

GIRISH MEDEDAR

Phone: +91 9611444732

Email: Mededargirish1995@gmail.com



PROFESSIONAL SUMMARY

A highly technical, 4X certified Salesforce Developer with 3.2 years experience configuring Salesforce Sales and Service clouds. Proven ability to analyze, design and optimize business processes with hands-on experience implementing change, increasing user adoption, and driving best practices.

CAREER SUMMARY :

- **3.2** Years of IT experience in Development, Maintaining and Supporting of CRM Application using **Sales Force CRM**.
- Good Experience in **Configuration & Customization** in Salesforce CRM.
- Good experience in Lightning, creating **App Page, Record Page** using **Lightning App Builder**.
- Created the **Validation Rules, Approval Process, Workflows, Process builder, Lightning Flows** and **Email Alerts** for the various business processes.
- Implemented Security Standards using **Profiles, Permission Sets, OWD**.
- Designed and developed **Apex Triggers** for various functional needs in the application.
- Hands of experience in **Case management, Email** to case and assignment rules.
- Involved in **Unit Testing** and **Test Coverage** for Apex Code.
- Experience working with **Force.com IDE, Data Loader, Import Wizard** and salesforce.com.
- Experience in involving in various phases of Software development including system analysis.
- Good Knowledge in **APEX , CSS** and lightning web component development using **Aura LWC Components**.

EXPERIENCE

- Currently working with **PeopleTech Group Pvt Ltd, Hyderabad** as a **Salesforce Developer** from June **2022** to Till Date.

Project #1: Travel And Leisure –Wyndham (USA)

Client Name	Travel And Leisure -Wyndham
Team Size	16
Role	Salesforce Developer.
Tools	Lightning Component F/w, Salesforce Lightning Exp, Visual studio code, GIT, JIRA dashboards, Sandbox & Production, capodo, workbench.

Description: The Wyndham project involved migrating an existing legacy case management system to the Salesforce Service Cloud platform, enhancing operational efficiency and leveraging modern CRM capabilities.

❖ **Involved in:**

- **Requirement Analysis and Stakeholder Engagement:** Led requirement gathering sessions, collaborating with stakeholders to understand and document their needs. Conducted comprehensive discovery sessions and provided training to end-users, ensuring smooth adoption of the new system. Managed release processes using Copado for effective deployment and version control.
- **Development and Integration:** Designed and implemented Web-to-Case functionality with attachment upload capabilities and Email-to-Case functionality to streamline case creation. Integrated Salesforce with AWS S3 for robust document management and storage, including the development of a structured file hierarchy in AWS S3, EC2, and IAM.
- **Advanced Apex Development:** Created and optimized Batch Apex, Scheduled Apex, and Apex Triggers to meet diverse business requirements. Implemented Task SLA functionality using custom metadata to define and manage different Service Level Agreements (SLAs) for various teams.
- **Automation and Flows:** Developed and managed various Record Triggered, Screen, and Auto-Launched Flows to automate processes and enhance system efficiency. Configured entitlements and milestones to set and track case SLAs.
- **Custom Development:** Designed and developed multiple Lightning Web Components (LWCs) to address specific business needs, improving user experience and functionality. Created a Visualforce Page for auto-populating records from parent to child, facilitating data accuracy and efficiency.
- **Third-Party Integration:** Integrated Salesforce with third-party tools using APIGEE to extend system capabilities and ensure seamless data exchange. Enhanced communication and notification processes by integrating Salesforce Chatter, ensuring timely updates to task and case owners.
- **Deployment and Release Management:** Managed deployments and release activities across sandboxes and production environments using Copado, ensuring stable and reliable transitions between development stages.

❖ **Highlights:**

- Spearheaded the successful migration of Wyndham's legacy case management system to Salesforce Service Cloud, demonstrating expertise in system transformation and integration.
 - Led effective requirement gathering and stakeholder engagement, ensuring the new system met business needs and facilitated user adoption.
 - Developed robust solutions using Apex, Flows, and custom components, enhancing system functionality and automation.
 - Achieved seamless integration with AWS S3 and third-party tools, improving document management and extending system capabilities.
 - Championed best practices in deployment and release management, ensuring smooth and reliable transitions with minimal disruption.
- ❖ This role underscores a blend of technical prowess, strategic planning, and leadership, showcasing the ability to drive complex system migrations and integrations. The commitment to customer satisfaction and innovative solutions highlights the role's impact and appeal.

