

# RAVIKIRAN HIREMATH

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## SUMMARY

- Having around 4.8+years of progressive experience in IT industry on salesforce CRM.
- Domain expertise in CRM and certified platform developer .
- Proficiency in administrative tasks like Creating Roles, Profiles, Users, Page Layouts, Workflow Alerts, Actions, Reports and Approval Processes.
- Proficient in Analysis, Design, Development and Administration.
- Worked on standard salesforce.com sales cloud, service cloud and Health cloud.
- Experience in developing apex triggers, workflows and validation rules.
- Worked on many integrations in BFSI.
- Worked on many LWC and Aura components.
- Worked on McAfee( Ecommerce Retail) in house agile project based on salesforce sales cloud helps McAfee to
- manage their antivirus business all across the world.
- Worked on iqvia(human data science) agile project based on salesforce health cloud helps on creating
- breakthrough solutions that transform business and patient outcomes.

## SKILLS

### Salesforce

- **Salesforce Development:** Salesforce Apex;

### Technologies

- **Salesforce:** Salesforce Classic, Salesforce CPQ, Salesforce Health Cloud, Salesforce platform, Salesforce Sales Cloud;

## WORK EXPERIENCE

Nov 2022 to Aug 2023

Lead software engineer, persistent

Customer: Bajaj FinServ Ltd

Project: BFSL

Project details:

Bajaj Finserv is a leading financial services company based in India. It operates across diverse sectors, including lending, insurance, asset management, and wealth management. With a customer-centric approach, the company offers a wide range of financial products and services, catering to the needs of individuals and businesses alike. Bajaj Finserv is known for its innovative solutions, simplified processes, and strong customer support. As a trusted brand, it continues to empower millions of people by providing access to financial products and helping them achieve their goals and aspirations and used Salesforce as there CRM.

Project Role: Salesforce Lead.

Tasks performed:

- Involved in Requirement Gathering.
- Worked on standard salesforce.com sales cloud, service.
- Customized completely according to the requirements.
- Experience in developing apex triggers, and workflows validations.
- Worked with various salesforce.com objects like.
- Developed Frame Work using Lightning Tabs, Record page, Event, Tokens, Community page
- Developed Apex classes, Controller classes, and Apex.
- Triggers for various functional needs in the application.
- Worked on LWC component implementation and Aura implementation.
- Worked on application and component events.
- Worked on flexi pages.
- Worked on Profiles and permission sets and custom permissions.
- Involved in UI design on many pages and buttons using tiles and handled many flows.
- Worked on many integrations KYC initiate, and Video hashing technologies.
- Used integration frame works using custom metadata records.

## **Jan-2021 - sep-2022**

software engineer, EPAM Systems, <http://www.epam.com>;

**Customer:** Life Sciences & Healthcare;

**Project:** IQVIA salesforce staff augmentation;

**Team Size:** Dev Team: 5 Members , QA Team : 2 Members;

**Project Role:** salesforce developer ;

### **Tasks performed:**

- Involved in Requirement Gathering;
- Worked on standard salesforce.com sales cloud, service;
- cloud, health cloud and community builder;
- Experience in developing apex triggers, workflows and;
- validation rules.;
- Worked with various salesforce.com objects like;
- Accounts, Contacts, Lead, Opportunity, Campaign, case.;
- Developed Frame Work using Lightning Tabs, Record page, Event, Tokens, App Builder, Community page and Locker Service.;
- Developed Apex classes, Controller classes, and Apex;
- Triggers for various functional needs in the application.;
- Involved in creating workflows, approval process and generating email alerts according to the application requirement;

**Environment:** DML, SOQL, SOSL, Force.com IDE, Force.com API tools (Data Loader), work Bench, Git lab, visual studio code., Language: Apex, HTML, CSS, SQL, java script, Lightning components web development: HTML, CSS, XML, Aura and Lwc;

## **Apr-2019 - Mar-2020**

software engineer, HCL Technologies Ltd., [www.hcl.com](http://www.hcl.com);

**Customer:** McAfee (Ecommerce Retail);

**Project:** Insales is McAfee in house agile project based on salesforce sales cloud helps McAfee to manage their antivirus business all across the world,;

**Team Size:** Dev Team: 4 Members , QA Team : 2 Members;

**Project Role:** salesforce developer ;

**Tasks performed:**

- Involved in Requirement Gathering;
- Worked on standard salesforce.com sales cloud, service; cloud.;
- Experience in developing apex triggers, workflows and; validation rules.;
- Worked with various salesforce.com objects like;
- Accounts, Contacts, Lead, Opportunity, Campaign,;
- Reports and Dashboards.;
- Developed Apex classes, Controller classes, and Apex;
- Triggers for various functional needs in the application.;

**Environment:** DML, SOQL, SOSL, Force.com IDE, Force.com API tools (Data Loader), work Bench.,  
**Language:** Apex, HTML, CSS, SQL, java script, Lightning components web development: HTML, CSS, XML, Visual force. ;

**sep-2017 - Mar-2019**

software engineer, Maxpertise technology labs Pvt Ltd;

**Project:** in construct connect , they opted for salesforce as their CRM for sales & service cloud implementation, Here we are using Big machines for Quote generation and apptus for quote approval flow inside sfdc, We here using quote to order process where orders will be created in Oracle ERP. For product support we customized service cloud console to greater extent for the customer care agents and their respective managers.;

**Team Size:** Dev Team: 4 Testing Team:2 ;

**Project Role:** Support and Enhancement;

**Tasks performed:**

- Developed various Custom Objects, Tabs, Components and Visual force Pages.;
- Collect necessary requirements from clients to fulfill the development dependencies.;
- Developed workflows, assignment rules, escalation rules and other inbuilt functionality. Working on different validation rules on Standard as well as Custom Objects;
- Responsible for creating Objects, Page layouts, Record Types, Formula Fields, Rollup Summary fields, relationships, Validation Rules, Workflows and Approvals.;
- Worked on Visual force Pages Designing.;
- On created custom objects and worked with Standard Objects.;
- Responsible for Creating Reports and Dashboards.;
- Worked on Report Types.;
- Responsible for creating Public Groups, Queues, Permission Sets.;

- Responsible for loading data into salesforce.com using Apex Data Loader.;

**Environment:** DML, SOQL, SOSL, Force.com IDE, Force.com API tools (Data Loader), work Bench., Apex, HTML, CSS, SQL, JavaScript, Lightning components;

## **EDUCATION**

**Name of the Education Establishment:** KLES`S COLLEGE OF ENGG AND TECH , BELGAUM

**Faculty/College:** Engineering

**Degree (diploma):** Bachelor of engineering

## **CERTIFICATES**

- **2021 - Salesforce:** Salesforce Certified Platform Developer I

RaviKiran Hiremath