



## Role

Salesforce Technical Lead

## Current Organization:

Marsh & McLennan  
Companies, Inc.

## Key Technical Skills & Knowledge

- Apex, Triggers, Visual Force, Lightning Components (**Aura + LWC**), Service Cloud, Community Cloud
- Flows, Process Builder, App Builder, Notification Builder, Custom Metadata Types, Custom Settings, Sharing rules, Validation Rules
- Flosum, Data loader, VS Code

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## Education Details

### M.Tech (2014-2016)

VIT University, Vellore

CGPA: 7.78

### B.Tech (2008-2012)

Gandhi Engineering College,  
Bhubaneswar

CGPA: 7.54

## Language

English

Hindi

Odia

## Profile Summary

I have overall 7.9 years of IT experience in Salesforce Configuration & Customization. During this tenure I have been involved in various implementations on Salesforce.com, demonstrating excellent knowledge of Application Design and Architecture.

A brief overview of my skill sets is mentioned below:

- Customization of SFDC Applications using Apex, Visualforce, Lightning Components (Aura+LWC), Flows, Triggers, Batch etc.
- End-to-End Configuration of Salesforce.com Applications.
- Excellent understanding of Salesforce Security Model.
- Deployment experience using Workbench, Change sets and Flosum.
- Experience working with Force.com IDE and salesforce.com Sandbox environments.
- Good knowledge of Integration using REST API's.
- Experience in Sales, Service & Community Cloud

## Technical Skills

- **Force.com:** Security Model, Apex including Triggers & Batch Apex, Visual force Pages, Aura + LWC Components, Test classes, Workflows & Flows, Process Builders, SOQL, SOSL, Community +Service Cloud
- **Tools:** Eclipse, Data Loader, Workbench, VS Code, Flosum
- **Operating System:** Windows.
- **Front End Technology:** Aura Components, LWC, Angular JS, Visual force, JavaScript, jQuery, HTML, CSS.

## Project Experience

### Organization: Marsh & McLennan Companies (September 2021-Till Date)

**ROLE:** Salesforce Module Lead

**SOFTWARE:** Salesforce.com

**PROJECT -1:** In house Project for Client Agreement Platform

**Synopsis:** The project manages the Amendments/Renewals functionalities for the Agreements on the system. Also supports creation of new Agreements into the system. It uses the DocuSign CLM platform to automate workflows, approvals and document generation

### Accountabilities:

- Collaborated with the BA team in decision making for implementation of requirements by helping them understanding the capabilities/ limitations of Salesforce system.
- Collaborated with vendors to address their queries and resolve any issues related to existing functionality, ensuring a smooth working relationship.
- Engaged in creation of technical design documents and POCs.
- Collaborated with cross-teams like CAP Services, DocuSign, and Marsh force Sales, aligning design decisions and discussion on the impact of changes to ensure a cohesive implementation.
- Involved in segregating the tasks in various sprints based on business priorities using tools like JIRA & Confluence.

- Worked on Integration with DocuSign CLM for Agreement generation, based on the agreement data.
- Designed and built Record-Triggered flows, Screen flows & Auto launched flows, customized them with LWC component for Clause assignments based on template and Country.
- Created and enhanced LWC component for LOC management on Agreement details Page.
- Implemented REST APIs on flows for reusability of existing business flows so that it can be consumed by MS dynamics. (Created Apex-defined variables in the flow)
- Worked on flows, Apex classes (data integration, batch class, schedulable class, test class, etc.), Apex trigger, VF Pages, LWC, JavaScript etc.
- Worked on Security, Out-Of-Box functionalities such as validation rules, record types, dynamic pages etc.
- Created Custom settings for bypassing of the validation rules/workflows/Process Builders/Triggers.
- Handled deployment using flosom tool.
- Guided the subordinates and code review to ensure quality delivery.
- Enabled Hyperforce in Salesforce instances.

#### PROJECT -2: In house Project for Account Coordination

**Synopsis:** The project manages the Renewal of Policies based on the Expiration date on the system. The process is automated in order to support creation of new Renewal Cases into the system through email-to-case and through UI. Account coordinators are enabled with necessary configuration for managing the case renewal/creation lifecycle.

#### Accountabilities:

- Involved in the Requirement Analysis and Solution Designing.
- Worked Closely with Business for grooming Requirements from backlog and prepare the Technical Design. Also identified the risks of existing system and analyzed the impacts throughout the system.
- Explored and Implemented the Out of the Box features for Low-Code development and provided scalable solutions.
- Effectively Managed the Development/Enhancement of new feature rollouts.
- Individually contributed in development of new features.
- Handled deployment activities for monthly release using Flosom. Also provided business support during sanity test.
- Managed Customer Demo sessions for feature rollouts/enhancements.
- Worked on Custom settings, custom metadata types, email-to-case, DLRS package for creating rollup summary field on parent lookup, Validation rules, Report types, Reports and Dashboards, formula fields, Custom permissions, Dynamic Pages
- Involved in Customization using Apex, Batch, Triggers, LWC components, Flows
- Involved in migration of Workflows & Process builders to lightning flows using 'Migrate to flow' tool.

