

SALESFORCE
CERTIFIED

Sales Cloud Consultant

SALESFORCE
CERTIFIED

Administrator

SALESFORCE
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Platform Developer I

Mahesh Dixit

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PROFILE SUMMARY:

- Overall 8+ of years of Experience in Project Management, People Management, CRM Implementation, Preparing Business Requirement Documents, Client Management, Business Analysis, Application & Software Maintenance and Support, Break-fix, Enhancement and Development, Unit Testing, Regression Testing and UAT.
- Currently working as a **Senior Consultant** where leading a **Salesforce B2B Commerce Cloud (CloudCraze) Support & Enhancement based project** for one of the MFG Clients of **HCL Technologies Limited**
- Managing the team of 8 administrators and developers working on various support and enhancement tasks assigned to them
- Liaising with the business owners to understand and gather the technical requirements in detail and keep them posted of the progress of delivery
- Working closely with the team to get those requirements delivered, tested thoroughly before handing over to the client/requester for UAT
- Acting as a functional consultant for the business and the internal team of developers
- Well versed with the Salesforce and CloudCraze data modal, it's OOB features, and implantations
- Working on Managed packaged objects like **CC Admin, CC Order, CC Cart, CC Product, CC Storefront Associations, CC Account Group, Account, CC Price List, CC Categories etc**
- Working on resolving day-to-day issues along with the team raised by business through various channels like chatter, emails, SNOW tickets, JIRA tasks
- Have a good understanding and setting and running/maintaining the storefronts and communities
- Experience in Salesforce CRM implementation, Configuration, Design, Development and Deployment.
- Designed junction objects and implemented various advanced fields like Picklist, Custom Formula Fields, Field Dependencies and **Validation Rules**.
- Designed and developed Profiles, Permission sets and Sharing rules as required.
- Involved in Automating business process using **Workflow Rules, Process Builder, Approval Process, and Triggers**
- Designed various Visual Force pages as per business requirement.
- Designed and developed **Apex Triggers** for various functional needs in the application.

- Good Knowledge about **Apex classes, Visual force pages, Apex triggers, lightning**
- Responsible for creating **Reports and Dashboards** for Business Analysis.
- Work Experience with **Apex Data Loader** for Data migration activities.
- Working experience with **Visual flows and Process Builder**.
- Experience with Deployment through **Change set, Ant Migration tool, Eclipse**.
- Experience in creating Roles, Profiles, Email Templates, Page Layouts, Workflows, Approval Process, Process Builder, Sharing rules, Duplicate Rules and User Management
- Experience in data migration, data-dup, data cleanup using Data Loader & Workbench
- Experience with IDE tools and Editors: **Sublime Text, Visual Studio Code, Force.com Eclipse IDE Plug-in**.
- Initial level implantation experience on integrating salesforce with external systems like JAVA and SAP using middleware i.e. Informatica.
- Good Communication and Interpersonal skills with the ability to work well in small and large teams.
- Good understanding of agile methodology for project execution.

Professional History and Background –

- Working as a **Senior Consultant - Salesforce** with **HCL Technologies Limited** from **Feb 2019**
- Worked as a **Senior Training Co-Ordinator – Salesforce Practice** with **Tech Mahindra** from **Feb 2015 to Aug 2016**
- Worked as an **Associate Manager - Salesforce** with **HCL Technologies Limited, Noida** from **May 2012 to Feb 2015**
- Worked as a **Claims Management Executive** with **MDEeverwhere India Pvt Ltd** from **Jan 2011 to May 2012**
- Worked as a **Customer Service Executive** with **HCL Technologies Limited – BSERV** from **Nov 2009 to Jan 2011**

Certificates:

- **Platform Developer I**
- **Administrator**
- **Sales Consultant**

Technical Skills:

Web Technologies	:	HTML, CSS, JavaScript, jQuery,
Tools	:	Data Loader, Workbench, Git, BitBucket, ANT, VS Code, JIRA, SNOW
Salesforce Expertise	:	Salesforce Configuration and Setup, Apex, Triggers, SOQL, SOSL, Visual flows, Visualforce Pages,

Components, Change Sets, Test Classes, Sales Cloud, B2B Commerce Cloud, Apex classes, Test classes, Batch Lightning pages, Components.

IDE : Force.com IDE Eclipse

Operating Systems : Windows Family.

