Mukesh Pal
Senior Salesforce Consultant

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Skills and Experience:

- Having around 8+ Years of experience in **Application solution Software Designing, Development, Support, and Implementation** And 6+ years involves hands-on design and development using the Force.Com platform (**Salesforce CRM Applications)**
- As a **developer**, developed sophisticated Force.com apps and integrate and customize already existing Salesforce CRM and Force.com solutions on the platform using **Salesforce Data Model** (Standard and Custom Objects), **Validation Rules, Roles and Profiles, Assignment Rules, Sharing Rules, Apex, SOQL, DML and Force.com API, Process Builder.**
- Writing **Test Classes** and deployment through **Force.com and Change Sets**
- Experience using Salesforce Administration (SFA), **Profiles, Creating Roles, Page Layouts, Org-Wide default**, Sharing **rules**, **Validation Rules**, **Workflows, Approvals, and Process Builder**.
- Strong Implementation experience using **Custom objects, Triggers, workflows/ workflow rules, approvals, Visualforce Pages, Lighting components, LWC, and Apex classes**.
- Good Knowledge of **MVC architecture and Object-Oriented Programming**.
- Worked on **Schedule Apex and know batch Apex.**
- Worked on **Soap** and **Rest services. Experience in Sales, Service, and Communities.**
- **Code Review and provide technical solutions and design.** Knowing and working on the Lighting component.
- Always ensure quality, timeliness, and process adherence during the development life cycle.
- A team player with good communication and leadership skills and handling the 9 members of the team.
- Worked in all stages of the Software Development Life Cycle (SDLC), Requirement Gathering, Design, Testing, Implementation, and Support. And client consultation.
- Well-versed in administrative activities on Salesforce including managing users, security controls, code push, post-refresh, and data management.
- Create project plans with details task distribution and execute the project using agile methodologies to ensure the project delivery.
- Manage the discovery, poc's phase, and full SDLC for the portfolio of the projects that include integrations, customizations, and enhancements.
- Experience in data migration using Import Wizard and Apex Data Loader, Ant script, Agile Jira Tool, and deployment tools like Click Deploy, Jenkins, and GitHub.

Technical Skills:	
Cloud Computing	Salesforce.Com CRM Administration, Service, Community and Sales Cloud, FLS, CPQ (Steel Brick), spanning tool, Service Now
ETL Tool	Data Loader, workbench, Visual Studio code,
Web Technologies	HTML, CSS, JavaScript
Operating Systems	Windows
Deployment	Change Set, Workbench, Salesforce DX, click one
Others	MS Office, MS Excel, Jira, Sipra, confluence

Certifications:	

Salesforce Data Architect & Application Architect
Salesforce CPQ Specialist
Salesforce Data Cloud Consultant
Salesforce Marketing Cloud Admin
Salesforce Sharing and Visibility Architect

Educational Qualifications & Certification:

- 🕐 MBA from Narsee Monjee Institute of Management Studies (NMIMS), Mumbai.
- 🕐 B. Tech (Computer Science) from Ch Charan Singh University, Meerut-2015.

Work Experience:

- 🕐 Working as a **Senior Analyst II** in **DXC Technology Pvt. Ltd** from October 2021 to the Present.
- 🕐 Worked as a **Senior Software Engineer** in **Damco Solutions Inc.** from February 2021 to October 2021.
- 🕐 Worked as a **Software Engineer** in **Wipro** from May 2017 to February 2021.
- 🕐 Worked as a **Software Engineer** in **Utsah Software Solutions Pvt Ltd** from July 2015 to May 2017.

Projects Summary:

Current Project: JM Family   Oct 2022 – till now

Description: JM Family has their own product on service cloud, it's related to car sales and Services Product implantation, and so on. To avail Executive services to Raise a work order, Service Appointments, and provide the services to customers.

Responsibilities and Role:

- 🕐 Implemented and leveraged the box features of Field Service Lightning and Service Clouds.
- 🕐 **Designed and provided the solution of application design with multiple enterprise systems. Integration with a third-party system with Rest API, Edison, and Azure.**
- 🕐 Created various Custom Objects, Custom Fields, record types, and workflow or Process Builder rules.
- 🕐 Involved in developing **Lighting Web Components, Triggers framework, and custom classes.**
- 🕐 Created various **Apex Classes and Triggers** for Validations, Workflow rules for field updates, and Email alerts.
- 🕐 Team Handling, system design, and code review Support and production issue ticket.
- 🕐 Third-party Integration with Rest and Soap API.
- 🕐 Deployment life cycle and Deployment lower sandbox to upper sandbox.
- 🕐 **Code Review and provide technical solutions and design.**
- 🕐 As the leader of a team consisting of five members, I am responsible for interacting with clients and gathering their requirements.

