



NIKITA SACHDEVA

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Salesforce Technical Lead

16x Certified Salesforce Application Architect and System Architect

OBJECTIVE

To provide Customization & Configuration expertise as Salesforce Developer to global enterprise and to be a part of an organisation that gives me an opportunity to hone my skills.

BIO

Total Experience : 7 Years 7 Months from **January 2015 - till now**

- Currently working in **Accenture** as Application Development Team Lead from July 2021.
- Former employee in **Ernst & Young** and **IBM** as Consultant from April 2018 – July 2021.
- Former employee in **Accenture** as Application Development Senior Analyst in SFDC (Sales Force. com) development from January 2015 – April 2018.
- Extensive experience in Requirement Gathering ,Impact Analysis, Solution Design, Case Study Development and delivering enterprise-based cloud applications specifically on the Salesforce Platform for Global Clients. With a domain knowledge around Pharmaceutical, Products & Manufacturing, Electronics & Communication and Banking industries committed to develop quality solutions in the cloud.
- Excels at boosting performance and productivity by establishing realistic goals and enforcing deadlines. Diligent and adept at managing long-term releases through Agile and SDLC methodologies in seven projects.
- Facilitated daily SCRUM meetings, sprint planning, sprint review, and sprint retrospective. Worked with Product Owner on different artifacts such as Product Design, Product Backlog and Sprint Backlog.
- Worked on different kinds of projects based on Sales, Service, Experience and Financial Services Cloud.
- **Experience in Salesforce Development** – Lightning Web Components, Aura Components, Salesforce Lightning, Visual Force Pages, Apex Classes/Programing, Batch Jobs, Test Classes, Third party Integrations with REST/SOAP API, Platform Events, Outbound Messages, Email Service Classes, Single Sign On, Preparing SOP's, Case Studies ,User Story on Confluence , Jira and Vitalize, HTML,CSS and Java Script.

RELEVANT EXPERIENCE

Accenture - Salesforce Application Development Technical Lead

July 12,2021 - PRESENT

1. **PROJECT :** Barclays - Banking || Financial Services Cloud || Application : PAYG

Team Size : 5

- Design and implementation of Trigger Framework applied through out the application.
- Implemented Integration using **JWT, REST** to connect with Barclays Internal API's
- Designed and Implemented various Batch classes to automate Business requirements and scheduled the Batches using Cron expressions and Configurations.
- Designed and Implemented **SSO** connection with Barclays Online Banking System.
- Hands on Experience in using **Lightning Web Components**, Aura and Visual force pages.
- Set up Sites/Experience cloud to allow customers to apply for Banking schemes digitally.
- Worked as SME reviewer for Salesforce customization and configuration Change Requests.
- Responsible for streamline the code whenever necessary to maintain the salesforce Governor Limits to stabilized the product and minimize number of resources utilizations in the salesforce systems.
- Use the concept of **Generic** components thus minimizing code refactoring.
- Worked on Major PROD Bugs and resolved the "Apex CPU time limit exceeded" error following the best code practices.
- Helped in increasing code coverage, fixing defects while project was in QA, SIT, UAT
- Handled the deployment using Change set and **DevOps** using Bitbucket, Git, Git Bash, Jenkins and SFDX.
- Automated the functionality to restrict the Fraud customers to apply for PAYG options using apex classes, Field sets , lightning web components which was handled manually by Operation Team.
- Worked on **nCino** UI Migration and handled various issues with nCino Team.

2. **PROJECT :** Intertek - Products || Experience Cloud || Application : In light

Team Size : 15

- Hands on Experience on creation of **Aura Components** to submit online questionnaires.
- Hands on Experience on **REST Inbound** and **Outbound** Integration.
- Designed the Integration architecture for the project.
- Supervising the team in all the technical and functional aspects in salesforce.
- Fixed existing 62 defects along with existing development.
- Worked on major enhancements of the project
- Worked on App Exchange Product Conga which is used for Bulk Record Selection and Creation of documents.
- Handled issues related to Sharing, **Batch Classes** and apex etc.

IBM - Salesforce Consultant

Jun 21, 2019 – Jul 10, 2021

1. **PROJECT :** Ericsson - Telecommunications , The Global Fund , Baxter || Site.com, Service Cloud

Team Size : 7

- Worked on **Enterprise Architect Tool** to design the data model and entity diagrams.

