Mangesh Honale
Salesforce Architect & Developer

Pune, India | +91 9421584278 | honalemangesh@gmail.com | LinkedIn | GitHub

PROFESSIONAL SUMMARY

Salesforce certified architect and developer with 11+ years of progressive experience in requirement analysis, solution design, development and technical leadership. Proficient at delivering scalable, secure and user-centric solutions across diverse industry domains. Combines deep technical expertise in Salesforce ecosystem with strong stakeholder management to streamline operations, improve performance, and maximize ROI.

SKILLS & TOOLS

- **Salesforce Core Competencies:** Apex, Triggers, Lightning Web Components (LWC), Aura Components, Visualforce, Flows, SOQL, SOSL
- **Salesforce Clouds:** Sales, Service and Experience Cloud
- **Web Technologies:** JavaScript, Java, AJAX, XML, HTML, CSS, jQuery
- **DevOps & Tools:** Gitlab, ANT, Changeset, Workbench, Copado, VS Code, Jira, Postman, SOAP UI, Talend (ETL)
- **Third-Party Integrations:** AWS EC2 & S3, DocuSign, Mandrill, Zuora, Mambu, Marqeta

WORK EXPERIENCE

Solution Architect   Pune, MH
Western Union   *Apr 2023 - Present*
- Architect customized scalable solutions to transform customer support functions
- Involved in requirements gathering, analysis, technical solution, design, development and testing
- Responsible to keep the platform secure, stable and compliant by mitigating vulnerabilities
- Conduct detailed design, code and test reviews to enforce standard practices
- Provide guidance, technical mentorship and directions to a team of 8 developers
- Reduced average case handling time from 10 mins to 6 mins with real time system integrations
- Enhanced system performance by 45% through migration of workflow and process automation to Flows
- Streamlined money order refund processing and reduced turnaround time from weeks to days by cash payment system integration

Application Developer   Pune, MH
IBM   *Jan 2020 - Apr 2023*
- Worked on-site in the U.S. for one year supporting business-critical modules
- Responsible for analysis, solution design, development, testing and user training
- Understand business processes and pain points to propose improvements and recommend solutions
- Enhance and support existing modules that are critical to day-to-day operations
- Migrated the manual sales forecasting process to a custom-built, automated solution using native Salesforce capabilities, resulting in a 30% improvement in accuracy and efficiency

Senior Software Development Engineer   Pune, MH
Emtec Technologies   *Jun 2017 - Jan 2020*
- Worked on experience cloud implementations through development, testing and deployments
- Devised metrics driven deduplication process to improve data quality and sanity
- Developed highly complex protocol and training application forms exposed on customer portal processing thousands of applications per day
- Embedded AWS S3 sourced audio/video streaming in customer portal effectively reducing application review time by 20%

Software Engineer   Pune, MH
LogiQuad Solutions   *Jun 2014 - Jun 2017*

- Involved in analysis, development, testing, packaging of an AppExchange application
- Integrated opportunity sales process with DocuSign workflows using API improving closure rate by 40%
- Automated time-consuming manual task of priority points calculation based on order history
- Worked on multiple data migrations and incremental data load jobs to Salesforce

CERTIFICATIONS

- Salesforce Certified Application Architect
- Salesforce Certified Data Architect
- Salesforce Certified Sharing & Visibility Architect
- Salesforce Certified Platform Developer II
- Salesforce Certified Platform Developer I
- Salesforce Certified Tableau CRM and Einstein Discovery Consultant
- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator

EDUCATION

Vishwakarma Institute of Technology   Pune, MH
Bachelor of Technology (B. Tech) in Computer Science   *Jun 2010 - May 2014*