



Curriculum Vitae

PERSONAL DETAILS:

Name : Bhavik Bhupendra Desai

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Ahmedabad-382424, Gujarat, India

Date of Birth: 31st August 1990

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Educational Qualification:

Class	Year of Passing	Percentage	Medium of Instruction	School
B.E (ECE)	2011	79.77	English	A.D.Patel Institute Of Technology, Sardar Patel University.
XII	2007	77.8	English	C.U.Shah Higher Secondary School, Ahmedabad.
X	2005	83.14	English	Gyandeep High School, Ahmedabad.

Technical Skills:

Customization	UI Framework	Async And Batch Jobs	Integration	Configuration	Cloud	Tools
Apex Classes	Aura-Lightning components	Batch Apex	REST API	Process Builder, Workflow, Approval Process	Sales Cloud	WorkBench, ANT, Salesforce CLI, Visual Studio Code
Apex Triggers	LWC-Lightning web components	Schedule Apex, Queueable Apex	SOAP API	Profiles and Permission sets	Service Cloud	BitBucket, Source Tree



Profile Summary:

- Total of 10.2 Years of experience in IT industry
→5 Years as a Salesforce developer and Team Lead, currently working as Technical Lead with Altimetrik India Pvt Ltd.
→5.2 Years in Siebel Order Management.
- Experience in SFDC development using Apex classes, Triggers, Batch Apex, Integration (REST API and SOAP API), Lightning components, Lightning Web Component.
- Experience in designing Work flows, Process builder and Approval Processes for automated alerts, field updates, and Email generation according to application requirements.
- 5 years and 2 Months of experience in Siebel Configuration and EAI.

Work Experience:

Duration	July-2021 To Current.
Company	Altimetrik India Private Limited, Pune.
Designation	Technical Lead
Project	Citi Bank
Skill Set	SFDC.

Duration	October-2017 To July-2021.
Company	Infosys Limited, Pune.
Designation	Consultant
Project	Anheuser-Busch InBev, CMA CGM, Proximus
Skill Set	SFDC.

Duration	July-2016 To September-2017.
Company	Accenture Solutions Private Ltd, Pune.
Designation	Application Development Senior Analyst.
Project	Vodacom - South Africa.
Skill Set	Siebel CRM.

Duration	May-2012 To July-2016.
Company	Wipro Technologies, Pune.
Designation	Project Engineer.
Project	Magyar Telecom and Bahrain Telecom.
Skill Set	Siebel CRM.



Certifications:

- Salesforce Platform Developer 1

Key Responsibilities:

Skill Set: SFDC

Project: Citi Bank, Anheuser-Busch InBev, Proximus

Job duties:

1. Participate in requirement gathering sessions with project stakeholders and business analyst.
2. Understand their existing legacy system and identify salesforce modules, which can be used.
3. Identify the systems to be integrated with Salesforce CRM and the integration design pattern to be used.
4. Requirement analysis, provide solution approach document. Map business requirements to technical tasks.
5. Implementation of tasks by using salesforce technology, unit testing, bug fixing in UAT cycle and deployment.
6. Mentoring, Guiding and helping junior team members.
7. Provide status update of ongoing items to project stakeholders in daily meeting.
8. Demonstration of in-progress/completed task to project stake holders and business analyst to seek their feedback at early stage.
9. Attend all the meetings (with project stakeholders) which are essential to deliver good quality end-to-end solution.
10. Prepare technical design document which details out the technical components, salesforce modules and objects/fields, which are used.
11. Perform code review to make sure that team follows the code best practices.

Project: CMA CGM

Job duties:

1. Providing solution of various levels of production issues and troubleshooting them on daily basis
2. Design and propose permanent solutions wherever possible working on incident management.
3. Detailed communication and coordination with Business users and other stakeholders regarding existing Production issues, future developments through various communication channels.
4. Suggesting and implementing automation possibilities on daily tasks where more manual intervention was required.



5. Handling daily status calls, war room calls with clients and stakeholders.
6. Involved in doing code review of peers.
7. Managing team - Mentoring, Guiding and Helping Junior developers.
8. Preparing and sharing the weekly status report of the work done to the client and Infosys management.

Skill Set: Siebel

- Involved in the defect fixing and implementing enhancements.
- Have worked on Siebel Configuration, EAI module.
- Worked extensively on various Siebel objects at multiple levels like but not limited to Applets, Business Component, Screens, Views, Joins, Links, MVGs, Pick lists, Toggle Applets, Drill downs.
- Created Custom Business services, Siebel EAI Business services, IOs, EAI Data Mapper, XML converter to synchronize data in external systems.
- Experience in working on key industry solutions from Siebel i.e. Order management.
- Worked on Workflow process, eScript, inbound and outbound web Services to achieve Order Submission and fulfillment.
- Mentoring, Guiding and Helping Junior developers.

Thanks,
Bhavik Desai.