Current Project: Click Migration   Oct 2021 – September 2022

Description: HPE has product Click Product services, Product implantation, and so on. To avail Executive services to Raise a work order, Service Appointments, and provide the services to customers.

Responsibilities and Role:

- 🕐 Implemented and leveraged the box features of Field Service Lightning and Service Clouds.

- **Designed and provided the solution of application design with multiple enterprise systems. Integration with a third-party system with Rest API, Edison, and SAP.**
- Created various Custom Objects, Custom Fields, record types, and workflow or Process Builder rules.
- Involved in developing **Lighting Web Components, Triggers framework, and custom classes.**
- Created various **Apex Classes and Triggers** for Validations, Workflow rules for field updates, and Email alerts.
- Team Handling, system design, and code review.
- Third-party Integration with Rest and Soap API.
- Deployment life cycle and Deployment lower sandbox to upper sandbox.
- **Code Review and provide technical solutions and design.**

- Daily, conduct the scrum call to gather updates from the development and quality assurance teams. Additionally, provide stakeholders with a daily and weekly report.

Current Project: FarEye logistic   Jan 2021 – Oct 2021

Description: FarEye Corporation is an enormous Logistics and distributor company and operates with a dense network of agents and distributors on all five continents.
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Responsibilities and Role:

- Implemented CPQ.
- Interaction with the client to gather the new requirements using the **Jira** application and discuss technical approaches.
- Created various Custom Objects, Custom Fields, Automatic assignment dispatchers, and work orders.
- Involved in developing **Lighting web Components, Triggers, and custom classes.**
- Created various **Apex Classes and Triggers** for Validations, Workflow rules for field updates, and Email alerts.
- Third-party Integration with Rest and Soap API.
- **Development, and Deployment of the lower sandbox to the upper sandbox**.
- **Code Review and provide technical solutions and design.**
- The project management and technical discussion were fully handled, while the project was delivered by the client.

Current Project: Com2   March 2021 – Sep 2021

Description: Talk telecom company selling their product. ADCS needs to implement that on the salesforce system.

Responsibilities and Role:

- Worked with native Salesforce quote to cash functionality to design quotes, order management, and billing for Back-office operations.
- Coordinated with Business Users and Pricing team to gather requirements for CPQ implementation.
- Working knowledge of product and service configuration, complex pricing rules, defining product bundle structures, constraint rules, and options.
- Worked on Salesforce CPQ (Steel brick) pricing using list, cost/markup, percent total, block, price rules, calculator plugins, filter rules, system, and user discounts.
- Coordinated with Legal, Business Operations, Orders, and Finance teams to execute customer agreements and process purchase orders.
- Performed administrative tasks such as creating users, roles, profiles, sharing rules, email alerts, and business processes.

- Collected feedback from management and end users to determine business requirements for future releases.
- Configured Pricing factors like variance pricing, volume-based pricing, and attribute-based pricing.
- Created Test Cases and test Plan Documents for Project module cases using JIRA.
- Worked on integrating doc-u-sign with salesforce for emailing the envelopes to the members and configured doc-u-sign end-to-end.
- Involved in Sales cloud Application Setup activities and customized the apps to match the functional needs of the organization.
- Performed business process modeling, user experience modeling, and basic technical architecture diagramming.
- Developed other supporting documentation such as source-to-target mapping documents, use cases, business logic flows, process flows, and documenting training sessions.
- Performed Quality assurance by creating test scenarios, conducting unit testing, smoke testing, etc.

Project: B-Set   Jun 2020 - April 2020

Description: This is a chat or case raise application in salesforce which to ADCS for customer support. To lock the case related to their processes like CIMS, CCPA, and DE.