#### Organization: Appirio -Wipro Technologies (March 2021-Aug 2021)

**ROLE:** Salesforce Technical Lead

**SOFTWARE:** Salesforce.com

**PROJECT:** Customer Contact Community for Automobile Industry

**Synopsis:** The project provides multiple brand communities for the Vehicle Product Information, Selling and Maintaining Customer data. Every brand Sites have individual Contact Us

communities for creating a case through Chat or Web form. The customer should be able to login to the Global Web portal and land on the Contact site in order to get his issues resolved.

**Accountabilities:**

- Involved in the Requirement Analysis and Solution Designing.
- Worked Closely with Onshore Business Analyst and Technical Architect for the functional and technical designing.
- Explored and Implemented the Out of the Box features for Low-Code development.
- Effectively Managed the Development of Communities for 6 brand sites along with a team of 5 members.
- Designed and developed the community pages, SSO functionalities, Chat Functionalities etc.
- Created the LWC Component for Pre-Chat form and Embedded Chat Deployments.
- Worked on the Knowledge Management using tiles in Community Home page. Configured the knowledge articles for the communities.
- Created Assignment rules, Workflow Rules and Automated Processes using Process Builder. Worked on Case Routing to Queues.
- Created Global Action for Create Case Webform in communities and leveraged the Case Deflection Component.
- Leveraged the Managed Packages from Salesforce for Knowledge articles Body Content.
- Created Sharing sets for communities for extending the Case sharing to the customers.
- Created Sharing groups for extending the Documents sharing to the Agents.
- Worked on Lightning component, Apex Classes, Visualforce pages, Custom labels.
- Worked on Deployments using VS Code and Gitlab Repository.
- Leveraged JIRA for User Story management and Updating the Solution Designing.
- Lead multiple Show-And-Tell sessions with Customers during the development period and comply with the updated designs.
- Lead Customer Demos on the Communities and involved in Requirement Gathering from the Marketing team as part of the UI/UX Designing in communities.

**Organization: Cognizant Technology Solutions (June 2016-March 2021)**

**ROLE:** Senior Salesforce Developer

**SOFTWARE:** Salesforce.com

**PROJECT:** Dynamic Application Forms for Reputed Bank

**Synopsis:** The traditional banking application forms lead to complex development efforts. Hence it lead to designing a POC of Dynamic forms for the Client, where as he can easily configure the forms as per the customer's needs.

**Accountabilities:**

- Involved in the Requirement Analysis and POC Design, Creation of Data Model and Technical Design.
- Designed and developed Apex Classes, LWC to implement custom business logic for the required functionalities.
- Developed Security Controls, Sharing settings, Manager Group sharing, Profile CRUD.
- Delivered the module on time complying with the Project planning
- Effectively managed the module as Lead along with four team members



**ROLE:** Salesforce Developer  
**SOFTWARE:** Salesforce.com  
**PROJECT:** Weekly Status Report for Airlines

**Synopsis:** Earlier, the customer and related data existed in silos without any single repository leading to poor visibility of data to leadership. It led to an inefficient reporting and audit process. Furthermore, it was difficult to keep track of deals and documentation such as Contracts. Hence a hierarchical reporting application was developed for the Sales and GSA team in order to keep track of the qualitative data regarding performance, outlook and actions/Initiative taken from various regions. The report was supposed to be sent to the MD through multiple hierarchies.

**Accountabilities:**

- Involved in the Requirement Analysis, Wireframes Designing, Creation of Data Model and Technical Design.
- Designed and developed Apex Classes, Visual force pages, Lightning Components, LWC to implement custom business logic for the required functionalities.
- Created Apex triggers for implementing Apex sharing logic for Manager Group sharing on Manager Change.
- Designed and created Schedulable Batch Apex for Report creation.
- Designed and created Schedulable Batch Apex for implementation of Data purge logic.
- Created required fields, objects, custom settings, custom labels etc.
- Created Permission sets, Flow Definition using Process Builder, Classic Email templates, Notification types using Notification Builder.
- Developed Security Controls, Sharing settings, Manager Group sharing, Profile CRUD.
- Customized Page layouts and created lightning Record pages using custom lightning components
- Created Apex test classes with test coverage of org above 90% and performed Unit Testing of the application to verify the desired functioning of the application.
- Deployments using Change Sets to the connected ORGS.
- Maintained coding standards and best practices set by Salesforce.
- Resolved defects/issues and provided desired validation & necessary additional enhancements.
- Delivered the module on time complying with the Project planning
- Effectively managed the module being a single full-time resource, along with one shared resource

**ROLE:** Salesforce Developer  
**SOFTWARE:** Salesforce.com  
**PROJECT:** Lightning Migration

**Synopsis:** The project provides multiple applications for issue of rebates to the customer through Vehicle Info registration applications, Customer Info registration applications using Salesforce sites. It uses Salesforce communities in order to connect the employees, users and customers at one place. This project migrates the entire classic system into lightning which includes: Classic Internal to lightning Internal, Classic Community to Lightning Community, Attachments to Files Migration etc.

