Mukul Tawar

Salesforce Consultant (tanwar.mukul@concret.io)

Summary

Salesforce Consultant with 2+ years of experience in LWC, Apex, and integrations (REST & SOAP APIs). Skilled in Salesforce customization, automation (Flows, Triggers), and third-party integrations, with a strong understanding of security, data modeling, and governor limits. Also proficient in Angular, Java, MySQL, and DBMS, enabling end-to-end solution development.

Skills

Primary Skills	Salesforce Development, Lightning Web Components, Integrations, Visualforce
Core Programming	Apex, JavaScript, TypeScript, Java
IDE	VS-Code, Eclipse, Android Studio, Netbeans
Web Programming	LWC, Javascript, Angular, HTML, CSS
Databases	Oracle, MySQL, Firebase
Integrations	Google Drive, Google Calendar, Salesforce, Google Task API, News API, Angular - Salesforce APIs.
Code Versioning System	GitHub, BitBucket

Education | Certifications

Type	Details
Education	- Master in Computer Applications (MCA) - Bachelors in Computer Applications (BCA)
Certification	- Salesforce Certified Agentforce Specialist. - Salesforce Certified AI Associate. - Salesforce Certified Associate. - Salesforce Certified JavaScript Developer I. - Salesforce Certified Platform Developer I.

Projects

TRUSTED TECH TEAM

Project Description	Improved the lead management process for Trusted Tech Team (TTT) by increasing data accuracy, expanding lead coverage, automating lead assignment, and simplifying the lead conversion process using Salesforce tools and custom development.
Environment	Flows , Apex, Batch Apex, Matching Rules, Duplicate rules.
Responsibility	- Collected business requirements and redesigned the existing system to make it more flexible and scalable. - Implemented Lead Routing to automatically assign leads based on specific criteria like region, lead source, and sales team. - Created custom Lightning Web Components (LWC) for a better user interface and faster performance. - Removed the entire dependency on ZoomInfo IDs. - Generated unique Nexus IDs for Accounts, Contacts, and Leads. - Implemented auto-conversion of Leads based on defined criteria. - Updated the entire structure to rely on Nexus IDs for mapping and processing.
Team Size	2
My Role	Developer
Deployment strategy	Deployment via change sets

CUSTOMER 360-DEGREE PROFILE (SALESFORCE DATA CLOUD)

Project Description	Developed a Customer 360-Degree Profile solution to consolidate and analyze customer data from multiple sources. The goal was to provide a unified, holistic view of each customer to enhance personalized engagement, improve customer service, and support data-driven decision-making in CRM and marketing.
Environment	Flows , Apex, Prompt Builder, Agent Actions, Platform events, Data cloud.
Responsibility	● Handled data ingestion processes to bring data from various external sources into Salesforce ● Built unified customer profiles by centralizing data from different systems into a single Salesforce view. ● Implemented activity tracking and reminders to automate follow-ups and improve customer engagement. ● Worked with DMOs (Data Model Objects) and DLOs (Data Lake Objects) to fetch customer information from various systems ● Used Identity Resolution to accurately identify and merge duplicate records, achieving a single view of the customer ● Applied Reconciliation Rules to prioritize data from trusted sources when consolidating records ● Triggered Platform Events to send cleaned and unified customer data to external systems for further processing
Team Size	2
My Role	Developer
Deployment strategy	BitBucket

AI-POWERED MEDICAL APPOINTMENT SCHEDULING SYSTEM

Project Description	Built an AI-powered appointment scheduling system in Salesforce to automate and simplify medical appointment management. The goal was to eliminate delays and errors caused by manual scheduling and improve efficiency across the healthcare workflow.
Environment	Salesforce, Flows , Apex, Prompt Builder, Agent Actions
Responsibility	- Designed and implemented the architecture using Salesforce AI Agent, Prompt Builder, and AI Agent Actions to manage the complete scheduling process. - One-prompt automation that handles record fetching, availability checks, alternate slot suggestions, Zoom link generation, and summary emails - Conflict resolution feature that intelligently suggests alternative slots to prevent scheduling overlaps - Integrated Zoom API to automatically create and share virtual meeting links with both patients and doctors - AI-generated appointment summaries are sent automatically via email after confirmation.
Team Size	2
My Role	Developer
Deployment strategy	BitBucket

Luminary Cloud

Project Description	Service cloud based project having AE and business metrics for approvals and management of quote processes. - Involved automation and org configuration at the admin level involving: - Flows - Approval processes - Workflow rules
Environment	Salesforce, Flows , Apex, Prompt Builder, Agent Actions
Responsibility	- Quick action and flow creation. - Approval process creation. - Workflow and email alerts. - Email templates. - Validation rules and permission set assignments. - Triggers and testing.
Team Size	2
My Role	Developer
Deployment strategy	Deployment via change sets

Salesforce Tool Suite

Project Description	Salesforce Tool Suite is designed for Salesforce Developers to rapidly build complex Salesforce SOQL queries, monitor debug logs, export metadata reports, perform various operations and launch without sharing passwords from any Salesforce tab. Salesforce Tool Suite is listed on the Chrome Store, Microsoft Edge Store, Appexchange.
Environment	**Angular, Kendo UI Framework, TypeScript, Salesforce APIs**
Responsibility	- Helped the team to pick appropriate Salesforce APIs , such as Tooling APIs, REST APIs, SOAP APIs, to perform various operations. - Suggested new features and validated whether features are working as per requirements or not. - Developed new features and Improved overall performance of the project
Team Size	4
My Role	Developer
Deployment strategy	BitBucket

Pendo

Project Description	Pendo is a product experience platform that helps software companies improve the user experience for their customers and employees. Pendo's tools can help companies understand their users, collect feedback, visualise their behaviour, etc.
Environment	Pendo Subscription
Responsibility	- CSS Selector - Page Tagging - Feature Tagging
Team Size	2