching teams.

- Played a key role in the development and customization of the FSL Mobile app as part of the Mobility & Dispatcher team.
- Demonstrated expertise in customizing Salesforce applications for both mobile and desktop platforms, utilizing tools such as Apex Trigger, Apex Class, Apex Test Methods, SOQL, SOSL, Salesforce Lightning Flows, Process Builder, Approval Process, Workflow Rules, Validation Rules, Lightning Components, and Lightning Web Components.
- Successfully implemented Record Triggered, Scheduled, and Field Service mobile Flows to effectively handle complex Business Requirements.
- Enhanced functionality by adding Custom Settings and Custom Mappings.
- Showcased proficiency in SFDC Administrative tasks, including the creation of Profiles, Permission sets, Roles, Users, Page Layouts, Email Services, Approvals, and Workflows.
- Assumed Administrator responsibilities by effectively managing security-related changes, Profile updates, and Permission set updates.
- Implemented Proof of Concepts (POCs) to meet specific requirements.
- Actively participated in the build phase, conducted QA validations, performed UAT validations, and successfully deployed solutions to Production.

CAPGEMINI INDIA PVT. LTD., PUNE

Apr 2021 – Jan 2022

Client - Länsförsäkringar AB (EttKund)

Consultant

Länsförsäkringar, or County Insurance, is a Swedish group of customer owned insurance companies.

Ettkund is one of the business critical systems at Länsförsäkringar (LFAB) that supports Customer Processes with the functions and information, excluding product specific logic, within customer management in sales and service support. It is also the common interface and process support that provides functions to realize decisions in the customer meeting. To be master portal application for all brokers' engagement data with LF.

Ett KUND has day to day interactions with the external systems for Master Data Management for Customer data, Interface between Ettkund and Mainframe systems.

- Engaged in all agile ceremonies such as Sprint Planning, Backlog Refinement, Retrospective sessions, and Daily stand up calls
 - Customized Salesforce objects, fields, and page layouts to align with business requirements.
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- Developed Apex triggers for automated data validation and workflow processes.
- Utilized Lightning Web Components (LWC) to develop dynamic and responsive user interfaces.
- Defined and managed user Profiles and Permission Sets for access control.
- Developed comprehensive Reports to provide insights into sales performance and customer interactions.
- Fostered teamwork by collaborating with colleagues to create user stories and enabler stories, as well as coordinating development plans
- Contributed actively in iteration planning meetings to provide valuable insights for process enhancements
- Demonstrated the functionalities developed by conducting informative demos for clients.

MALOMATIA PVT. LTD., PUNE

Aug 2019 – April 2021

Client - General Authorities for Minor Affairs

Consultant

GAMA (alwasi): General Authority for Minor Affair, this is a department of Qatar govt. that take cares of children of Deceased Citizens, Banned Citizens, and Absent Citizens. GDT (GAMA Digital Transformation) is the project to transformation of the legacy application to Salesforce CRM application.

- Led and supervised teams responsible for Configuration, Integration, and Data migration from offshore, resulting in streamlined processes and improved efficiency.
- Actively engaged in analyzing priority issues, offering practical solutions for critical problems, and ensuring the timely completion of business-critical projects.
- Contributed valuable insights during design review sessions, collaborating with release management, development, and testing teams.
- Customized Salesforce objects, fields, and page layouts to align with business requirements.
- Developed Apex triggers for automated data validation and workflow processes
- Utilized Lightning Web Components (LWC) to develop dynamic and responsive user interfaces.
- Designed and implemented Flows for automated business processes

L&T INFOTECH LIMITED, PUNE

Nov 2018 – Aug 2019

Client - EATON Corporations

Associate Siebel Consultant

EATON Corporation is a US-based globally diversified power management company & leading provider of Electrical, Hydraulics and Aerospace Fuel components. The scope of this project involves the development of functionality involved with the automation of Activity, Quote/Approval Creation and extending Order management capabilities for invoice creation.

- Configured and supported requests (tickets) effectively to ensure smooth operations
- Conducted thorough functional and technical analysis to identify and address issues
- Developed innovative solutions using Siebel CSW approaches to meet specific business requirements
- Collaborated on implementing EAI requirements utilizing secured Web Services, EAI JMS, and MQ Transport services
- Leveraged Siebel eScript to successfully achieve desired business objectives

TECH MAHINDRA, PUNE

Oct 2015 – Nov 2018

Client - Vodafone India Limited (VIL)

Senior Software Engineer

The largest CRM transformation in the world for an Indian based Telco providing Mobility products and services to Retail and Enterprise customers in India. Multi-lingual implementation of transforming current BSS & OSS stack from Oracle CRM to Siebel CRM. Siebel acting as a primary Service Management and Order Management with AMDOCS for Order orchestration and Billing and Revenue Management.

- Led the development of the Postpaid Billing Module, encompassing various contemporary modules within the project
- Successfully integrated Siebel with Billing Systems for both Prepaid (UPSS and RECC) and Postpaid (DOX), ensuring seamless communication
- Spearheaded the design and implementation of Escalations of Service Requests through Workflows RCR's, enhancing customer service and support
- Proficiently handled EAI requirements utilizing secured Web Services, EAI JMS, and MQ Transport services, while setting up integration queues
- Utilized Open UI to verify functionality, customize the user interface, and perform complex calculations on data
- Implemented business validations through configuration and scripting, ensuring accurate and efficient processes

Education

SINHGAD INSTITUTES OF BUSINESS ADMINISTRATION AND RESEARCH 2012-2015

Master of Computer Applications - master's degree with 70 Percentage.

UNIVERSITY COLLEGE OF SCIENCE

2008-2011

Bachelor of Computer Applications - bachelor's degree with 68 Percentage.

CENTRAL ACADEMY SR. SEC.

HSC (12th) - CBSE Board with 75 Percentage.

2007-2008

SSC (10th) - CBSE Board with 71 Percentage.

2005-2006

Certifications & Trainings

- Salesforce Certified Administrator (Credential Id: 2413372)
 - Salesforce Certified Platform Developer I (Credential Id: 2520927)
 - SFDC Experience Cloud Consultant (Credential Id: 2560230)
 - SFDC Platform App Builder (Credential Id: 3644759)
 - Field Services Lightning Course (ID: 0000155973)
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Personal Details

Date of Birth: 14th March 1990
Address: 218, Moti Magri Scheme, Udaipur, Rajasthan-313001
Marital Status: Unmarried
Passport No.: U4977614
Languages Known: English & Hindi

Declaration

I do hereby declare that all the above-mentioned information is true to the best of my knowledge and belief.

Place: Bengaluru

Idrees Sabunwala
