

CURRICULUM VITAE



AVANI PALIWAL

Designation: Application Development Senior Analyst

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Objective

Looking for a Salesforce Techno Functional Consultant role, which involves translating functional and design specifications into technical concepts, interaction with the clients and effective coordination for the development.

Worked extensively on Salesforce Implementation including both Salesforce Configuration and Customization. Having experience in SFDC Administrative tasks like Customizing Standard Objects, Custom Objects, creating roles and Profiles, Configuring the permissions based on the organizational hierarchy, Creating Users, Page Layouts, Approvals, Workflows, Flows, Validation rules, Reports and Dashboards. Also, have expertise in SFDC Development using Apex Classes, Controllers, Triggers, Batch Classes, and Lightning Components.

Good team player with excellent Communication skills.

Professional Summary

- Technocrat with around 7 years of IT experience and more than 6 years of experience in Salesforce, both as Administrator and Developer.
- Experience in Administration, Configuration, Implementation, Lightning, and Support experience with Salesforce Platform.
- 4 times Salesforce certified.
 - Salesforce Certified Administrator (ADM 201)
 - Salesforce Certified Platform Developer I
 - Salesforce Certified Platform Developer II
 - Salesforce Certified Platform App Builder
- Experienced working with Salesforce.com Service cloud as well as Sales cloud.
- Good knowledge on Apex development in creating Objects, Triggers, Apex classes, Standard Controllers, Custom Controllers and Controller Extensions.
- Experience in integrating Salesforce.com with other applications via real-time, batch, sync/async.
- Worked on Lightning Process Builder Flows, connect API, Chatter, and quick Action.
- Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
- Experience in creating Custom Apps, Custom Objects and Fields, Profiles and Permission sets, applying Sharing Rules, Page Layouts handling, defining Field Dependencies, Custom Settings, Custom Buttons, Validation Rules, Workflows and Approval Processes.
- Experience with working in VS Code with Salesforce DX CLI.
- Experience working with Force.com IDE, Data Loader, Import Wizard and Salesforce Sandbox Environments.
- Designed Junction objects and implemented various advanced fields like Picklist, Custom Formula Fields, Field Dependencies, Custom Metadata and Email Templates.
- Implemented Security and Sharing Rules at object field and record level for different users at different levels of organization.
- Also created various Profiles and configured the permissions based on the organizational hierarchy.
- Aligned to Agile methodologies.
- Basic experience in MuleSoft AnyPoint Studio.
- Implemented self-contained, reusable, and testable modules and components for applications.

Technical Skills

GUI and Tools: Apex Data Loader, Workbench, Copado, VS Code, Git, Jira

Languages: Apex, SOQL

Web Development: HTML, CSS

Professional Experience

Accenture - Pune, India (01/01/2023- Present)

Project: Conti_SFDC pilot preparatio

Technology: Salesforce

Role: Senior Salesforce Admin

Responsibilities:

- Responsible for maintaining Data Model in Salesforce.
- Developed Apex classes, Controllers, Triggers, Validation Rules for various functional needs in the application.
- Creating new Custom Objects and fields, also updating Standard Objects and fields as per the client's requirement in Salesforce system.
- Setting up the relationship between Objects/Fields.
- Creating Formulas and Picklists according to the requirement.
- Solely responsible for Data Migration and Template creation tasks.
- Created Data Migration Templates in desired format and shared with the client to provide data.
- Responsible for loading real time data received from client to different Salesforce environments(eg, CEPDev, CEPInt ,CEPQA)
- Mapping data from different objects correctly based on relationships and loading them.
- Responsible for setting up Connected apps, SSO logins, Installing Packages and setting up lightning components based on filter criteria.
- Implemented and documented Outlook-Salesforce Integration, to help client spend less time entering data and switching between the two applications.
- Implemented and documented Einstein Activity Capture which is a productivity-boosting tool that helps keep data between Salesforce and email and calendar applications up to date.
- Worked on Several Configuration requirements, also worked on setting permissions for users using Object-Level and Field-Level security best practice.
- Worked on certain Integration activities and fixing Integration issues.

Accenture - Pune, India (12/11/2021- 03/12/2022)

Project: CISCO

Technology: Salesforce

Role: Senior Salesforce Developer/Admin

- Cisco is an America-based multinational digital communications technology company headquartered in San Jose, California.
- Cisco is an IT and networking brand that specializes in switches, routers, cybersecurity, and IoT and whose logo seems to be on every office telephone or conference hardware.
- For seamless Customer experience, CISCO uses Salesforce CRM.

Responsibilities:

- Worked with Resource Management team to customize, enhance and manage CRM features via Salesforce Service Cloud.
- Developed Apex classes, Controllers, Triggers, Validation Rules for various functional needs in the application.
- Worked closely with Apex Data Loader to insert and update data in Salesforce.
- Worked on code fixes, defects and enhancements for inclusion in future code releases and patches.
- Experience in code deployment via Copado tool.
- Worked on Various standard Salesforce objects like Account, Contact, Resource Request, WorkOrder etc.
- Customized page layouts, search layouts, related lists, and other components on record pages.

