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Malhar Sahu

Looking for new opportunities in **Salesforce Administration and Development** with an organization of high repute preferably in **Hyderabad**, **Bangalore** or **Pune.**

Profile Summary

- **M.Sc. Tech.** (**Information Systems**) with **over 7 years** of experience in **Salesforce Administration and Development**
- Completed **'Salesforce Certified Administrator'** and **'Salesforce Platform Developer I** Certifications **.**
- Proficient in developing **client-specific solutions** on **Salesforce.com Platform** using **Apex Classes & Triggers**, **Visualforce**, **Force.com IDE** and **SOQL & SOSL.**
- Worked on **SOQL** and **SOSL** for **querying** & **searching data** on **Salesforce Platform.**
- Gained exposure by working on **Salesforce.com CRM Platform** to implement & customize **SFDC** and develop **customer applications**, **custom tabs & objects** and **dashboards.**
- An impressive communicator with excellent interpersonal, team building, negotiation, planning and analytical skills

Core Competencies

- **Salesforce Administration/Development**
- **User Acceptance Testing**
- **Agile / Scrum Methodology**
- **Requirement Gathering**
- **Client Relationship Management**
- **Reporting & Documentation**

Academic Details

- **M.Sc. Tech.** (**Information Systems**) from B.I.T.S. Pilani, Pilani in 2013.
- **12th** from Jawahar Vidya Mandir, Shyamali, Ranchi in 2009; secured 90.6%
- **10th** from Jawahar Vidya Mandir, Shyamali, Ranchi in 2007; secured 96%

SALESFORCE CERTIFIED
Administrator

SALESFORCE CERTIFIED
Platform Developer I

Timeline

M.Sc. Tech. (Information Systems)

2009   2013   July 2013 – Present

12th

BA Continuum India (Bank of America), Hyderabad

Organisational Experience

BA Continuum India (Bank of America), Hyderabad   **Since July 2013**
Software Engineer (Salesforce Administrator and Developer)
(***Environment***: *Saleforce.com Platform,Salesforce Lightning Platform, Standard & Custom Objects, Validation Rules, Workflow & Approvals, Record Types, Reports, Apex Language, Visualforce (Pages, Component &*

Controllers), Service Cloud, Sales Cloud ,Pages, Data Loader, SOQL, SOSL, HTML, Custom Tabs, Access & Security Controls, Code Migration, Eclipse and Force.com IDE)

Major Applications/Projects :
- Case Management Application(2014-2021)
- Borrower Portal(2015-2021)
- Salesforce Home Transition Services(2017-2019)

Key Result Areas:
- Using various standard objects including accounts, reports, contacts, events, tasks & dashboards
- Supervising user accounts & security including new user account creation, profile & role management and sharing rules & security controls
- Evaluating complex business requirements & designs solutions using Apex Classes, Triggers & Visualforce Pages
- Building customizations on the Salesforce Lightning Platform using lightening web components to implement business requirements.
- Preparing web-services to be hosted on Salesforce invoked by external systems such as PEGA & iSeries
- Meeting business requirements including fields, page layouts, workflow, approvals & validation rules by configuring Salesforce.com
- Maintaining:
  - Leads, contacts & opportunities using sales cloud
  - Cases & customer support using service cloud
- Drafting email templates & inbound emails using Visualforce for customers & clients
- Scripting SOQL & SOSL statements within custom controllers, extensions & triggers
- Specifying level of access users must have for each other's data by configuring sharing settings
- Tracking customer related tasks & activities by developing workflow rules, tasks, emails & alerts
- Inserting, updating and bulk importing / exporting data from Salesforce.com objects using Data Loader and reading, extracting & loading data from comma separated values (CSV) files
- Executing:
  - Pick Lists, Lookups, Master Detail Relationships, Dependent Pick Lists and Validation & Formula Fields to the custom objects
  - Salesforce.com Customizations & Drive User Acceptance Testing (UAT)
  - Groups in Salesforce.com for sales and supporting user groups based on user requirements
- Engaged in supporting tickets in areas like Roles, Profiles, Access Settings, Workflow Rules, Validation, Creation & Modification of Fields & Page Layouts and Upload of Data
- Creating reports & dashboards for various business users on opportunity, cases & accounts

Technical Skills

- **Salesforce Technologies**:   Apex Language, Apex Classes, Triggers, Salesforce Lightning Platform,SOQL, SOSL, Visual Force (*Pages, Components & Controllers*), Apex Data Loader, Web Services, Dashboards, Reports, Analytic Snapshots, Custom Objects and Eclipse with Force.com Plug-in & IDE
- **Programming Languages**: Java, C, C++, SQL and Apex
- **Web Technologies**:   XML , HTML, CSS and Javascript
- **Operating Systems**:   MS Windows and Linux
- **Methodologies**:   Agile and Scrum
- **MS Office Tools**:   Word, Excel, Access, Outlook and PowerPoint

Personal Details

Date of Birth: 22nd August 1991
Languages Known: English and Hindi
Address: 202, Grandeur Residency, Whitefield, High Tech City, Hyderabad – 500084