Dharshan B K

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Summary:

- 6+ Years of experience in Salesforce.com CRM that includes Administration, Configuration, Development and Implementation.
- Expertise in Apex Trigger, Apex Class, Apex Test Methods, JavaScript**, Lightning components, LWC and Events**.
- Hands-on experience in **REST API**, **Bulk API**, Custom **REST Web Services.**
- Hands-on experience in Implementing Salesforce Development Cycle in **Community, Service & Sales Clouds.**
- Implemented **CI/CD** to automate **deployment** and **differential deployment** using **GitLab.**
- Configuring open source **PMD source code analysis** for Apex and Triggers.
- Developed various **Custom Objects**, **Tabs**, **validation rules** on the objects, **Components** and **Visualforce Pages**.
- Expertise in SFDC Administrative tasks like creating **Profiles**, **Roles**, **Users**, **Process builder**, **Page Layouts**, **Workflows**, **Email alerts**.
- Developed Unit test class for Apex class, Triggers and worked for improving code coverage.

Professional Experience:

· Currently working as a Sr. Salesforce Developer at **Accion Labs India Pvt. Ltd.** Since Feb 13th 2024.

· Previously working as a Software Developer at **Marlabs Innovations Pvt. Ltd.** between Sep 13th 2022 - Jan 19th 2024.

· Previously working as a Salesforce Developer at **Maxpertise Technology Labs** between June 9th 2018 - August 31th 2022.

Academics:

· University BDT College of Engineering

2014 – 2018

Bachelor of Engineering (ECE)

Project Profile:

Company : Accion Labs India Pvt. Ltd.

Client   : Dell Technologies Inc (Dell)

Project   : WO Submission

Role   : Sr. Salesforce Developer

Description:

Dell Technologies Inc (Dell) is a provider of desktop personal computers, software, and peripherals. The company designs, develops, manufactures, markets, sells, and supports information technology infrastructure such as laptops, desktops, mobiles, workstations, storage devices, software, cloud solutions, and notebooks. It markets products under Dell, Pivotal, Dell EMC, SecureWorks, and Alienware, brand names. Dell also offers a range of financial services such as originating, collecting, and servicing customer receivables financing agreements, related to the use of its products, software, and service solutions. Dell serves corporate businesses, government, educational institutions, law enforcement agencies, healthcare organizations, and small and medium-sized businesses. The company has business presence across the Americas, Asia-Pacific, the Middle East, Africa, and Europe. Dell is headquartered in Round Rock, Texas, the US.

Responsibilities:

1. Involved in daily stand-up calls, Scrum and Scrum master roles. This resulted in a good solution to the business requirement.
2. Involved in user stories analysis and user stories estimation.
3. Involved in Weekly meetings with the POT members to demo the developed user stories.
4. Created new LWC component based on the requirement.
5. Written Apex classes for some new enhancements.
6. Handling UAT, DEV and PROD issues in the form of defects and incident tasks.
7. Troubleshooting the LWC component and JavaScript.
8. Created multiple flexi pages and assigned to only required users.
9. Did the post deployment activities for Sandbox refresh.

Company : Marlabs Innovations Pvt. Ltd.

Client   : CPX-Bunge

Project   : CPX-Bunge

Role   : Salesforce Developer

Description:

This project is about maintain and create the quotation and contract. It involves integration with SAP, SharePoint, and the pricing engine.

Responsibilities:

Part of the six-member team for requirement gathering with business units from the client.

- · Provided inputs to improve the better user interface for the client.
- · Helped the teammates by mentoring them for the tasks.
- · Actively participated in the development of the Inventory management and reviewed teams' work to make sure all best practices are followed. Reviewed the unit tests as well.
- · Explained the process to the testing team.
- · Helped in the UAT process for the team and trained the users to test the system.
- · Provided the support to the Project.
- · Wrote Test classes with Test Converge more than 75% and maintaining the same at the time of enhancements.
- · Created the deployment document and oversee the deployment activities.

Company : Marlabs Innovations Pvt. Ltd.

Client   : Panasonic

Project   : Panasonic

Role   : Salesforce Developer

Description:

The project involved in developing the Sales features for the Panasonic team to manage the expected deals. As part of Service, the company provides various channels to get the complaints from the customer related to the product purchased. Panasonic field agent will provide the services to the customer and claim the expenses from the Panasonic.