**Accountabilities:**

- Involved in the Lightning Impact Analysis.



- Created Technical Design Documentations and POCs for the Client.
- Designed and developed Apex Classes, Visual force pages, Lightning Components to implement custom business logic for various functionalities like Migrating JavaScript List buttons, URL Buttons, Classic Reports to Lightning.
- Created required fields, objects, custom settings, custom labels etc.
- Migrated Classic App to lightning App providing required Profiles and Permission sets.
- Developed Security Controls, Sharing settings, Profile CRUD.
- Customized Page layouts for Highlights panel to work on lightning
- Created lightning record pages as per requirement.
- Migrated Classic Community to lightning community overcoming all the unsupported features of Lightning Communities for custom List buttons, over ridden buttons, record pages and tabs visibility.
- Migrated Attachments to Files by modifying the required Apex Classes, Triggers, Visualforce pages
- Created Apex test classes with test coverage of org above 90% and performed Unit Testing of the application to verify the desired functioning of the application.
- Deployments using Change Sets to the connected ORGS.
- Maintained coding standards and best practices set by Salesforce.
- Resolved defects/issues and provided desired validation & necessary additional enhancements.

**ROLE:** Salesforce Developer

**SOFTWARE:** Salesforce.com

**PROJECT:** E-Commerce App for Brewery

**Synopsis:** The application On Plan implements in Salesforce for procurement of promotional goods (like caps, glasses, etc.). On Plan application acts as a single asset planning platform uses by Sales representative to better manage inventory and provide a lead-time while procuring the promotional goods/material during New Year. The application provides Visualforce interface to pre-order different promotional goods/materials. The Application provides integrated and easy solution with Salesforce to deal with multiple vendors that are shipping products from around the world. The application integrates with Mule soft to get the product details from MDM. The application has Lightning component to automate the data load activity.

**Accountabilities:**

- Involved in the Requirement gathering and Analysis.
- Created Technical Design Documentations and POCs for the Client.
- Designed and developed Apex Classes, to implement custom business logic for various functionalities.
- Created required fields, objects, custom settings, custom labels etc.
- Created custom App and User for Inbound calls.
- Developed Security Controls, Sharing settings, Profile CRUD.
- Created Apex test classes with test coverage of org above 90% and performed Unit Testing of the application to verify the desired functioning of the application.
- Automated business processes using Workflow and Process Builder.
- Deployments using Change Sets to the connected ORGS.
- Maintained coding standards and best practices set by Salesforce.
- Created Apex test classes with test coverage of org above 90% and performed Unit Testing of the application to verify the desired functioning of the application.
- Worked on Data Loader for mass record updates
- Resolved defects/issues and provided desired validation & necessary additional enhancements.



**ROLE:** Salesforce Developer  
**SOFTWARE:** Salesforce.com  
**PROJECT:** Telecom SFDC Dev & Support

**Synopsis:** The telecom application implements in Salesforce for Order Placement and Order Management. The application provides both mobile and web interface for Call Center executives. Sales representatives reach out to the customers door to door with an iPad and place the orders using the SFDC application. The application developed in Visualforce Pages with Lightning, Angular JS, HTML and SLDS for robust User Experience. The application integrates with Mule soft to get the Product Details and validate the Banking details of the customer for an order placement.

**Accountabilities:**

- Involved in the Requirement gathering and Analysis.
- Created Both LLD and HLD Documentations for the Client.
- Designed and developed Apex Classes, VF Remoting, Visualforce pages, and Angular JS components to implement custom business logic for various functionalities.
- Created required fields, objects, custom settings, custom labels and translations etc.
- Created custom App and User for Inbound calls.
- Developed Security Controls, Sharing settings, Profile CRUD.
- Created Apex test classes with test coverage of org above 90% and performed Unit Testing of the application to verify the desired functioning of the application.
- Automated business processes using Workflow, Process Builder and Approval Processes.
- Deployments using Change Sets and ANT to the connected ORGS.
- Maintained coding standards and best practices set by Salesforce.
- Worked on JIRA tickets to resolve defects and change requests and provided desired validation & necessary additional enhancements.

**Professional Certification**

- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Community Cloud consultant
- Salesforce Certified Sharing & Visibility Architect