VIVEK SAHANI

Senior Salesforce Developer
Noida, Uttar Pradesh, India | +917460808989 | vivek2vks@gmail.com | [LinkedIn](#) | [Trailblazer Profile](#) | [LeetCode](#) | [GitHub](#)

Profile

HCLTech's prestigious Achievers League awarded, 10X Certified and 3.5X Ranger Senior Salesforce Developer with 3+ years of experience in developing Salesforce Solutions using Apex and LWC. As a Lead Developer of SFDC Practice Team, I collaborate closely with the Senior Management to define project needs, scope and goals. These Solutions have generated over 700+ leads over the past 3 years. Having strong project implementation knowledge based on Data Cloud, Health Cloud (SFHC), Field Service, Service Cloud, Financial Service Cloud, Einstein features(Agentforce/Copilot/Bots) etc. Looking for challenging role in Salesforce, Web Development and Data Science field.

Experience

Senior Salesforce Developer - HCLTech   Oct 23 – Present
- Part of **Salesforce Practice** Team for leading the development of HCLTech Infusion Health (A complete Healthcare experience on Salesforce), which generated 70+ leads in last 14 months.
- Solely developed **InFusion CasePilot**, an AI-powered service automation solution that mirrors Agentforce's efficiency in streamlining issue resolution.
- Part of HCLTech Infusion BankHub(A complete Banking experience on Salesforce) solution team, which generated 30+ leads in last 4 months.

Salesforce Developer - HCLTech   Aug 21 – Sep 23
- Collaborated as a key resource of InfusionThor (Touchless Hospitality Solution) which advanced to the Salesforce India IDEATHON finals. Appreciated for developing an **ALEXA** skill to use ALEXA/IoT to manage Salesforce cases.
- Worked closely with senior management to design the object schema and developing the Salesforce community sites for different solutions to attract customers.

Projects

InFusion Health Proctor

HCLTech's Salesforce healthcare solution generated **70+** leads with dedicated community solutions for Doctors, Patients, and Insurers, integrating Field Service and Health Cloud features.
Developed comprehensive Salesforce features, including Provider/Hospital listing and search for insurance providers. Developed an engaging patient experience with a custom landing page, Care Plan, Policy, and Appointment details. Implemented a user-friendly doctor search and appointment booking system with confirmation notifications. Streamlined Medical Test sample collection with field service, providing field agents with booking notifications and daily schedules. Developed the doctor's portal landing page, patient management, prescription views, and PDF download capabilities.

InFusion CasePilot

Developed an **AI-powered Service Automation solution** for case resolution, leveraging customer case descriptions to drive automation. Created a custom Service Automation object to execute tasks using invocable Apex classes, integrated AI-driven **voice-to-text** for capturing case details, and enabled AI-generated Apex class creation for further automation. Integrated with **ServiceNow** to automate resolutions directly from customer incidents.

InFusion ThoR

Touchless Hospitality & Reservations solutions with unique **QR codes** as room keys and **ALEXA** for seamless guest services. It can handle reservations using **chat-bots**.
Created salesforce case management with **ALEXA** Skill Kit. Developed custom landing and guest pages using LWC and managed customer reservations.

InFusion BankHub

Developed a comprehensive banking platform integrating essential services like checking/savings accounts, credit deposits, home loans, and credit cards. Implemented integrations with **Temenos API** for core banking infrastructure and **silaMoney API** for identity verification. Key contributions included creating the credit card application flow, designing the loan consolidation page with EMI calculator, and developing the landing page to showcase available services.

PipelineAuto
Migration of HCLTech's Salesforce Project Management from Excel to Salesforce Community.
Created a responsive Community Home Page with dynamic **graphs** using LWC, LWCC, and Apex. Managed data access, security, Data sync for optimal performance.

Certifications

- Salesforce Certified **Administrator**
- Salesforce Certified **Platform Developer I**
- Salesforce Certified **JavaScript Developer I**
- Salesforce Certified **Platform App Builder**
- Salesforce Certified **Platform Developer II**
- Salesforce Certified **Service Cloud Consultant**
- Salesforce Certified **AI Associate**

- Salesforce Certified **Associate**
- Salesforce Certified **Experience Cloud Consultant**
- Salesforce Certified **Field Service Consultant**
- Software Testing, NPTEL
- Cyber Security, ICT & EICT-IIT KANPUR
- Data Analyst, TF, DL, NLP from Coursera

Skills

- LWC, LWC Charts
- APEX
- HTML, JS, CSS
- Image and Video Editing
- Integration (REST API, SOAP API)
- Data Structure and Algorithms

- AWS ALEXA Skill Kit
- Automation Tools
- Data Analysis Using Python
- Salesforce Einstein Features
- Data Cloud, Health Cloud, Field Services, Service Cloud

- SOQL, SOSL, Data Modeling
- Security and Access Control
- Salesforce Community Sites
- Deep Learning, ML and NLP using TF/Python

Education

KNIT, Sultanpur   **2017-2021**
Bachelor of Technology in Computer Science and Engineering; CGPA: 8.13/10   *Sultanpur, Uttar Pradesh*
Balmiki Inter Collage, Balua   **2014-2016**
Class 12th (UP Board); Percentage: 89.4%   *Balua, Chandauli*
Balmiki Inter Collage, Balua   **2012-2014**
Class 10th (UP Board); Percentage: 87%   *Balua, Chandauli*

Achievements

- Received **HCLTech's prestigious Achievers League award** for maintaining a **Distinguished Performance (DP)** rating over two financial years. This award, recognizing excellence, requires an average rating of **9+ out of 10** for eight consecutive quarters.
- Salesforce India IDEATHON Dreamforce22 **Finalist**
- Award from college Principle for securing **first** position in 10th UP Board Examination among 500 students.
- Rank **22** out of 1800 participants in Saasguru Salesforce Platform Developer I Hackathon

Extracurricular Works

- Senior Executive at PFAC KNIT Sultanpur
- Internshala Student Partner (ISP) 19 at Internshala