 **Bhavik Shah**

Mumbai

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**Summary of Experience and Qualifications:**

* Total over 6.5 years of experience which includes IT and Business Development
* Technical expertise in **Salesforce Sales Cloud, Service Cloud, Health Cloud**
* Experience in making Proposals for Business Development
* Expertise in SFDC development using Lightning components, Apex Classes and Triggers, Visual Force pages and SOQL.
* Experience in automating business workflow process
* Expertise in Lightning Framework.
* Bachelor of Engineering from Mumbai University
* M.S. in Software Engineering From B.I.T.S. Pilani (WILP)

Employment Details

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| --- | --- | --- |
| Organization Name | Role | Tenure |
| Deloitte | Senior Consultant | June 2017 – Present |
| Capgemini | Associate Consultant | Nov 2013 – June 2017 |

Experience

Industry: Tyre

**Service Area**: Salesforce

**Industry Segment**: Tyre Manufacturer

**Role:** Senior Consultant; **Experience:** 6 months.

**Project Description:** Client is a leading tyre manufacturer. It seeks to implement Salesforce.com (SFDC) Sales Cloud to provide an application to allow agents to effectively sell tires to customers. The application will provide a single 360° view of customer to enable agent to effectively plan the sales strategy and in turn allow them to convert more customers. This project help replaced many manual processes that their agents used and it also replaced the excel tracking of customers. Shortcoming of manual excel tracking was overcome by this application by providing the agents a holistic view of customer and their activities. This application not only provided entire customer data to field agents, but also an effective region wise data to help management take informed decision.

**Key Responsibilities:**

* Engage with various stake holders from different departments to understand the business process and provide best possible solution.
* Engage with different vendors to integrate different applications to provide 360° view of customer.
* Responsible for looking after all the deliveries taking place by the team and delegating them with daily tasks.
* Involved in customization and development of application using Salesforce Sales Cloud. The application was built in lightning experience and customized with lightning components, apex class, and triggers.
* Providing demos to all stake holders and also involve in training the field agents.

Industry: Health Care

**Service Area**: Salesforce

**Industry Segment**: Media and Entertainment

**Role:** Consultant; **Experience:** 24 months.

Project Description: Client is one of the leading medical center in New York. It seeks to implement Salesforce.com (SFDC) Service Cloud to improve automation, speed, and efficiency of inbound call management for its centralized Florida-based patient-facing contact center staff to help improve overall patient experience and contact center efficiency. This project replaced many manual processes that their contact center agents used, including word document-based call scripts, automatic telephony integration, and engagement tracking to improve the overall efficiency of their core contact center staff and improve patient experiences.

Key Responsibilities:

* Involved in complete customization and development of business logics using Salesforce functionalities which includes Apex Classes, Triggers, Batch Classes, and Lightning Design System.
* Responsible for looking after all the deliveries taking place by the team and delegating them with daily tasks.
* Involved in Data Loads from Client’s Old Systems to Salesforce Test Sandbox environments.
* Responsible for preparing all the technical documents based on client requirements.
* Interact with functional team to understand the business requirement and provide viable technical solutions.
* Implemented the console app in salesforce lightning framework and utilized Salesforce Health Cloud and Service Cloud for the same.

**Previous Experience**

**Industry**: Media

**Service Area**: Salesforce

**Industry Segment**: Media and Entertainment

**Role:** Associate Consultant; **Experience:** 35 months.

**Project Description:** Client is one of the world’s leading media and entertainment companies in the development, production, and marketing of entertainment, news, and information to a global audience. This project is basically about implementing Applications providing the medium which will have single view of their customers using integrated CRM and content management system. To provide a more effective way for reps to sell multiple properties and non-traditional media placements. An Application which would efficiently track deals and opportunities across various platforms and markets and help generate reports on huge data for their clients, agencies, customers and properties.

**Key Responsibilities:**

* Worked on requirement gathering, design and development of application.
* Involved in estimation of project timelines and efforts required.
* Interact with managers and business users for understanding the business requirements and provide viable solutions, discussion on the project status.
* Managed Project team resource.
* Involved in complete Customization and Development of Business Logics using Salesforce functionalities which includes Apex Classes, Triggers, Batch Classes, Visualforce, JavaScript, and JQuery implementations.
* Built multiple batches and scheduled them for bulk data manipulation activities.
* Automated Business process using workflows and process builder.
* Involved in Data Migrations from Test Sandbox environments to production environments and Data Loads using Apex Data Loader.
* Involved in looking after complete Deployment Process which includes migration of all developed components from Dev, QA to Production bug free. This also includes Production support if any issues arise in Production post deployment.
* Worked on Grid Buddy and Skuid app exchange product.

**Industry**: Insurance

**Service Area**: Salesforce

**Industry Segment**: Insurance

**Role:** Software Developer; **Experience:** 4 months

**Project Description:** Client is a General Electric affiliated organization which uses Salesforce.com sales application as the primary application to track their sales, policies, customers and services in a single platform. We worked on enhancing the existing instance and increase the application user adoption and overall turn around for customer support. Major enhancements consisted of enhancing email functionality from case and opportunity, web-to- lead, email-to- case and force.com sites. This project was implemented using Agile (scrum) development methodology.

**Key Responsibilities:**

* Attended daily scrum calls and updated client regularly with project updates.
* Involved in discussing Client requirements and designing Functional and Technical Design Documents based on that. Also providing initial analysis and estimations for the requirements.
* Develop and Test Complex business functionalities of the application and provide user demos to business community on the newly developed functionalities to make sure it meets their needs.
* Implemented few requirements using out if the box functionalities provided by Salesforce using administrative function like Workflows, Validation rules and Permission Sets.
* Responsible for Apex coding which included Apex classes and triggers and Visualforce pages implementations to achieve some functionalities in the development environments which were not available out of the box.
* Have performed deployment using change sets from Sandbox environments to the production environments.
* Developed Test cases for Apex classes to ensure sufficient coverage before deploying to production.
* Worked on case module using Salesforce customization to provide effective case management module and track its related activities.

**Skills**

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| --- | --- |
| **Salesforce Technologies** | Salesforce CRM, Apex Class, Apex Triggers, Lightning Components, Lightning Experience, Visualforce Pages, Workflow, SOSL, SOQL, REST APIs. |
| **Tools** | Apex Data Loader, Import wizard, Force.com IDE, ANT Migration Tool, Workbench, MS Office |
| **Languages** | Apex |
| **Web Technologies** | HTML, Java Script, JQuery, CSS, Visualforce |

**Professional Affiliations / Certifications**

* Salesforce Certified Administrator
* Salesforce Certified Platform Developer I
* Salesforce Certified Platform Developer II
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Platform App Builder

**Education**

* Master of Science in Software Engineering, B.I.T.S. Pilani(Work Integrated Learning Program)
* Bachelor of Engineering, Electronics and Telecommunication Engineering , Mumbai University