- Worked on Lightning Process Builder Flows and quick Actions.
- Beginner's experience in MuleSoft Integration with Salesforce using tools like AnyPoint Studio to work on Applications and Splunk to check logs.
- Involved in daily standup meetings with Client and Scrum, to bring effective solution to the business requirements.

Tata Consultancy Services - Delhi, India

Project: DocuSign (28/05/2020- 02/11/2021)

Technology: Salesforce

Role: Senior Salesforce Admin

- DocuSign is the market leader in electronic signatures, with over 500,000 customers and hundreds of millions of signers.
- Salesforce is also a customer of DocuSign, using the technology across Sales, HR, Purchasing/Procurement, and other departments.

Responsibilities:

- Worked closely with business operations team to determine business requirements and desired functionality.
- Maintained user roles and profiles, security settings, access settings (User Profiles, Role Hierarchy, Sharing Rules and Security).
- Hands-on experience in Mass Data Migrations using different data migration tools.
- Experience in production deployment.
- Translated user stories into functional and actionable software within the Salesforce environment.
- Scheduled Apex Batch Jobs for processing large records.
- Performed data integrity and manipulation tasks such as merging duplicate records and establishing proper ownership of existing accounts and contacts in accordance with sales territories.
- Established and implemented best practices with regards to system maintenance, configuration, development, testing, data integrity, etc.
- Designed, documented, built, unit-tested and deployed enhancements to Salesforce environment.
- Integrated the Web Services for extracting the data from external systems and display in Salesforce.
- Involved in Salesforce.com application setup activities and customized the apps to match the functional needs of the organization.

Tata Consultancy Services - Delhi, India

Project: Stryker (15/01/2020- 25/05/2020)

Technology: Salesforce

Role: Salesforce Developer

- Stryker Corporation is a Fortune 500 medical technologies firm.
- Stryker's products include implants used in joint replacement and trauma surgeries; surgical equipment and surgical navigation systems; endoscopic and communications systems; patient handling and emergency medical equipment; neurosurgical, neurovascular and spinal devices; as well as other medical device products used in a variety of medical specialties.
- Worked for its NV Accelerate program, which integrated SFDC with SAP for Neurovascular (NV).
- We maintained current SFDC functionality with end-to-end integration with SAP (rather than with incumbent Oracle) and ensured that NV business continued to function without any disruption.

Responsibilities:

- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard/custom objects of Salesforce.
- Translated simple to complex user stories into functional and actionable software within the Salesforce environment.
- Developed various Custom Objects, tabs, Master-Detail, Lookup relationships, Formula fields and Validation Rules.
- Designed and deployed Validation Rules, Approval Processes, Custom tabs for automating business logic.
- Developed reusable Salesforce Aura Lightning Components.
- Provided technically enriched solutions as part of new and existing development.
- Code, configured, unit tested and created supporting documentation for application development tasks.

Tata Consultancy Services - Delhi, India**Project: Adecco Japan (1/08/2019- 10/01/2020))****Technology: Salesforce****Role: Application Developer**

- The Adecco Group Japan works to get people into work. It is a Job Portal that empowers people of all ages and from all walks of life to gain fulfilling and rewarding roles. And work closely with employers too, helping them to devise and deliver short and long-term hiring strategies.
- We handled 3 services- Adecco, Spring and Campus.

Responsibilities:

- Performed detailed analysis of business and technical requirements and designed the solution by customizing various standard objects of Salesforce.com (SFDC) and other Platform based technologies like Visualforce.
- Defined lookup and master-detail relationships on the objects and created junction objects to establish connectivity among objects.
- Created page layouts, templates, custom links, related lists, and other components on a record detail and edit pages.
- Worked on Formula fields, Validation rules, Custom fields and objects.
- Configured and Customized Visualforce Pages and Controllers.
- Worked on test classes and fixed defects.

Accenture - Bangalore, India**Project: CABO (15/12/2016- 28/07/2019)****Technology: Salesforce****Role: Salesforce Admin**

This project was meant to recreate the Accenture CAS tool in Salesforce technology. CAS is a retail product used in various countries and its main clients are Unilever and Henkel. I was part of the Field Sales Management (FSM) Team which works on Order delivery management.

Responsibilities:

- Understanding and implementing Business Logic
- Configuration of the application modules.
- Org Creation and Management.
- Defect fixing.
- Deployment of Metadata and Data.
- Created workflow rules to automate Email Alerts, Field updates and Tasks.
- Created Visualforce Pages.
- Created Custom Objects and fields.
- Created Page layouts.
- Security Implementation.
- Imported/Exported records to salesforce through Apex data loader.
- Created Reports and Dashboards with the charts and tables to show the real-time analysis of customer details.