

Kalpesh Mahida

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EDUCATION

Bachelor of Technology

10/2020 – 05/2024 | Anand, India

Charotar University of Science and Technology

Major: Computer Science and Engineering

• CGPA: 8.68

PROFESSIONAL EXPERIENCE

Salesforce Developer

01/2024 – present | Vadodara

UCI-India

As a dedicated Salesforce Developer at UCI-India, I have been responsible for designing, implementing, and optimizing a range of Salesforce-based applications that streamline processes, enhance data integrity, and improve user experience across various business units. Leveraging my in-depth knowledge of Salesforce, I have contributed to projects that span from comprehensive loan management solutions to specialized case management and licensing systems. My role encompasses developing custom applications, configuring complex workflows, automating business processes, and crafting intuitive user interfaces that facilitate efficient, data-driven decision-making.

SKILLS

Languages:

Java, Apex, C++, SOQL, HTML, CSS, JavaScript, PHP, SQL

Salesforce Development & Customization:

Apex (Triggers, Classes, Batch Apex, Queueable Apex), Visualforce, Lightning Web Components (LWC), Aura Components, Salesforce Flow, Process Builder, Validation Rules, Workflow Rules

Testing & Deployment:

Apex Test Classes, Salesforce Change Sets, Git, GitHub, Git Version Control, Salesforce CLI (Command Line Interface)

Reports & Dashboards:

Salesforce Reports and Dashboards, SSRS (SQL Server Reporting Services), Crystal Reports, Custom Report Types, Advanced Reporting Snapshots

Database & Hosting Tools:

SQL Server, SQL, phpMyAdmin, Firebase, GoDaddy, cPanel

Admin & Security Tools:

Profiles, Permission Sets, Sharing Rules, Salesforce Shield (Field Audit Trail, Encryption), Role Hierarchies, Field-Level Security, Salesforce Identity

Other Utilities & Technologies:

PowerShell, JSON, XML, Postman (API Testing), Visual Studio Code (Salesforce Extensions)

PROJECTS

Loan Management System

As the primary developer for the Loan Management System, I designed and implemented a Salesforce-based solution to manage government-backed loans from application submission through loan completion. This comprehensive system is structured to streamline each stage of the loan lifecycle, allowing for improved process efficiency and compliance. Key elements included:

- **Salesforce-based Loan System:** Developed custom objects, fields, and workflows to organize loan applications, borrower details, and repayment schedules. This structured three-stage application process reduced loan processing times by 40%, enhancing both user experience and administrative efficiency.
- **User-friendly Applicant Portal:** Designed an intuitive portal where applicants can view up-to-date policy information, manage their EMI details, and track the progress of their applications in real-time. This portal improved transparency and applicant engagement.
- **Automated EMI Statement Generation:** Created an automated system for generating PDF-based EMI statements, improving financial record accuracy and reducing statement generation time by 30%. This feature provided applicants with timely, accurate EMI documentation while reducing manual effort for administrators.

Case CRM

In the Case CRM project, I built a centralized solution inspired by Salesforce's public sector case management model to streamline customer service operations. This system helped manage and monitor cases end-to-end, ensuring quick and efficient responses within specified service level agreements (SLAs). Key components included:

- **Centralized Case Management:** Configured the system to automatically assign cases based on criteria such as case type, priority, and customer profile. Real-time case tracking allows users to monitor progress and deadlines, ensuring cases are addressed promptly and effectively.
- **Automated Escalation Workflows:** Established automated escalation workflows for high-priority cases, ensuring they reach the appropriate team members swiftly and reducing response times for critical customer issues.
- **Enhanced Customer Satisfaction:** By developing an organized and responsive case management system, I enabled faster resolution of customer inquiries, leading to improved satisfaction and retention. This project has greatly contributed to maintaining high service quality and operational efficiency.

