

Chirag Paliwal

SALESFORCE DEVELOPER

27 Ahinsapuri, Fatehpura, Udaipur, Rajasthan 313001, India

☎ (+91) 7737693976 | ✉ chirag.paliwal06@gmail.com | 📷 chiragpaliwal | 🌐 chiragpaliwal

Awards & Certifications

Certified Platform Developer 1

SALESFORCE

July 2019

Outstanding contribution

V2Solutions

OUTSTANDING CONTRIBUTION FOR TIMELY AND QUALITY SALESFORCE DELIVERABLE.

Smart India Hackathon 2017

Nagpur

FINALISTS, FOR OUR TOLL AUTOMATION SOLUTION.

Rajasthan Hackathon 3.0

Udaipur

FINALISTS, FOR OUR AIR QUALITY PROJECT.

Experience

Service Cloud

V2Solutions

LEAD DEVELOPER AND ADMINISTRATOR

- Developed a custom CTI solution for 800 users across 4 different locations handling 32K calls per day.
- Implemented Web Chats with Omni-Channel skills based routing and Case Management.
- Signed document generation for field service agents for a United States government body.
- Hands-on experience configuring Field Service Lightning, Social Customer Service.
- **Concepts Utilized:** Generic Events, Aura Components, Mulesoft integration, Web Services, APEX, SFDX

Sales Cloud

V2Solutions

DEVELOPER AND ADMINISTRATOR

- Developed a custom implementation for establishing product schedules for revenue reporting.
- AppExchange package development for a revenue forecasting application.
- Hands-on with end to end Sales process configuration and automation.
- **Concepts Utilized:** Apex Enterprise Patterns, Batch Apex, SFDX, Platform Events, Reports and Dashboards, Lightning Web Components, Visualforce

Integration

V2Solutions

LEAD DEVELOPER

- Slack Integration to support custom actions using Heroku.
- Developed a SOAP, REST API to communicate with Avaya for CTI.
- Developed a web service for record creation.
- **Concepts Utilized:** NodeJs, Heroku platform, Postman, Apex

Education

Geetanjali Institute of Technical Studies

Rajasthan Technical University

B.TECH - COMPUTER SCIENCE

2015 - 2019

- Programming Coursework: Data Structures and Algorithms, Web Development, DBMS

Delhi Public School

Udaipur

HIGHER SECONDARY, SENIOR SECONDARY

2015

Skills

Apex , LWC , Aura , Visualforce , JavaScript , HTML , CSS , ReactJs , NodeJs , GIT , Adobe PhotoShop , Adobe Illustrator