

# Gajendra Bisen

Salesforce Developer

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## PROFILE SUMMARY

- ❖ Results-driven professional with 03 years of hands-on experience in Salesforce.com. Seeking to contribute expertise to a forward-thinking firm where I can effectively apply my skills and knowledge, while further honing my abilities.
- ❖ Proficient in Salesforce.com configuration and customization, adept at creating, managing, implementing, and tailoring custom objects to business needs.
- ❖ Well-versed in automation and data migration tools, with a strong grasp of SFDC configuration components such as Profiles, Roles, User Management, Page Layouts, Record Types, Custom Tabs, and Fields. Possessing deep understanding of object relationships and SFDC's out-of-the-box functionalities.
- ❖ I have designed and developed various solutions including Apex Triggers, Apex Classes, Batch Apex, Controller Classes, and Lightning Web Components to address diverse functional requirements within the application.

## EXPERIENCE

- **EXL Service Private Limited**, [Noida, Uttar Pradesh]

Technical Consultant (Salesforce) – (December 2023 – April 2024)

- Leveraging 03 years of Salesforce expertise to provide technical consulting services.
- Contributing to the development and optimization of Salesforce solutions.

Software Engineer 1 (Salesforce Developer) – (March 2022 - December 2023)

- Played a key role in software engineering projects, demonstrating technical proficiency.
- Collaborated with cross-functional teams to deliver high-quality software solutions.

- **Ceptra Infotech**, [Nagpur, Maharashtra]

Trainee Salesforce Developer – (July 2021 - March 2022)

- Acquired foundational skills as a trainee, focusing on Salesforce development.
- Engaged in hands-on learning experiences to build a strong understanding of Salesforce technologies.

## TECHNICAL SKILLS

Area	Experience
Technologies	Salesforce.com, Force.com

<b>Framework</b>	Salesforce Classic & Lightning
<b>Database</b>	My SQL , SOQL, SOSL
<b>Languages &amp; Packages</b>	Java, Apex, Visual Force Pages, Lightning Design, Lightning Web Component (LWC)
<b>Operating System</b>	Windows
<b>Tools &amp; IDEs</b>	Apex Data loader, Workbench, Import Wizard

## EDUCATION

Course	Board/University	School/College	YOP	Percent/ CGPA
B. E	Rashtrasant Tukdoji Maharaj Nagpur University (RTMNU)	Rajiv Gandhi College of Engineering and Research Wanadongri, Nagpur	2020	<b>8.25</b>
Diploma	Maharashtra State Board	Shri Datta Meghe Polytechnic Wanadongri, Nagpur	2017	<b>64.77%</b>
SSC	Maharashtra State Board	Priyadarshani Indira Gandhi High School Hingna, Nagpur	2014	<b>60.58%</b>

## PROJECTS EXPERIENCE

### PROJECT - 1

- **DV Dental Network Salesforce Aetna CVS**

DV Dental Network Provides a platform to automate all the dental activities. It provides Dental data exchange capabilities. Clinicians get a single, fully integrated view of patient within their own native and Workflow. That give them Immediate access to actionable information for better decision making and superior care.

#### **ROLES AND RESPONSIBILITIES:**

- ❖ Salesforce admin, handling Profile, OWD, permission sets, roles, and hierarchy management.
- ❖ Developed and configured custom objects and fields, establishing essential relationships to enhance data accuracy and efficiency.
- ❖ Personalized various page layouts and strategically assigned them to distinct user profiles, optimizing user experience.
- ❖ Leveraged Flows and Process Builders to design and implement automated workflows, effectively addressing critical business scenarios.
- ❖ Data Importing using Data Loader and Data import wizard.

- ❖ Orchestrated workflows to execute field updates based on time-dependent conditions, ensuring data consistency and timely actions.
- ❖ Designed and tested Custom Tabs, Validation Rules, Approval Processes, and automating business logic.
- ❖ Worked on the security level setting in the company for all the levels, by furnishing object level, field level, and record level securities.
- ❖ Created Email Templates, Approval Processes, Auto Response rules, and multi-step approval processes as per the requirements and defined approval actions on them.
- ❖ Written triggers and apex classes to achieve some complex requirements.
- ❖ Developed Lightning Web Components.
- ❖ Worked on test classes to increase the overall code coverage of the org.
- ❖ Involved in creating Batch Apex and Scheduling Apex classes based on the client requirement.

## PROJECT – 2

- **Medicare Sales CVS**

The Aetna CVS Medicare Sales project in Salesforce aims to improve the company's Medicare business. This easy-to-use system will make lead handling, sales tracking, and customer care smoother by working well with current tools. It gives quick access to plan details and makes sign-ups easier, while following Medicare rules. The project helps create clear sales reports and helps agents work better. Overall, it makes customer service better, speeds up work, and helps Aetna CVS's Medicare business grow.

**Technologies Used** – Salesforce flows, Apex classes and Triggers, Automations, Workbench.

### **ROLES AND RESPONSIBILITIES:**

- ❖ Collaborated closely with the project team to understand functional requirements and translate them into effective technical solutions.
- ❖ Participated in brainstorming and requirement-gathering sessions to ensure a thorough understanding of the application's goals and user needs.
- ❖ Conducted thorough testing of the application's components, identifying, and resolving bugs and issues to deliver a reliable and robust final product.
- ❖ Created Apex triggers and classes to automate critical processes and enforce business rules, enhancing the application's efficiency.
- ❖ Supported the deployment process by preparing deployment packages, conducting validation tests, and ensuring a smooth rollout of updates.
- ❖ Engaged in continuous learning and research to stay updated on the latest Salesforce technologies and trends, contributing to the project's technical innovation.

## PROJECT - 3

- **Laptop Selling CPQ Model (CPQ Project)**

The Laptop Selling Model is developed using Salesforce CPQ i.e., Configuration, Price, and Quotes. It has proven product configurations to drive business and technical rules to govern product combinations, Formalized pricing to provide a relevant price to customers, and setup of a variety of discounting mechanisms. It provides a platform to produce consistent, professionally branded quotes and proposals.

### **ROLES AND RESPONSIBILITIES:**

- ❖ Configured the products using Product options, Product Bundling, Option Constraints, Features, Attributes, and Code Configuration.
- ❖ Applied Product Rules to govern product combinations.
- ❖ Created a Guided Selling process to guide sales representatives to sell the products.
- ❖ Applied different pricing methods like Block pricing, Percent of total, Option pricing, Cost plus markup, Contracted pricing, and Discounted pricing.
- ❖ Created Discount schedules.
- ❖ Applied quote process using Quote templates, Dynamic quotes, and Order generation.
- ❖ Created Contract amendments and Multidimensional Quoting.

## **CERTIFICATIONS**

- ❖ Administrator, Salesforce Certified, 2022.
- ❖ Platform Developer 1, Salesforce Certified, 2022.
- ❖ Associate, Salesforce Certified, 2023

I hereby declare that the information that I have furnished is authentic, and true to the best of my knowledge.

**Gajendra D. Bisen**