Experience in Salesforce Administration : Implementing business logic by using Workflows, Assignment rules, creating Profiles, Roles, Users, Page Layouts, Email Services, Reports & Dashboard, Sharing Rules, Security Model, Process Builder, Lightning Flows, creating objects , Formula fields etc.

Experience in Salesforce Deployment : Experience in Continuous Integration supported tool SFDX, GIT, Git Lens, GIT HUB, Bitbucket . Hands-On experience with deployment using Change set and DevOps(Bitbucket).

EDUCATION

DEGREE/STANDARD	UNIVERSITY/AUTHORITY	YEAR	% age
B.TECH (IT)	PUNJAB TECHNICAL UNIVERSITY	2010-2014	80%
Intermediate	C.B.S.E.	2009	67%
High School	C.B.S.E.	2007	92.2%

KEY SKILLS

Requirements Analysis	Lightning Aura Components	Salesforce Security Model	System Integration
Solution Designing	Lightning Web Components	Visual Force Pages	Java Script /HTML/CSS
SFDC Configuration/ Customization	Apex Classes/Apex Triggers/Batch Jobs	Webservices , REST, SOAP API	Data Structures/C/C++
Client Co-ordination	Flows & Process Builder	JIRA, Postman, Bitbucket, GIT & Confluence	SOSL, SOQL

INDUSTRIES

- ✓ Pharmaceutical.
- ✓ Electronics and Communication
- ✓ Financial Banking Services

App Exchange Packages

- ✓ n Cino , Draw loop , Marketo, D & B Hoovers
- ✓ Conga Composer / Conga Grid

Honors & Awards

- ✓ **Accenture Celebrates Excellence** Team Award Winner
- ✓ **Issued by Accenture** · FY16 Q2, 2016

TRAINING

- ✓ **GFT** (Greenfield Initial Training), Accenture

- Responsible for designing, developing, integrating legacy systems with Salesforce
- Worked with the legacy team to understand the data store logic and the implement the new solution.
- Lead the team of developers/testers and configuration specialist in ensuring thoughtful and technically enriched solutions as part of new and existing development.
- Worked on Lightning Web Components , Aura Framework.
- **Trained new associates** and mentored trainees on Salesforce and Lightning.
- Delivered App-Dev Session on Lightning Components and Lightning Web Components within company to all the developers.

Ernst & Young - Salesforce Consultant

April ,2018 - Jun 2019

PROJECT : Conduent Business Services || Sales Cloud

Team Size : 5

- Responsible to provide solution, development and delivery time estimates and need to take independent judgment and deliverable actions based on project requirements.
 - Worked on **migration** of project from Salesforce Classic to Salesforce Lightning.
 - Effectively and closely worked with several project managers to co-ordinate, track and monitor project progress along with multiple system integrations
 - Handled code reviews ,code quality checks of team member.
 - Worked with **Dynamic Apex** to access sObjects and Field describe information, execute dynamic SOQL, SOSL and DML queries and created generic components.
 - Hands on Experience in Sales Cloud, Apex, Lightning Aura, REST API and Webservices.
 - Worked on various AppExchange apps like D & B Hoovers and Marketo .
 - Created out of the box functionality like made a custom lookup field as read only in salesforce.
 - Integrated Salesforce with Oracle CDM using Oracle ICS Middleware (**SOAP Based**).
 - Inbound Integration of Salesforce with third Party mobile Application (**REST Based**).
 - Implemented Email to Salesforce functionality to automate case creation in Salesforce.
 - Worked on requirement like template generation from salesforce.
- Business Benefit :** Implementation of this functionality saved around **3.5 lakh** /- per year of Conduent.

Accenture - Salesforce Application Development Senior Analyst

Jan 21, 2015 – April 03, 2018

PROJECT : Bristol Myers Squibb || Pharmaceutical || Service Cloud || Application : Athena

Team Size : 10

- Involved in making Technical Design documents and Knowledge bases articles.
- Worked in more than nine Releases of the project.
- Worked as **Change Request Manager** of customization and configuration changes in Salesforce application.
- Build a Account Search Form and Integration using **REST** API to fetch the account details from different environment.
- Automated the Child Product Creation for more than 10 different countries using Trigger Framework and Self Lookup Relationship.
- Designed, and developed Apex Classes, Apex Triggers, Visual force Page for various functional needs in the application
- Created Users, Roles, Profiles, Permission Sets, Sharing rules, Reports, Dashboards
- Coordinated with Middleware Web Methods and Informatica Team to handle end to end Deliverables.