Responsibilities:

- Involved in the requirement gathering and estimation workshops.
- Leading the team by helping and implementing the Sales module implementation
- Worked on the Technical documents and the user stories for the task completion.
- Created Custom Objects, fields, and Record Type.
- Involved in the Development of Lightning Web Component, Triggers, Apex Classes, Platform events, Visualforce Page.
- Involved in the Creating Flows, Process Builder. and sending emails.
- Involved in the Creating Users, Profiles, Permission Sets, Public Groups.
- Wrote Test classes with Test Converge more than 75% and maintaining the same at thetime of enhancements.
- Involved in the Deployment activity during UAT phase.

Company : Marlabs Innovations Pvt. Ltd.

Client   : Jaguar LandRover

Project   : Jaguar LandRover

Role   : Salesforce

Description:

The project involved in developing an Expense Module for luxury car manufacturers. As part of marketing, the company provides various campaigns for its retailers to run offers on the vehicles. In turn, the retailers claim the cost of running the campaigns from the company. The campaigns available on a car are determined by a highly complex mechanism where the precise campaigns are offered on a model. The implementation of the expense module helped the company sales and finance teams to a great extent.

Responsibilities:

Part of the four-member team for requirement gathering with business units from the client.

- Provided inputs to improve the better user interface for the client.
- Helped the teammates by mentoring them for the tasks.
- Actively participated in the development of the Inventory management and reviewed teams' work to make sure all best practices are followed. Reviewed the unit tests as well.
- Explained the process to the testing team.
- Helped in the UAT process for the team and trained the users to test the system.

Provided the support to the Project.

- Involved in the Development of Lightning Web Component, Triggers, Apex Classes, Platform events, Visualforce Page.
- Involved in the Creating Flows and Process Builder.
- Involved in the Creating Users, Profiles, Permission Sets, Public Groups.
- Wrote Test classes with Test Converge more than 75% and maintaining the same at the time of enhancements.
- Created the deployment document and oversee the deployment activities.

Company : Marlabs Innovations Pvt. Ltd.

Client   : Merck

Project   : Customer Master Integration

Role   : Salesforce Developer

Description:

- In this application, the customers enters their information like Address Information, Bank Information, Tax Details and Tax Documents information.
- The multiple Users have the access to give approvals for those customers information.
- After successful approvals from those Salesforce Users, the particular customer information will send as JSON format to the PI team.
- In PI team, the JSON format is converted into the dot Excel format.
- After successful conversion to the dot Excel format, the file will send to the Emerald/MDGC team based on the CMR Record type.

Responsibilities:

Part of the six-member team for requirement gathering with business units from the client.

- Provided inputs to improve the better user interface for the client.
- Helped the teammates by mentoring them for the tasks.
- Actively participated in the development of the Inventory management and reviewed teams' work to make sure all best practices are followed. Reviewed the unit tests as well.
- Explained the process to the testing team.
- Helped in the UAT process for the team and trained the users to test the system.

Provided the support to the Project.

- Involved in the Creating Custom Objects, fields and Record Type.
- Involved in the Development of Lightning Web Component, Triggers, Apex Classes, Platform events, Visualforce Page.
- Involved in the Creating Flows and Process Builder.
- Involved in the Creating Users, Profiles, Permission Sets, Public Groups.
- Wrote Test classes with Test Converge more than 75% and maintaining the same at the time of enhancements.
- Created the deployment document and oversee the deployment activities.

Company : **Marlabs Innovations Pvt. Ltd.**

Client : **Risk International**

Project : **Risk International**

Role : **Salesforce Developer**

Description:

- In this application, the client's users can add Care Label product to the cart and can place theorder of their choice.
- The user can modify the Care Label even after adding to cart by clicking on preview productand can modify according to their requirements.
- The user can also clone the product in cart with same values or with different values according to their requirement.

Responsibilities:

Part of the six-member team for requirement gathering with business units from the client.

- Provided inputs to improve the better user interface for the client.
- Helped the teammates by mentoring them for the tasks.
- Actively participated in the development of the Inventory management and reviewed teams' work to make sure all best practices are followed. Reviewed the unit tests as well.
- Explained the process to the testing team.
- Helped in the UAT process for the team and trained the users to test the system.
- Provided the support to the Project.
- Involved in the Creating Custom Objects, fields and Record Type ·
- Involved in the Development of Lightning Web Component, Triggers, Apex Classes, Platform events, Visualforce Page. ·
- Involved in the Creating Flows and Process Builder. ·
- Involved in the Creating Users, Profiles, Permission Sets, Public Groups.
- Wrote Test classes with Test Converge more than 75% and maintaining the same at the time of enhancements.
- Created the deployment document and oversee the deployment activities.