Project #2:Lucid Motors (USA)

Client	Lucid Motors, Inc
Team size	9
Role	Salesforce Developer
Technologies	Salesforce, Apex, SOQL, SOSL, Visualforce, Lightning Components, Lightning Web Components, Salesforce APIs, Data Loader, Change Sets.

Description : Developed and implemented Salesforce Service Cloud solutions to enhance customer service operations. Streamlined case management processes to improve response times and user experience. Collaborated with cross-functional teams to align service strategies with business objectives.

❖ Involved in:

- Developed Apex classes, Batch Apex classes, and triggers to meet various functional requirements.
- Designed and implemented triggers, Apex classes, workflow rules, and validation rules to maintain robust business logic.
- Managed sharing settings, including Organization-Wide Defaults (OWD), Sharing Rules, Permission Sets, Profiles, and Roles to ensure data security and access control.
- Created Email Templates, Approval Processes, and Email Alerts to streamline communication and approval workflows.
- Wrote comprehensive test methods necessary for code deployment to production, ensuring high code coverage and reliability.

❖ Highlights:

- Successfully optimized business processes through the automation of workflows and validation rules.
- Enhanced user experience by developing intuitive Apex triggers and classes tailored to specific functional needs.
- Strengthened data security and compliance by effectively managing sharing rules and permission settings.
- Improved communication efficiency with well-designed email templates and alert systems.

Project #3:PTG Salesforce OnseSource Connector

Client	OnseSource
Team size	5
Role	Salesforce Developer
Technologies	Salesforce, Apex, SOQL, SOSL, Lightning Web Components, Salesforce APIs.

Description : The ONESOURCE Tax Connector for Salesforce Sales Cloud seamlessly integrates Thomson Reuters ONESOURCE Tax Cloud Determination Service with Salesforce Sales Cloud. This integration ensures accurate and auditable use and sales tax information for regions including the United States, Canada, EMEA, Asia, and Australia.

❖ **Involved in:**

- End-to-End Implementation: Led the full lifecycle implementation of the tax connector, from initial setup to deployment, ensuring precise tax calculations across various Salesforce objects and clouds.
- Client Engagement: Actively engaged with clients to understand their specific requirements, customizing and configuring the connector to meet diverse needs. Maintained a proactive approach in addressing client inquiries and feedback, ensuring optimal customer satisfaction.
- Tax Calculation Management: Executed tax calculations for single and bulk transactions, accommodating different regional tax laws and regulations including those of the USA, Canada, Australia, New Zealand, and EU countries.
- Integration and Development: Developed the connector utilizing REST API integration, handling request and response in JSON format. Implemented automated flows and batch processes for efficient tax calculation triggering and record management.
- Customization and Optimization: Customized the connector based on client-specific requirements, including:
 - implementing org-dependent unlocked packages and managing package versions to accommodate changes and new releases.
 - Maintenance and Support: Provided ongoing support and maintenance services for all clients, addressing issues, implementing enhancements, and performing bug fixes to ensure continued functionality and client satisfaction.
 - Team Leadership: Directed a development team, fostering collaboration and ensuring effective communication. Led by example, taking on challenging tasks and motivating the team to deliver high-quality solutions.
 - Customer-Centric Approach: Focused on customer happiness by prioritizing responsiveness, quality of service, and proactive problem-solving. Engaged clients throughout the project lifecycle to ensure their needs were met and exceeded.

❖ **Highlights:**

- Spearheaded successful end-to-end implementation for multiple clients, demonstrating expertise in handling complex tax integration projects.
 - Consistently delivered high-quality solutions by customizing the connector to align with specific client needs, leading to increased customer satisfaction.
 - Championed a collaborative team environment, leading by example and driving innovation in development and support processes.
 - Maintained a client-first approach, ensuring that all client interactions were handled with professionalism and a commitment to exceeding expectations.
- ❖ This role showcases a blend of technical expertise, client engagement, and leadership, making it both challenging and rewarding. The ability to adapt to various client requirements and deliver exceptional service highlights the role's appeal and impact.

EDUCATION :

- Bachler of Engineering in **Reva Itm.** Bangalore Karnataka

HOBBIES AND INTERESTS

- ▶ Playing Badminton and Reading Books.
- ▶ Listening Podcasts.
- ▶ Playing Online Chess.
- ▶ Interacting with Salesforce Certified Professionals Group Members.

Personal**Details:**

Name	Girish Mededar
Father Name	Suresh Mededar
Date of Birth	25th July 1995
Nationality	INDIAN

DECLARATION: I hereby declare that all the information mentioned above is true to the best of my knowledge

SIGNATURE,

Girish Mededar

