MEHAK AGARWAL

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PROFESSIONAL EXPERIENCE

BHARTI AIRTEL   **Pune, Maharashtra**
Software Engineer Salesforce Developer   **June 2022 – Present**

- Consistently acknowledged for driving a 35% improvement in strategic marketing initiatives and overcoming complex issues within the B2B and B2C Salesforce & Siebel modules, earning company commendations.
- Orchestrated the complete overhaul of the Common Cart project architecture during the migration to Salesforce CRM, the new system now supports over 1,200 transactions daily with improved data integrity.
- Delivered a 20% increase in operational efficiency by leveraging Siebel Enterprise Application Integration (EAI) to streamline data exchange with external applications and implement targeted, impactful solutions.
- Achieved a 95% resolution rate in real-time production troubleshooting by leveraging Salesforce tools, including Apex exception handling and debugging techniques, to resolve deployment issues and ensure system stability, minimizing downtime.
- Improved workflow efficiency by 25% via Siebel Business Services and advanced eScripting, streamlining data processing and automating key tasks within the Siebel environment.
- Boosted solution delivery by 20% by participating in business requirement calls, translating needs into custom Salesforce configurations, and implementing business-specific workflows.
- Enhanced testing accuracy and reduced testing time by 30% using Python scripts integrated with Salesforce data for Airtel's Prepaid, Postpaid, and DTH products, ensuring seamless end-to-end testing.

SKILLS

Salesforce CRM - Salesforce Certified Administrator (201)

- Apex (Triggers, Batch, Scheduler, LWC Controllers, REST & SOAP Callouts, REST Resource, Webservices, Lightning Web Components, Approval Process, Web-to-Lead, Web-to-Case, Email-to Case, Case Management, SOQL, SOSL, Einstein Prediction Builders, workflow automation, process builder and flows.
- Performs system administration functions such as user management (profiles and roles), validation rule configuration, record types, page layout and assignments, picklists, email templates as well as other configuration items.

Oracle Siebel CRM

- Oracle Siebel Configuration, Oracle Siebel eScript, Oracle Siebel Tools, Oracle SQL, Workflows, Siebel Open UI, Data Maps, IO, IC, Business Scripts, REST API, SOAP API.

Others

- Visual Studio Code, Postman, PostgreSQL, Confluence, JIRA, Agile Methodology.

EDUCATION

GLA UNIVERSITY   **Aug 2019 - May 2023**

- Bachelor of Technology in Computer Science and Engineering (CSE)   8.22 CGPA

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PROJECTS

LEO - B2B
Led the integration of enterprise product journeys across 4G/5G wireless, mobile commerce, broadband, DTH, and national/international carrier solutions.
ROLES & RESPONSIBILITIES:

- Conducted thorough UAT sessions to confirm the accuracy of complex business logic integrations, ensured swift resolution of high-priority incidents within an average response time of under 30 minutes, safeguarding team productivity.
- Involved in integration testing with different teams to ensure seamless integration.

COMMON CART – B2C
Orchestrated the integration of Flipkart and Amazon Shopping carts with Airtel, enabling customers to purchase prepaid SIMs through these platforms.
ROLES AND RESPONSIBILITIES:

- Delivered engaging demonstrations to business teams, show casing new features and their functionalities.
- Facilitated team collaboration in testing API, processes and resolved inquiries regarding functionalities.