N A V E E N   T

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KEY QUALIFICATIONS :

- 6+ years of IT experience, with a focus on Salesforce (SFDC) for more than 4 years. Expertise in Salesforce CRM Admin, Configuration, Automation, and Declarative Development.
- As a Salesforce Consultant, acted as liaison between the Customer, Client, and our Salesforce Delivery Team and performed business requirement gatherings.
- Proven success in project delivery, both small and large, within Agile and Test-Driven Environments.
- Proficient in designing complex data models and utilizing advanced declarative tools like Process Builder, Flow, and Workflow Rules.
- Significant experience collaborating with cross-functional teams, including customers, project managers, and technical teams. Experience with Salesforce Lightning UI, Sales Cloud, Service Cloud, Field Service, and Experience Cloud, optimizing diverse business processes.
- Proficient in Salesforce FSL with expertise in multichannel architecture and data modeling.
- Skilled in uncovering business requirements, developing technical strategies, and creating effective Salesforce solutions while liaising with diverse teams.
- Basic knowledge of Service Cloud Voice (SCV), and Docusign for enhancing customer engagement.
- Track record of delivering successful projects and providing effective solutions for clients, achieving notable efficiency improvements.

PROFESSIONAL EXPERIENCE

Critter Control - Salesforce   **Dec 2022** - **Sep 2023**
Salesforce Consultant(FSL)

Description: Critter Control undertook a multifaceted business transformation across sales and lead management, employing Salesforce's Sales Cloud, Experience Cloud, and Field Service to address intricate business requirements.

Accomplishments:

- Led Salesforce implementation for sales, field service, and lead & Task management, increasing lead conversion by 30%.
- Engineered sophisticated automation solutions, including Core flows like Screen and mobile Flows, reducing lead data entry time by 40%.
- Configured Salesforce to unify B2C/B2B accounts in a single instance, optimizing account organization, and increasing efficiency.
- Integrated Salesforce with ERP systems, automating Quote data updates and improving data accuracy by 25%.

Mr.John Pit - Salesforce   **Feb 2022** - **Dec 2022**
Salesforce Consultant(FSL)

Description: The project was the implementation of FSL, Service, and CPQ clouds to transform field service operations with AI-based optimization Architecture. Customers wanted to leverage Salesforce field service and its optimization engine to enhance their field operations and allow offline capabilities for mobile technicians to increase productivity on the field.

Accomplishments:

- Implemented Salesforce Field Service and Mobile App Solutions, leading to a 20% increase in field service efficiency.
- Conducted discovery sessions and sprint planning, resulting in a 15% reduction in project timelines.

- Designed mobile flows, optimizing technician workflow solutions with no or minimal code involved and reducing job completion times by 30%.
- Utilized Experience Cloud for client portal users, improving user engagement by 40%.

NeuraFlash - In-House Product Development - Salesforce   **Sep 2021 - Jan 2022**
Flow Developer

Description :As a Team member, I played a pivotal role in enhancing our organization's processes and efficiency. My responsibilities revolved around Salesforce Lightning Flows and screen flows, which significantly improved our internal workflows and user experience.

Accomplishments:
- Collaborated with the development team to design and implement Apex and declaratives for the process
- Automated critical processes, including timesheet submissions, certification tracking, out-of-office requests, and case management reducing time by 50%.
- Provided detailed technical and functional documentation to ensure successful implementation and long-term maintenance.
- Used Lucid-Chart to create process flow diagrams and visual aids for effective communication with stakeholders.
- Achieved a 50% reduction in time spent on timesheets and out-of-office requests, along with a 30% increase in employee satisfaction.

Persistent Systems (IDFC) - Salesforce   **Dec 2020 - Aug 2021**
Senior Salesforce Developer

Description:This project aims to optimize the end-to-end commercial vehicle loan lifecycle. This involved the refinement of processes from application through approval and monitoring. The result was a streamlined, efficient workflow that delivered operational benefits to the bank while enhancing the customer experience.

Accomplishments:
- Created multiple Lightning Components, and added CSS and SLDS Design Parameters that make the Lightning component look and feel better.
- Executed Standard and custom Apex Controllers to handle business logic and used debug logs to trace the execution.
- Experience in APEX Programming by creating Custom Triggers and performing Asynchronous calls to implement
- the business logic as per the requirements.
- Developed pages & and search layouts to organize fields, custom links, related lists & and other components on detail pages

AppQube IT Solutions - Salesforce   **Jan 2019 - Nov 2020**
Software Engineer

Description: As a dedicated team member, I played a pivotal role in our Salesforce feedback management initiative, focusing on robust reporting capabilities. My responsibilities included:

Accomplishments:
- Played a key role in Salesforce feedback management, focusing on robust reporting.
- Created comprehensive reports based on essential metrics, including Customer Effort Score (CES) and Customer Satisfaction (CSAT), while grouping data by region, cluster, and country.

- Developed multiple custom lookup fields and bucket fields to enhance reporting accuracy and relevance.
- Designed and implemented a range of interactive dashboards tailored to various user groups, providing real-time access to critical data.
- Successfully captured, organized, and analyzed survey responses, including questions and scores, to drive data-driven decision-making.

AppQube IT Solutions   **Oct 2016 - May 2019**
WebLogic Administrator

Description: The project aimed to boost the performance, security, and availability of critical web apps. It involved upgrading WebLogic and WebSphere servers and integrating WebLogic with Apache proxy servers.

Accomplishments:
- Upgraded WebLogic and WebSphere servers, resulting in a 30% boost in system performance.
- Integrated WebLogic with proxy servers (Apache), enhancing system security and accessibility.
- Deployed applications in domain and clustered environments, achieving 99.9% uptime.
- Administered load balancing, achieving a 20% increase in web app responsiveness.

EDUCATION

Vinayaka Missions University ,Electronic and Electrical Engineering

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SKILLS

Apex Language
Apex Trigger
Apex Class
Apex REST and SOAP Web Services
Reports & Dashboards
Validation Rules
Users, Roles, and Profiles
Approval Process
Data Loader
Custom Apps
Integration
Aura Lightning
Sharing Settings
Workbench
JIRA, VSCode,Postman, Bitbucket, Git.

- In addition to technical skills, PM skills are being pursued to complement technical expertise. As a result, effective project and team management is ensured, leading to successful project delivery.

CERTIFICATIONS

Salesforce Certified Administrator
Salesforce PD1 Certification
Service Cloud Consultant
Field service Consultant
Salesforce Business Analyst