**Akhil Borkar – Salesforce CRM Consultant**

Profile Summary

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| * 5+ years of work experience in Salesforce CRM. * Work with project manager/leads to determine business, functional and technical requirements and participate in application design, configuration, testing and deployment. * Document business requirement documents and Perform configuration and customization of the Salesforce.com platform. * Develop customer-driven solutions utilizing strong technical design skills and strong working relationships with internal groups. * Implement customer-based solutions and develop products on the Force.com platform using Apex LWC. * Participate in efforts to develop and execute testing, training, and documentation. * Utilize best practices to perform operational support, enhancements, bug fixes as needed to the Salesforce.com platform. * Proactively engage in continuous improvement efforts for application design, support, and practice development efforts. * Collaborate with project manager/client on timelines and ensure deliverables with right quality and within the timeline. |

Professional skills

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| Salesforce CRM | Flow Builder, OWD, Security Model, Sharing Rules, Validation Rules, Triggers, Asynchronous Apex, customization, and configuration. |
| Languages | Apex, LWC |
| Certification | * **Salesforce Platform Developer 1.** * **Salesforce Associate.** |
| Databases | SOQL, SOSL |
| Scripting | HTML, CSS, JavaScript |
| Functional Expertise | Good knowledge of Sales Cloud, Community Cloud. |

**Project work experience**

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| **Financial Services Group** | | | | | |
| **Environment** | Salesforce Sales Cloud | | | | |
| **Role** | Consultant | **Duration** | 16 months | **Team Size** | 6 |
| **Responsibilities** | * Interaction with business team for gathering the requirements with implementation. * Salesforce Classic to Lightning Experience migration for the Sales ASK IM users. * Support on to the sandbox refresh activity and sanity. * Customizing the existing Triggers, Apex Classes, Components, and Processes. * Worked on Administration, Configuration, and Customizations. * Creation of Batch classes and creation of new LWC Component or changing the existing LWC components as per requirement. * Responsible for writing test classes to meet code coverage requirements for deploying to production. * Configurations for assignment rules, security settings and record types * Providing support to Day-to-Day issues along with Production issues. Committing code and deployment in different environments with Unit testing. * Presentation/Demo to business and testing team of the developed functionality. Preparation of User Guide for end user. | | | | |
| Description:  In this project, Sales cloud was preferred. Mostly all the functionality is developed by using Lightning web component. Used trigger for due date reminders to customer. End user can validate duplication of customer and history of services/products. Outbound Integration done for pan and Aadhar card validation. LWC used for uploading and preview of files. | | | | | |

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| **Financial Services** | | | | | |
| **Environment** | Salesforce CRM | | | | |
| **Role** | Consultant | **Duration** | 12 months | **Team Size** | 5 |
| **Responsibilities** | Module: Idomoo Implementation:  * Interaction with business team for gathering the requirements with implementation. * In Idomoo Implementation we call apex class to Create task & after the task is created with the member number, simultaneously account is created and tag the updateed account id to the related field and then send the email to the user. * Development and deployment done for that module   **Module: AutoLoan:**   * Interaction with business team for gathering the requirements and implementing them. * In that the Purchase screen development was built in LWC with proper UI and then data was Pass in lwc using the lightning Flow * Development and deployment done for that module. | | | | |
| Description:  The client is in the finance sector domain. They are using the sales force to manage and maintain the data of all their customers having the details of every customer and also maintain the history of their account and transaction. During this process if the customer or employee face any issue, they raise their concerns using tickets | | | | | |

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| **Insurance Financial and Fin -Tech Support** | | | | | |
| **Environment** | Salesforce CRM | | | | |
| **Role** | Consultant | **Duration** | 8 Months | **Team Size** | 4 |
| **Responsibilities** | * Understanding business requirements and planning the workflow. * Initially, worked on Validation Rules, Record Types   & Formula fields.   * Fulfil many requirements by Automation Tools. * Used Data Migration Tools, Data Loader, Workbench along with Reports & Dashboards. * Apex Trigger with Apex Classes. * Created Community & designed it with LWC Components with LWC Component Communication. * Implemented Batch Apex & schedulable apex & Test classes for all Codes. * Assisted in Rest API Integration by LWC. | | | | |
| Description:  The client is one of the Insurance companies. The system was to be designed in a way that handles the process from Application Stage to the final disbursement of the claim amount, according to the customer’s Subscribed package.  The different stages involved in claim settlement process which were handled through salesforce sales cloud which involved building solutions using salesforce Admin areas, design analysis and development. | | | | | |

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| **Heavy Machinery and Equipment** | | | | | |
| **Environment** | Salesforce Lightning Environment, Sales Cloud functionalities | | | | |
| **Role** | Consultant | **Duration** | 7 months | **Team Size** | 4 |
| **Responsibilities** | * Requirement understanding followed by preparation of requirement. * Design and develop SFDC Administrative tasks like creating Users, Roles, Profiles. * Developed Apex Classes, Triggers and Flow Builder rules to fulfill the business requirements. * Email alerts for different actions as well as automated email to users using Flow builder. * JavaScript, Custom activity workflow, Flow, views * LWC development. * Test cases for LWC components | | | | |
| Description:  The client wants to implement case management to ensure all the issues faced by the end client are properly resolved. They had four email addresses where all the issues regarding their problem were to be sent. We implemented email services for those and auto response rules to give email replies to customers that his case has been noted with case number. They also wanted to update the skills of their agent so we built an LWC component from where they can assign permission set and update few fields of their user from UI only. This allowed them to update such fields multiple at the time using LWC.  • Product Complaints and Issues  • LWC component for User Management | | | | | |

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| **Education** | | | | | |
| **Environment** | Salesforce | | | | |
| **Role** | Development and Customization | **Duration** | 10 Months | **Team Size** | 6 |
| **Responsibilities** | * Requirement understanding followed by preparation of requirement Fit-gap analysis of client’s requirement. * Developed Apex Classes, Triggers, Batch Apex and Workflow rules to fulfill the business requirements. * Used SOQL with consideration to Governor Limits for data manipulation needs of the application using platform database objects. * Customized Custom and Standard fields, page layouts, record types, list views. Maintained and created workflow rules, validation rules. | | | | |
| Description:  Client is an accredited provider of high-quality, highly accountable virtual education solutions for students in grade K–12 and online provider with approved courses in many states.  The system was designed for Client in such a way that students were able to search related courses which are available to the students according to their grade, school/college.  We also implemented Sales flow to manage new registration of the students. | | | | | |