Projects and Work Experiences:

Project 1: HCL (Feb 2019 – Present)

Project Name	Axalta Coating Systems
Role	B2B Commerce (CloudCraze) Support Lead
Environment	Salesforce CRM, Force.com, CloudCraze, Community Cloud, Visualforce, Apex, JIRA, SNOW, VSCode.
Project Description	<p>Axalta Coating Systems is a coatings company headquartered in Philadelphia, PA that develops and manufactures coatings for light and commercial vehicles, industrial, and refinish applications. The firm does business in 130 countries, has nearly 13,000 employees, and has more than 100,000 customers.</p> <p>There are 3 storefronts using which the Business Customers place the orders for the paints manufactured by Axalta and its allied partners.</p> <p>The applications are already up and running and my team is responsible for Application support, maintenance and enhancement.</p>
Responsibility taken	<ul style="list-style-type: none"> Analyzing scope of work, Requirement gathering and working closely with onshore team and client stakeholders Identify areas of improvement and proposing/implementing changes ex: hard coding removal, URL hard-coding or coding standard were not followed. Estimation for Jira stories and proper story updates on Jira. Attend story grooming calls and sprint planning with client and onshore. Ensure on time delivery of modules as per committed timelines. Preparation of Technical Design document, Component list, UTC or other artifacts as applicable. Responsible for QA/UAT completion for all modules and complete it on time along with issue resolution. Responsible for production deployment and planning of release activities.

Project 2: TECH MAHINDRA (Feb 2015 – Aug 2016)

Project Name	Tech M - technical learning services
Role	Salesforce Admin/Training Co-Ordinator
Environment	Sales force CRM, Training Management through CRM
Project Description	<p>technical learning services manages training for its employees. To track their training in salesforce, we created system which helped us to track different type of operational activities.</p> <p>There are seven major objects in the application as below, other objects are supporting object.</p> <ul style="list-style-type: none"> • Activity Master • Offerings • Event • Vendor • Session • Readiness Activity • Case • Contact <p>With the help of this application, coordinator can add all the activity set to Activity master and when coordinator creates Event, session or Vendor then Readiness Activity gets auto generate based on activity master and planned date for all the activities are auto populate.</p> <p>Coordinator needs to perform activities according to its plan date and the SLA for activities are also auto calculate.</p>
Responsibility taken	<ul style="list-style-type: none"> • Worked closely with the senior leadership and training team to set-up the process and design the system to leverage salesforce.com to manage the learning delivery and operations effectively • Worked with the other teams to have the system customized to enhance the functionalities and increase the user experience • Served as primary system administrator and training coordinator for the Salesforce.com environment with 500+ users • Handled all basic administrative functions including user account maintenance, reports and dashboards, workflows and other routine tasks • Worked with our institutional management team to establish suitable processes to support administrative, development, and change management activities • Assisted in training of new users, and grow the Salesforce.com skill set across the organization • Effectively acted as the liaison between our users, vendors and the application development team • Worked on support and problem tickets raised by the users and the training team • Owned the Unit Testing of the newly developed functionality • Deployment and production validation of the newly moved changes to

the org

Project 3: HCL Technologies Limited (May 2012 – Feb 2015)

Project Name	Axalta Coating Systems
Role	Salesforce Business Analyst and Admin & Developer
Environment	Sales force CRM, Force.com, Visual Force, Triggers, Apex, and Eclipse IDE.
Responsibilities taken	<ul style="list-style-type: none">• Partnered with multiple Product Owners and teams to document business needs/requirements.• Participated in strategic planning efforts, provided input based on subject related to salesforce.• Created and documented solution(s) of high complexity to meet end user requirements, including documentation of systems specifications.• Engaged with internal teams to understand architecture implications for new project work.• Engaged with business users to understand needs, using domain knowledge to provide recommendations.• Identified alignments and gaps between end user requirements and system capabilities• Supported multiple projects simultaneously across cross-functional teams.• Conducted User acceptance testing (UAT).• Coordinated with internal teams and customers to launch solutions, ensuring execution of training and communication plans.• Collected the feedback of implemented solutions and analyze the results and suggested any actions.• Contributed in team activities like daily standups, planning meeting, retrospectives and any other discussions.• Implemented Single Sign on Integration with identified provider• Managed multiple user setup, profiles and roles, customization of objects, fields, record types, page layouts and validation rules etc.• Org to Org code and metadata migration• Suggested the industry best practice and implementation process to the client• Involved in full project life cycle implementation for SFDC customization

Academic Profile:

- **MBA - HR** from Narsee Moonji Institute of Management Studies
- **B. Sc. (Maths)** from University of Lucknow
- Intermediate from UP Board, Allahabad
- High School from UP Board, Allahabad

Personal Details:

Date of Birth : March 1991
Nationality : Indian
Linguistic Ability : English, Hindi
Marital Status : Married
Address : 2/53, Palm Olympia, Gaur City-2, Gr Noida West

Declaration:

I hereby inform that all the information provided is correct to the best of my knowledge.

Mahesh Dixit