Responsibilities:

- Implemented the requirements on the Salesforce.com platform and Force.com IDE on community, portal, service, and sales cloud.
- Interaction with the client to gather the new requirements using the **Jira** application and discuss technical approaches.
- Created various Custom Objects, Custom Fields, record types, and workflow or Process Builder rules.
- Involved in developing **Lighting Aura Component, Triggers & Custom classes.**
- Created various **Apex Classes and Triggers** for Validations, Workflow rules for field updates, and Email alerts.
- Strongly involved in **Development, and Deployment using Salesforce DX** of Salesforce CRM.

Project: Makita Corporation   Oct 2019 - Jun 2020

Description: CRM was chosen by the Client to handle the cases or complaints raised by the customer throughout the world through the centralized call center. This application allows distributors to log into their respective Salesforce account objects and helps them raise a case with a click of a button.

Responsibilities:

- Implemented the requirements on the Salesforce.com platform and Force.com IDE on community, portal, service, and sales cloud.
- Integration with a third-party system with rest API with Experian.
- Interaction with the client to gather the new requirements using the **Jira** application and discuss technical approaches.
- Created various Custom Objects, Custom Fields, record types, and workflow or Process Builder rules.
- Involved in developing **Lighting Components, Triggers, and custom classes.**
- Created various **Apex Classes and Triggers** for Validations, Workflow rules for field updates, and Email alerts.
- Third-party Integration with Rest and Soap API.
- Strongly involved in **Development, and Deployment using Salesforce DX** of Salesforce CRM.

Project: Service connect   May 2017 - Oct 2019

Description: Alight Solution (US) is an insurance product that application that provides, insurance to US customers. It is an effort to improve loan provide productivity and customer focus. On-demand SFDC CRM was implemented to meet the business model of domestic needs like accounts maintenance, customer flows, and customer verification using third-party integration and integrated and enabling the sales team to keep records of the Customer's contact information and their prospects in the pipeline.

Responsibilities:

- Implemented the requirements on the Salesforce.com platform and Force.com IDE using the visual code studio.
- Documentation of requirement solution and analysis and MOM. Follow the **Agile** Process
- Interaction with the client to gather the new requirements using the **Jira** application and discuss technical approaches.
- Created various Custom Objects, Custom Fields, record types, and workflow or Process Builder rules.
- Involved in developing **lighting components, Triggers, and custom classes**.
- Created various **Apex Classes and Triggers** for Validations, Workflow rules for field updates, and Email alerts.
- **Third-party Integration with Rest and Soap API**.
- Strongly involved in **Development, and deployment using a change set** of Salesforce CRM.

Project: Process System   March 2016 - April 2017

Description: Vanquis Bank (UK) provides domestic personal banking services to UK customers. It is an effort to improve banks' productivity, and customer focus. On-demand SFDC CRM was implemented to meet the business model of domestic needs like accounts maintenance and enable the sales team to keep records of the Customer's contact information and their prospects in the pipeline.

Responsibilities:

- Implemented the requirements on the Salesforce.com platform and Force.com IDE using Eclipse.
- Created various Custom Objects, Custom Fields, record types, and workflow rules.
- Involved in developing **Vf Pages, Controllers, Triggers, and custom classes** for reporting.
- Created various **Apex Classes and Triggers** for Validations, Workflow rules for field updates, and Email alerts.
- Created Reports and Dashboards and created.
- Involved in Migrating data from legacy systems using **Apex Data Loader**
- Worked on Salesforce-to-Salesforce integration and data synchronization.

Project: DataMerge   July 2015 - Feb 2016

Description: DataMerge enables workflow automation for various business processes such as Accounts Payable, Helpdesk, Collections, etc. It optimizes operations with real-time visibility through continuous process monitoring, provides analytics to optimize decision-making, and reduces errors while providing access to information that increases responsiveness and customer satisfaction. This leads to improved processes creating value for enterprises through higher productivity and compliance, and better customer service.

Responsibilities:

- Involved in total SDLC processes like **requirement analysis**, **design**, coding, and deployment.

- For doing customization like the creation of **Objects**, **Relationships**, **Record Types**, **Report types of Page Layouts**, **Custom Settings**, **custom Labels, Validation Rules**, **Email Templates, Workflow Rules**, and **Approval processes**.
- Analyzed and implemented the **Security model** (Object level, Field level, and Record level) using Profiles, Roles, and Sharing Model (Organizational-wide defaults and sharing rules) settings.
- Designed and developed **Workflow rules** for generating emails and Tasks.
- Designed Apex dynamic approval process.