Easy EMI Managed Package

In this project, I created a reusable and scalable Salesforce-managed package to streamline the processing of Equated Monthly Installments (EMIs) for a variety of financial products. This package was built with flexibility, scalability, and efficiency in mind, catering to diverse business requirements across financial institutions. Key contributions included:

- **Scalable EMI Solution:** Developed a managed package to support EMI scheduling, tracking, and payment management. Custom objects and logic allow businesses to configure and manage EMI schedules tailored to specific financial products, increasing efficiency in loan repayment tracking.
- **Reusable and Rapid Deployment:** The Easy EMI package is designed to be reusable, with minimal configuration required for deployment, which reduced time-to-market and improved efficiency in setup for various organizations.
- **Automated Payment Management:** Implemented real-time tracking of EMI payments, reducing manual effort and improving the accuracy of financial operations, including automated alerts for missed or late payments to maintain customer relationships and payment discipline.

Licensing and Permitting (LNP)

As the developer for the Licensing and Permitting (LNP) project, I built a Salesforce system focused on managing licensing workflows, guidesheets, and inspections. This project supported regulatory and compliance functions, enhancing efficiency in managing high volumes of licensing and permitting requests. Key project features included:

- **Compliance Management System:** Created a comprehensive solution for managing the lifecycle of permits and licenses, streamlining regulatory workflows and ensuring adherence to compliance standards.
- **Automated Inspection Tracking:** Developed features to automatically schedule, track, and report on inspections, improving turnaround times for licensing requests and inspections. This system provided real-time visibility into inspection status and compliance data.

- **Custom Guidesheet Integration:** Configured custom objects for guidesheets to track detailed inspection data and facilitate regulatory adherence. This project delivered a robust platform for regulatory teams, allowing them to efficiently manage the licensing process and maintain high standards of compliance.

Department of Citywide Administrative Services (DCAS)

In the DCAS project, I developed a data collection and analysis system for citywide administrative services to support government decision-making. This solution provided government stakeholders with actionable insights into administrative operations through custom reports and data management tools. Key achievements included:

- **Data Collection and Analysis System:** Created a system to capture and organize citywide administrative data, allowing for efficient data tracking and performance analysis.
- **Custom Reporting Features:** Developed custom reports that delivered critical insights into citywide services, including resource allocation, performance trends, and service effectiveness. This allowed for a data-driven approach to operational decision-making.
- **Enhanced Decision-Making:** By equipping city officials with a tool that provides detailed performance insights, the DCAS project helped inform better, evidence-based decisions to optimize public services.

South Carolina Opioid Recovery Fund (SCORF)

In this ongoing project, I am developing a grants management system for the South Carolina Opioid Recovery Fund Board, aimed at facilitating the distribution and tracking of recovery grants. This project supports the board's mission to fund programs that improve opioid recovery outcomes across the state. Key components of the project include:

- **Grants Management System:** Designed a Salesforce-based solution to manage grant applications, reviews, and fund allocations, helping the board streamline grant processes and support recovery programs.
- **Complex Multi-picklist Configuration:** Configured layered multi-picklist fields to facilitate accurate tracking of grant application data, ensuring a structured and organized process for grant evaluation.
- **Data Handling and Compliance:** Established protocols for secure data handling, ensuring compliance with regulations and providing a reliable system for grant application and tracking, which is crucial for supporting the board's objective of aiding recovery efforts across South Carolina.

CERTIFICATES

Salesforce Certified AI Associate

This certification provided a foundation in Salesforce's AI-driven functionalities, enabling me to leverage predictive insights, automation, and data processing tools in Salesforce CRM.

Salesforce Certified AI Specialist

An advanced AI certification focused on building AI-powered applications in Salesforce. This has been instrumental in integrating AI-driven automation and enhancing data accuracy across projects.

Salesforce Certified Platform Developer I

This certification solidified my development skills, particularly in Apex, Visualforce, and Lightning Web Components. It has allowed me to build custom applications and tailor Salesforce solutions to meet complex client needs.

Google Cloud Computing Foundations Certificate

Offered a comprehensive introduction to cloud technologies and Google Cloud's infrastructure, which has been valuable for projects involving data storage, cloud-based integrations, and secure data handling.

Microsoft Azure Fundamentals

Established foundational knowledge in cloud services, supporting better integration of cloud infrastructure with Salesforce.

Microsoft Azure AI Fundamentals

Enhanced understanding of AI and machine learning concepts within Microsoft Azure, focusing on AI services and implementations.