



# Dheeraj Kumar Pandey

Salesforce Lead Developer



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in/dheeraj020



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5.10+

Years Total  
Experience

5.7+

Sales Cloud  
Experience

5.2+

Service Cloud  
Experience

4.5+

Community Cloud  
Experience

4.7+

Lightning  
Experience

11

Salesforce  
Certifications

3

DevOps  
Certifications

1

Scrum  
Certifications

238+

Trailhead  
Badges

8

Trailhead Super  
badges

2007

High School

- UP Board
- First Division

2009

Intermediate

- UP Board
- First Division

2012

Bachelor of Computer Application

- Dr. B. R. Ambedkar University
- First Class honours

2015

Master of Computer Application

- Dr. A.P.J. Abdul Kalam Technical University
- First Class Honours

2015

Saasfocus- A Cognizant Company

- Salesforce Developer
- Jan 2015- Jan 2020

2020

Echo Managed Services

- Senior Salesforce Developer
- Jan 2020 – Currently Working

## Programming Languages

Apex, JavaScript, jQuery, HTML, CSS, Bootstrap, C#, Java, SLDS etc.

## Salesforce Technology

**Salesforce CRM Customization:** Apex Controller, Visualforce Pages, Visualforce Component, Batch Class, Scheduler Class, Apex Triggers, Test Classes, Salesforce Integration, Queueable Jobs, Future Methods, Lightning Aura Components, Lightning Web Components etc.

**Salesforce CRM Configuration:** Objects, Fields and Relationships, Workflow, Process Builder, Flow, Assignment Rules, Escalation Rules, Business Hours, Milestones and Entitlement, Email Alerts, Page layouts, lightning Configuration, Lightning Connect, Reports and Dashboards, Approval Process, Validation Rules, App Configuration etc.

## Salesforce Clouds

Sales Cloud, Service Cloud, Community Cloud, Einstein Analytics and Discovery Insights etc.

## Version Control

Git hub, Bit Bucket, SVN etc.

## Documentation Tools

Draw.io, Lucid Charts, Microsoft Visio, JIRA, Microsoft Office, Microsoft Project, Confluence etc.

## Deployment Tools

Salesforce Workbench, Gearset, Flosum, Copado, ANT, Jenkins, Change Set

## IDE

Eclipse, VS Code, Cloud 9, Developer Console, Mavensmate, Atoms etc.

## Other Tools

SSRS, IIS Server, Data Loader, Mentis Bug Tracker etc.

- Involve in designing, coding, testing, implementing, debugging, and supporting salesforce.com integrations and applications.
- Serve as module lead in projects developed on Salesforce CRM.
- Developed Customized solutions within the salesforce platform to support critical business functions and meet project objectives and company goals.
- Communicate with project managers, product managers, administrators, and other developers to design cohesive project strategies and ensure effective collaboration throughout all phases of development, testing and deployment.
- Experience working with globally distributed teams.
- Develop software solutions using salesforce.com API framework, and 3rd party APIs.
- Worked on customer facing user interface using lightning components.
- Worked in B2B and B2C projects from various domains like Automotive, Real Estate, FMCG, Relocation Services, Field Service etc.
- Hands on Experience on various cloud like Sales Cloud, Service Cloud, Community Cloud etc.

## Automotive Domains (5)



**Audi India**  
Sales, Services,  
Customer and Partner  
Portals, Used Car



**Honda Australia**  
Sales and Partner  
Portals



**Volvo Germany**  
Sales, Services and  
Customer Portal



BHARAT BENZ

**Bharat Benz India**  
Sales and Services



Way of Life!

**Maruti Suzuki India**  
Sales, Services, Driving  
School, Insurance,  
Used Car, Customer  
and Partner Portal

## Real Estate (3)



**Kalpataru Group**  
Sales, Inventory Management,  
Milestones, Payment Plan



**Radius Real Estate**  
Sales, Inventory Management,  
Milestones, Payment Plan



**VBHC- Value for Homes**  
Sales, Inventory Management,  
Payment, Milestones, Payment Plan

## Field Services (3)



**Exicom Power Solutions**  
Complaint Management, Inventory  
Management, Agent Management  
and Assignment and Tracking



**IQOR**  
Standard FSL, Complaint and  
Warranty Management, Inventory  
Management, Engineers Tracking



**Premier Solar Solution**  
Lead Creation, Inventory  
Management, Product  
Instalment and Services

## AppExchange Products (3)



**Aptumo (Echo Managed Services)**  
Utility Billing solution which is used  
for Water Billing, Electricity Billing etc.



**Autoforce (Saasfocus Inc)**  
Automotive solution having features like  
Sales, Services, Inventory Management,  
Dealership Management etc.



**Loan Origination System**

**LOS (Saasfocus Inc)**  
Lead Generation,  
Application Management,  
Document Collection etc.

## Other Industries (2)



**Woolworths (FMCG)**  
Product withdrawal and recall  
management



RELOCATION SERVICES  
INTERNATIONAL

**Relocation Services International**  
Relocation Services, Logistic  
Tracking, Payment Management

Salesforce Developer Certifications (3)



Salesforce Certified  
Platform Developer I



Salesforce Certified  
Platform Developer II



Salesforce Certified  
Platform App Builder

Salesforce Administration Certification (1)



Salesforce Certified Administrator

Salesforce Consultant Certification (4)



Salesforce Certified  
Sales Cloud  
Consultant



Salesforce Certified  
Service Cloud  
Consultant



Salesforce Certified  
Community Cloud  
Consultant



Salesforce Certified  
Einstein Analytics and  
Discovery Consultant

Salesforce Architect Certifications (3)



Salesforce Certified  
Sharing and  
Visibility Designer



Salesforce Certified  
Data Architecture and  
Management Designer



Salesforce Certified  
Data Application  
Architect

Other Certifications (4)



Copado Certified  
Administrator



Copado Certified  
Developer



Flosum Certified  
Professional



Scrum Fundamental  
Certified



Soccer



Cricket



Blogging



Trekking



trailblazer.me/id/  
dheeraj020



Sf-0226



Facebook.com  
/dheeraj020



instagram.com  
/dheeraj.pandey

Certifications

Interests

Social