Company : Maxpertise Technology Labs

Client   : Offer Letter

Project   : Internal Product

Role   : Salesforce Admin & Developer

Description:

Offer Letter provides an interface for users to enter a Job Post to recruit candidates. Using X-ray search, we can search candidate profiles on Naukri.com, LinkedIn etc., Based on skill and experience, we assign candidate profiles to the Job Post. Schedule their interview with the manager and after scheduling the interview, candidates will get a mail with a link to join the Zoom meeting. We store records of selected candidates using Google Drive and Azure. Using the dashboard we can analyze what percentage HR team has completed the task every day/month/year.

Responsibilities:

- Understanding of complex requirement of project and be a part of brain storming sessions for providing solution.
- Developed various Lightning Web Component and associated Apex classes for the various modules involved by implementing best practices.
- Involved in the Creating Flows and Process Builder.
- Set up various custom objects, Tabs, Process Builders, workflow rules and page layouts.
- Implemented lightning-input-field, lookups on various standard and custom objects, email templates and alerts.
- Integrate the Salesforce with Zoom Meeting, Azure and Google Drive.
- Achieving Test Converge more than 75% and maintaining the same at the time of enhancements and Preparation of Unit Test Plans.

Company : Maxpertise Technology Labs

Client : Mainetti HK

Project : Decathlon EMEAOrder (Enhancement)

Role : Salesforce Developer

Description:

- In this Project a Base Order is created first by inserting xml which contains Order details, then online enquiry will be created from their admin can assign the orders to different company by splitting orders between company or can give full order to one company.

- Order Allocated company user can roll back the order to parent company.

Responsibilities:

- Understanding of complex requirement of project and be a part of brain storming sessions for providing solution.
- Created Custom Objects, fields and Record Type.
- Written Apex Classes, Lightning Components by implementing best practices.
- Involved in the Creating Users, Profiles, Permission Sets, Public Groups.
- Implemented CI/CD to automate deployment and differential deployment using Jenkins.
- Wrote Test classes with Test Converge more than 75% and maintaining the same at the time of enhancements.
- Involved in the Deployment activity during UAT phase.

Company : Maxpertise Technology Labs

Client : Mainetti HK

Project : Magnet Application

Role : Salesforce Developer

Description:

- In this application, the client's users can add Care Label product to the cart and can place the order of their choice.

- The user can modify the Care Label even after adding to cart by clicking on preview product and can modify according to their requirements.

- The user can also clone the product in cart with same values or with different values according to their requirement.

Responsibilities:

- Understanding of complex requirement of project and be a part of brain storming sessions for providing solution.

- Created Custom Objects and fields.

- Involved in the Creating Flows and Process Builder.

- Involved in the Development of Aura components, Apex Classes, Lightning events.

- Wrote Test classes with Test Converge more than 75% and maintaining the same at the time of enhancements.

- Implemented CI/CD to automate deployment and differential deployment using Jenkins.

- Involved in the Deployment activity during UAT phase.

- Involved in the development in Community Site.

Company : **Maxpertise Technology Labs**

Client : **Internal Product**

Project : **Meeting Scheduler Application**

Role : **Salesforce Admin & Developer**

Description:

Meeting Scheduler Application provided an interface for user to Schedule their meeting with customer support. Interface for selecting their location, preferred meeting date and time with an option to have instant meeting if the agent is online. Once meeting scheduled customer gets a remainder mail a day before with link to join the Zoom meeting.

Responsibilities:

- Understanding of complex requirement of project and be a part of brain storming sessions for providing solution.
- Created Custom Objects, fields and Record Type ·
- Written Apex Classes, Lightning Components by implementing best practices.
- Involved in the Creating Users, Profiles, Permission Sets, Public Groups.
- Involved in the Creating Workflow rules and Process Builder.
- Developed various Lightning Components and associated Apex classes for the various modules involved by implementing best practices. ·
- Set up various custom objects, Tabs, Process Builders, workflow rules and page layouts.
- Implemented pick lists, lookups on various standard and custom objects, email templates and alerts.
- Implemented CI/CD to automate deployment and differential deployment using Jenkins.
- Achieving Test Converge more than 75% and maintaining the same at the time of enhancements and Preparation of Unit Test Plans.

Professional Certification:

- Salesforce Platform Developer 1 Certified (2022)