**Mack Tyagi**

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**Professional Summary**

* 5.7 years of IT experience in Salesforce CRM, Force.com platform and Java development.
* Salesforce Certified Administrator.
* Experienced in Agile Sprints grooming, estimation, planning, and execution
* Experienced in managing technical process and resolving technical issues
* Good analytical, communication, Leadership qualities and interpersonal skills.

**Technical Skills**

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| --- | --- |
| **Implementations** | Sales cloud, Salesforce Security/Sharing implementation of the application by configuring organization wide defaults. |
| **Technical Exposure** | Experience in Salesforce Administration, configuration, implementation of Salesforce.com CRM and force.com platforms  Experience in Salesforce Development and customization via. Visualforce, apex classes and Triggers.  Extensive business knowledge and customization experience on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products and Price books, Cases etc.  Extensive experience in creating roles, profiles, page layouts, record types, assignment rules, and workflow alerts, reports, dashboards, escalation rules, communication templates and approval processes.  Data Migration, Data Cleansing, Data Analysis, Product Up-gradation, Researches and Deployment.  Basic Knowledge on integration techniques and web services.  Experience of Reports & Dashboards |
| **Technology** | Apex, SOQL, LWC, Visualforce, Java, JavaScript, Spring Boot |
| **Tools** | VS Code, Eclipse, Maven, GIT, SVN, Postman, Sonar Lint, Jhipster, Jenkins |

**Experience Summary**

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| --- | --- | --- |
| **Year** | **Company** | **Duration (Months)** |
| 2019 to Present | Sopra Steria India Pvt Ltd | 26 |
| July 2015 to 2018 | Qualtech Consultants Pvt Ltd | 41 |

**Educational Qualification**

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| --- | --- | --- |
| **Course** | **University** | **Year** |
| **Master of Technology**  (Computer Science & Engineering) | Galgotias University  Greater Noida, India | 20012-14 |
| **Bachelor of Technology**  (Information Technology) | Uttar Pradesh Technical University Lucknow, India | 2008-12 |

**Projects: - Sopra Steria**

**Project:** Salesforce Development

**Client**: Safran

**Software/Tools/Database**: Apex, LWC, SOQL.

**Roles:** Developer

**Description:**

Customer relationship management (CRM) is an approach to managing a company's interaction with current and potential future [customers](https://en.wikipedia.org/wiki/Customers). The CRM approach tries to [analyze data](https://en.wikipedia.org/wiki/Data_analytics) about customers' history with a company, to improve business relationships with customers, specifically focusing on customer retention, and ultimately to drive sales [growth](https://en.wikipedia.org/wiki/Economic_growth).

**Responsibilities:**

Being a support team member, working with the end users of salesforce CRM product to resolve their coding related issues in the existing implementation or fresh development.

Involved in direct interaction with end users to provide them solutions or possible workaround.

**Areas of Expertise:**

* Development experience on Salesforce.com using the Force.com platform and a good understanding of the CRM along with development life cycles.
* Setup and Customization (Fields, Record Types, Page Layouts, etc.)
* Process Automation (Workflows, Validation Rules and Assignment Rules)
* Data Management (Import/Export, Sandbox Creation and Maintenance)
* Designed and developed regularly with Apex, Visualforce, and Lightning web components.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.

**Project:** Tool for Obsolescence Management (TOM)

**Client**: Airbus Helicopter

**Software/Tools/Database:** Java, Angular 7, Restful web services, Jhipster, Oracle, Maven, Git, Jira, Eclipse

**Role:** Full Stack Java Developer

**Description:**

* Web-based application used in Airbus France.
* Manages the parts of helicopters which are going to expire or already malfunctioned .
* Automate the process of replacing obsolete parts.

**Projects: - Qualtech Consultants**

**Project:** MiFin

**Client**: ORIX

**Software/Tools/Database**: Java, Spring, Oracle, Git, Maven.

**Roles:** Developer

**Description:**

* MiFin is BSFI Web Application
* It is used in Financial organizations.
* Implemented new functionalities as per the of client’s requirements

**Project**: Lead Management System (LMS)

**Client**: AYE

**Software/Tools/Database**: Java, SpringBoot, Angular, Restful web services, JPA, Oracle, Git, Maven.

**Roles:** Developer

**Description**:

* This project handles creation and management of Leads.
* Worked on implementation of all client requirements.

**Personal Information**

**Date of Birth:** 9th December, 1990

**Languages:** English, Hindi

**Nationality:** Indian

**Marital Status:** Married

**Address:** Village- Dundahera, Ghaziabad, Uttar Pradesh-201009