**Name: Sumit Sonawane Role: Sr. Salesforce Consultant**

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**Key Skills:**

* 6x Certified Salesforce Consultant with Sales, Service and FSL Cloud

**Functional**

* Business analysis and requirement mapping abilities
* In-depth knowledge of end-to-end implementation of Sales, Service and FSL
* Experienced in FSL implementation with complex Inventory and Service Cycles
* Manufacturing cloud implementation experience

**Technical**

* Salesforce (Classic and Lightning)
* Extensive Hands-on
  + Apex Code including Batch Classes, Trigger, Handler and Helper
  + Process Automations mainly in creating very complex flows
* Experience in using additional tools like Data Loader, Workbench, Conga Composer
* Exposure to deployment tools like AutoRABIT to handle deployments and versioning control

**Languages and Framework**

* C, C++, Java, JavaScript, ABSL, Lightning development, Apex, Visualforce, Force.com IDE, SAP Cloud Applications Studio

**Education:**

* Bachelor of Computer Applications (BCA)
* Master of Computer Applications (MCA)

**Certification:**

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

**Key Project Experiences: (Overall 5+ years)**

**Client:** Prodapt

**Role:** Sr. Developer

**Project Summary:** An ongoing project in telecommunication domain which is implemented entirely using omni studio (velocity) and LWC

**Responsibilities:**

* Build omni script, integration procedures, flex cards, data raptors
* Complex LWC fix and implementation
* Bug resoultion

**Client:** Micro- Tech UK

**Role:** Technical Architect

**Project Summary:** Sales and manufacturing cloud implementation

**Responsibilities:**

* Attend workshop and understand business process
* Map business requirement into salesforce process and come up with solution documentation
* Get business sign off and get requirement in form of user stories.
* Worked on manufacturing cloud specific objects like Sales Agreement, Sales Agreement Product and Schedules, Account Manager Target, Forecasting
* Implemented Expense Management and Leave Tracking features
* Object schema planning and migration strategy

**Client:** Groupe Atlantic – Installer Connect

**Role:** Team Lead **/** Developer

**Project Summary:** GA’s legacy back-end system for installer related activity such as asset registration, point calculation, applying for platinum etc. is being replaced with Salesforce as part of this project. The installer will be using Installer Connect portal as a front-end system, but all the data would be captured in Salesforce. This project involves an extensive integration solution for integrating the Installer Connect portal with Salesforce.

**Landscape:** Salesforce, SAP and Talend (Middleware)

**Responsibilities:**

* Process flow and technical document creation
* UI building using lightning aura component, screen flow
* API integration using REST
* Apex classes, batch classes, trigger, flows
* Deployment using AutoRABIT
* Technical review (best practices, governor limit, effective coding)
* Functional review (overall end to end review using business user)

**Client:** QubePay

**Role:** Sr. Salesforce Consultant **/** Developer

**Project Summary:** QubePay's Sales Cloud implementation had evolved to a point where it had deviated too far from standard salesforce processes and best practices, creating significant administrative overheads, poor user adoption and lack of scalability. An effective Agile development methodology was employed to deliver a comprehensive solution in only two weeks, including data migration and testing together with full technical/solution documentation provided post go-live.​

**Landscape:** Salesforce

**Responsibilities:**

* Understanding the existing system and business process and coming up with an efficient design
* Working in a professional edition and adhering to salesforce limitations
* Reconstructing the existing schema to make sure that best practices are followed efficiently
* Process Builder, App Builder, Flows, Layout etc
* Deployment using change set
* Data migration using an external tool (Data Loader.IO).
* Go Live planning, Backup strategies
* Review

**Client:** Groupe Atlantic

**Role:** Offshore Salesforce Team Lead / Developer

**Landscape:** Salesforce, SAP and Talend (Middleware)

**Responsibilities:**

* Sales, Service and Field Service implementation from scratch
* Creation of apex classes, visual force pages, apex triggers, lightning components
* API integration of Salesforce and SAP using Talend as middleware
* Point and click tools like Process Builder, Workflow, Flow, Approval Process, Assignment Rules, Entitlement process, Email Templates via HTML
* Data migration and deployment
* Custom responsive UI for the System
* Contributed to solution designing
* Team coordination, task allocation and review
* Test classes creation for ensuring maximum code coverage

**Client:** Mira Showers, Kohler Mira Ltd., UK – Field Service

**Role:** Field Service Consultant / Developer

**Landscape:** Salesforce

**Responsibilities:**

* Volunteered in the Winter 20’ BRIEFCASE pilot program and provided valuable inputs and feedback over calls with the Field Service Product Team
* Understanding of Field Service product and mobile app
* Capability to provide an end-to-end offline working Field Service solution
* Various customizations to inculcate business processes into the daily lives of field service technicians via the FS app
* Setting up of Scheduling Policies, Work Rules, Work Types, Skills, Locations and Operating Hours
* Scheduling of apex/scheduled flow jobs to handle timely scenarios
* Built Visualforce page for PDF generation
* Developed appointment booking UI for customer portal using LWC

**Client:** Gauri (In-house)

**Role:** Salesforce Developer

**Project:** Project Management System & Timesheet Portal

**Summary:** It is an application used by the Project Manager to manage projects and employees will use it to fill timesheets against the projects assigned to them. This will simplify the task assignment and timesheet filling process and would allow tracking the exact time spent by an employee on a particular task.

**Landscape:** Salesforce

**Responsibilities:**

* Dynamic hierarchy implementation for the Project Management process (Projects, sub-projects, phases etc.)
* Creation of front-end validations using JavaScript
* The unique timesheet submission process for the employees, suiting to the organization process
* Provision of providing comments & notes at each individual timesheet entry submission (task)
* Test classes creation for ensuring maximum code coverage

**Client**: Arco Experts in Safety, UK’s leading supplier of safety equipment, workwear, safety boots and shoves, gloves and maintenance supplies.

**Role**: SAP C4C Consultant

**Summary:** The scope includes, implementing the next phase in the Service cycle. Arco’s organizational design used to focus on individual and regional performance and was not aligned to achieving overall customer and business outcomes. Based on detailed analysis, Arco re-structured the sales organization model and account ownership based on sectors (primary business lens) with a regional view. A new organization hierarchy and territory model was set up. The existing customer service team now have two distinct functions: sales and support and segregation between strategic and portfolio customers is created to maximize efficiency and lower cost to serve. Email and phone call integration services were created as part of this project.

**Landscape:** SAPC4C

**Responsibilities**

* Setting Up tenants as Administrator
* Business Configurations using scoping and Fine-Tuning for Service process
* Creation of various roles
* SLA setup for Service Tickets
* Communication channels set up for e-mail and phone call integration
* Creation of extension fields using Cloud Application Studio

**Client**: Peak Scientific Instruments Ltd, a leading manufacturer and supplier of Nitrogen Generator, Hydrogen Generator, Air Compressors, CO2 Free Air Generators and more.

**Role**: SAP C4C Consultant

**Summary:** The scope includes, implementing a Service Module comprising of Service Tickets, Warranty, Installed Bases etc. This is realized using C4C scoping, S/4 HANA integration and S/4 HANA integration-related developments on the S/4 HANA system, along with many Cloud Applications Studio enhancements and custom developments to support additional tweaks in an existing cloud solution.

**Landscape:** SAPC4Cd

**Responsibilities**

* Incident resolutions related to C4C Service scenarios, Customer Management
* HCI Dataflow monitoring
* Integration issue resolution