

## Gaurav Malani

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### CAREER OBJECTIVE

- Salesforce Developer with over 2.5 years of experience in development and administration, known for being highly motivated and results-driven. Seeking a challenging role within a dynamic team to leverage my expertise in Salesforce configuration, automation, and user enablement to contribute to organizational success.

### TECHNICAL SKILLS

- **Apex Development:** Proficient in writing efficient and optimized Apex code, following best practices to manage Governor Limits and SOQL queries for seamless data retrieval.
- **Trigger Development:** Developed custom triggers for various events (insert, update, delete, undelete), focusing on data validation, automation, and field updates.
- **Asynchronous Apex:** Created batch classes to perform bulk operations, ensuring efficient data processing for large datasets.
- **Test Coverage:** Developed comprehensive test classes, consistently achieving code coverage above 75% to maintain high code quality and application stability.
- **Salesforce Automation Tools:** Hands-on experience with Process Builder, Flows, and Approval Processes to automate complex business processes.
- **Salesforce Administration:** Strong understanding of user management, security, profiles, permission sets, object relationships, reports, and dashboards.
- **Lightning Web Components (LWC):** Basic knowledge in creating LWCs, using lifecycle hooks, and managing inter-component communication.
- **Deployment and Packaging:** Skilled in deploying components through Change Sets (Sandbox to Production/Sandbox), and creating managed and beta packages.
- **Additional Skills:** Proficient in code review, debugging, problem-solving, and decision-making to ensure efficient and maintainable code.

### PROFESSIONAL EXPERIENCE

**Company:** HabileLabs Private Limited.

**Designation:** Software Developer

**Duration:** June 2022 - Till Now

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#### Project Experience

- **Project Name:** iSEEit
- **Duration:** Aug 2022 - Till Now

**Project Description:** iSEEit is a Salesforce application built to support sales teams by guiding them in qualifying opportunities based on methodologies like MEDDIC. It serves as a comprehensive tool to monitor sales progress, providing a "GPS" for sales teams to understand current standings and navigate towards closing deals. The application is compatible with both Salesforce Classic and Lightning.

#### Key Responsibilities :

- Created and configured custom objects, fields, sales processes, record types, and custom settings.
- Developed custom **Apex code** and functionalities tailored to client requirements.

- Implemented **automated triggers** to handle record updates and execute business logic based on specific events.
  - Designed and optimized **batch classes** to process bulk records, enhancing data management efficiency.
  - Wrote extensive test classes to achieve high code coverage, ensuring code quality and reliability.
  - Addressed client queries and technical issues efficiently, supporting smooth project operation.
  - Integrated various **APIs with Lightning Web Components** to enhance data interaction on the frontend.
  - Worked with Salesforce standard objects including Account, Contacts, Opportunity, Lead, OpportunityContactRole, Tasks, Events, Activity, Notes, and Attachments.
- **Project Name: ELTON – Equipment Management Tool**
  - **Duration: Aug 2024 - Till Now**  
**Project Description:** ELTON is an Inventory management and asset tracking application which is easy to use, has simplified processes and works natively on Salesforce. It keeps track of all the Equipments which are currently loaned to customer.

#### Key Responsibilities :

- Implemented **Agentforce** features to integrate Salesforce AI capabilities into ELTON, enhancing equipment management and asset tracking.
- Developed and customized **Prompt Templates** and **Agent Actions** for ELTON workflows, automating tasks and responses.
- Created multiple **virtual agents** to handle distinct tasks, automating responses for common inquiries and supporting user needs.
- Configured numerous **Topics** and detailed instructions in each agent, ensuring accurate and contextually relevant responses.
- Developed **Flows and Apex classes** to manage complex scenarios and created corresponding **Agent Actions** for automation.

#### Salesforce Training

**Company: MTX Technologies**

**Duration: January 2022 to May 2022**

**Description:** Started my professional career by completing Salesforce platform training at MTX Technologies, where I contributed to two foundational projects that deepened my knowledge and practical experience in Salesforce.

#### ACADEMIC QUALIFICATION

- **B.Tech in Computer Science**, SKIT, Jaipur, with a CGPA of 8.6

#### CERTIFICATES

- Salesforce Associate
- Salesforce Administrator
- Salesforce AI Associate
- Salesforce Platform Developer I

#### ACHIEVEMENTS

- Awarded **Best Team Award** for Q3 of FY 2022-2023
- Recognized as **Best Team Player** for Q3 of FY 2023-2024 at HabileLabs

