

# Krushna Chandak

SALESFORCE DEVELOPER ·

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## Summary

Computer Science Engineer working in the Information Technology and Services Industry. Experienced in Salesforce Technology have an Good Understanding of Profiles, Roles, Page layouts, Record Types, Communities, Custom Objects, Tabs, Fields, Workbench, Apex Programming and maintaining Relationships between Objects.

## Work Experience

### Business Analyst - CRM

NVENT INC

Feb, 2023 - Present

- Enclosures Dept

#### 1. Implemented Thermal Audit Project 2023:

- Successfully led the Thermal Audit Project in 2023, focusing on enhancing energy efficiency and sustainability across the organization's operations.
- Demonstrated strong project management skills in coordinating resources, timelines, and deliverables to achieve project objectives within the stipulated time and budget.

#### 2. Developed Lead Conversion from Marketo to Salesforce:

- Played a pivotal role in integrating lead conversion processes from Marketo to Salesforce, using tools like **Triggers**, **Apex Handlers**, **Validation Rules**, **Email Alerts**, and **Flow**.
- Ensured seamless data synchronization, enabling the sales team to effectively manage leads throughout the **sales cycle**.
- Conducted extensive **testing and debugging** to guarantee data accuracy and maintain data integrity between Marketo and Salesforce systems.

#### 3. Automated Quote Generation for US Reps using Nintex Package and Flow:

- Spearheaded the design and implementation of an automated quote generation system for US representatives, leveraging **Nintex Package** and **Flow**.
- Streamlined the quote generation process, significantly **reducing manual effort** and ensuring accurate and consistent quotes for customers.
- Collaborated with cross-functional teams to gather requirements, design workflows, and conduct thorough testing, resulting in a seamless and efficient solution.

#### 4. Optimized Territory Management Functionality using Batch Classes and Apex:

- Optimized the organization's territory management functionality by implementing **batch classes** and **Apex solutions**.
- Proactively monitored system performance and made necessary optimizations to ensure smooth and reliable operation.

#### 5. Developed 2 New Objects to Replace cc\_Orders and cc\_Order\_Items, Resulting in Cost Savings for the Organization:

- Designed and implemented two new custom objects as replacements for cc\_Orders and cc\_Order\_Items, effectively reducing overhead costs and improving system performance.
- Utilized a range of Salesforce tools and features, including **SF Configuration**, **Access Settings**, **Field-Level Security (FLS)**, **Lightning Web Components (LWC)**, **Website Builder**, and seamless integration with the ERP system.
- Collaborated with stakeholders from different departments to gather requirements, conduct user testing, and ensure the successful adoption of the new objects.

## Salesforce Developer

TATA CONSULTANCY SERVICES

Honeywell Inc

Jan, 2021 - Jan, 2023

### - HONEYWELL INTELLECTUAL PROPERTY INC

- Fully Responsible for the **Development** and **Support** Activities of the Application.
- Developed Enhanced **Community Site** User Interface in the Application using **Visualforce Pages, Domain Setup, