**Harsha Khubchandani**

## Salesforce Developer and Administrator

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**HIGHLIGHTS**

* 6+ years of IT experience, as a Salesforce Cloud developer of applications on the Force.com platform.
* Experienced in analysis, estimation, design, development, deployment and maintenance of applications on the Force.com platform.
* Involved in Testing, Support and Defect Fixing.
* Experienced in implementation of apps using both Salesforce configuration features as well as customizations. Worked in Sales Cloud and Service Cloud.
* Understanding of Marketo with Sales Cloud.
* Experienced in Salesforce Customizations with Apex Classes/ Triggers and Visualforce Pages/ Components.
* Understanding of Salesforce Governor limits and ability to write apex code accordingly.
* Worked on 3rd Party Application Integration using REST Web Services, as well as Batch Apex.
* Experience in Lightning Framework and development of Lightning Components.
* Experience in working on Approval processes, Workflows & Workflow Rules, Test Classes, Profiles, Roles and Permission Sets, Sharing Rules, Custom Objects and Tabs, Custom Fields and Relationships, Validation Rules, SOQL/ SOSL.
* Worked with tools like Data Loader ,Change Sets,Tableau.
* Strong analytical ability, communication, aptitude and learn ability.
* Experience as a development module lead.
* Salesforce Certified

**CERTIFICATIONS**

* Salesforce Certified Force.com Developer (DEV-401).
* Salesforce Certified Administrator.
* Salesforce Certified Platform App Builder.
* Salesforce Certified Advanced Administrator.
* Salesforce Certified Sales Cloud Consultant.
* Salesforce Certified Platform Developer I
* Salesforce Certified Service Cloud Consultant.
* Salesforce Certified Sharing and Visibility Designer.
* Salesforce Certified Data Architecture and Management Designer.
* Salesforce Certified Certified Application Architect.
* Salesforce Certified Platform Developer II (MCQ)

**SKILLS**

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| --- | --- |
| **Operating System** | Windows |
| **Environment** | Salesforce Cloud, [Force.com](https://force.com/) |
| **Database Language** | SOQL, SOSL |
| **Tools** | Data Loader, Change Sets,Tableau,Dataloader.IO |
| **Salesforce** | Apex [Classes, Controllers & Triggers], Visualforce [Pages & Components], Sales Cloud, Marketo, Service Cloud & Console Apps, Batch apex, REST Web Services, Lightning Framework & Components, Approval processes, Workflows & Workflow Rules, Test Classes Profiles, Roles and Permission Sets, Sharing Rules, Custom Objects and Tabs, Custom Fields and Relationships, Validation Rules |
| **Functional** | Analysis, estimation, design, development, deployment, Defect Fixing and Testing Support, Module Lead |
| **Other Languages** | JavaScript, HTML |

**EDUCATION**

**RKNEC :** Bachelor of Engineering (Information Technology) *September 2010 - May 2014*

**Great Learning** : PGBABI *June 2019-Nov 2020*

**EXPERIENCE**

**PricewaterhouseCoopers** (May 2019 – Present)

## Senior Associate Consultant

## Leading a module and involved in sprint planning, requirement gathering, estimation and implementation of functionalities

## Working on HealthCare domain, maintaining privacy of confidential data using Shiled Encryption.

## Report and dashboard creation using Salesforce Reporting and Tableau tool.

## Developed functionality using lightning components.

## Building communities for HCPs and CRCs.

## Involved in solution designing and technical effort estimation.

* Worked on Salesforce configuration and customization.

**Persistent Systems** (May 2017- May 2019)

## Module Lead

## Involved in requirement gathering, analysis and development from user stories.

## Involved in solution designing and technical effort estimation.

## Developed end-to-end flow for patient interaction.

## Worked on Salesforce configuration and customization

# Accenture (July 2014 - May 2017)

## Application Development Analyst

* Worked on Salesforce Administration activities like User Management, Security and Sharing Controls, Record Types & Page Layouts, Reports & Dashboards etc.
* Involved in Declarative Development like Standard & Custom objects & fields, formula fields, workflows, approval processes, process builders, validation rules etc.
* Performed Programmatic Development like apex triggers, apex classes, VF pages & components, batches classes, SOQL, SOSL, test classes etc.
* Created technical documents related to the project.

**PROJECTS**

**HealthCare Client, United States** *May 2017 - Present*

The client is a leading provider of kidney care, delivering dialysis services to patients with chronic kidney failure and end-stage renal disease.

We deal with maintaining events and event registrations related to patients.

We deal with helping them in undertaking surveys from patients through email and on sites where events/hospitals are there. We have introduced recruitment app, where they manage their recruitment/employees.

**Responsibilities**:

* Involved in requirement gathering, analysis and development from user stories.
* Involved in solution designing and technical effort estimation.
* Developed end-to-end flow for patient interaction.
* Involved in various configuration related activities like workflow, process Builder, validation rules, email templates, Role hierarchy Management, building the sharing model for the project.
* Analysis of Marketing cloud services:
  + Features and products for marketing strategies, Integration of Marketing cloud with Salesforce. Bi-directional data sync with Salesforce
  + Execution of email marketing campaign.
  + Journey builder, email studio etc.
* Analysis of Marketo and its features and services. Worked on Email-to-Case functionality.
* Worked on Web-to-Lead form to capture lead information and process the data using workflows, process builders etc. Developed various lightning components to execute survey module and create quick actions.
* Worked on Lightning framework including components and events, Apex classes, Apex triggers, Batch classes etc.
* Worked on Marketo for marketing related activities. Setup bidirectional data flow and lead management. Automated sending of bulk emails as part of campaign management
* Setup, maintain and optimize Email marketing campaign using Marketo.
* Worked extensively on Salesforce.com standard objects like Accounts, Contacts and Cases.
* Integrated NPI Registry using REST to fetch physician details and store them in Salesforce Accounts object Designed, developed and maintained reports and dashboards

**Environment**: Salesforce, Force.com, Sales Cloud, REST Web Services, Marketo, Lightning Components, Apex, Triggers, Visualforce, Workflows, Process Builders, Batch Apex

**Telecom Client, UK** *June 2016 – May 2017*

The client is a leading provider of mobile phones, mobile broadband and sim only deals in United Kingdom. Salesforce implementation involved building visualforce pages for their sites and handling customer data.

### Responsibilities:

* Developed custom user interface using Visualforce pages and controllers.
* Worked on Customization using Apex and Visualforce.
* Integrated SFDC with third party applications using REST.
* Leading the second module as developer.
* Involved in defect fixing, analysis and design of solutions

**Environment**: Salesforce, Force.com, REST Web Services, Apex, Visualforce

**Telecom Client, Netherlands** *Sep 2015 – June 2016*

A large project that demanded basic Apttus CPQ configuration for Sales process. The implementation involved various areas of Salesforce including configuration, customization,apttus price rules ,apttus quotes etc.

### Responsibilities:

* Performed Data Migration using Salesforce Data Loader and dataloader.IO to overcome the limitation of data loader.
* Worked on Salesforce configuration activities like Workflows, process Builder, validation rules, email templates, Role hierarchy Management, building the sharing model for the project.
* Supported user management activities like providing necessary permissions related to public groups and queues at the time of Go-Live of release 1.3.

**Environment**: Salesforce, Force.com, Workflows, Process Builders, Data Loader, dataloader.IO, Role Hierarchy, Email Templates, Sharing Rules

**Telecom Client, London, UK** *Nov 2014 – Aug 2015*

A very large and complex project managing 12 countries the client has its operations. Managing the operations the client has on Salesforce.com having several modules like Opportunity Management, Account Management, Custom Lead Reassignment, Custom Email2Case and Email2Lead.

### Responsibilities:

* Worked on Salesforce configuration activities like User Management, Security and Sharing Controls, Record Types & Page Layouts, Reports & Dashboards etc.
* Involved in Declarative Development like Standard & Custom objects & fields, formula fields, workflows, approval processes, process builders, validation rules etc.
* Performed Programmatic Development like apex triggers, apex classes, VF pages & components, batches classes, SOQL, SOSL, test classes etc.
* Deployment using Change Sets
* Performed Data Migration activities using Salesforce Data Loader.

**Environment**: Salesforce, Force.com, Apex, Triggers, Visualforce, Workflows, Process Builders, Batch Apex, Approval Processes, SOQL, SOSL, Data Loader, Sharing Rules, Reports & Dashboards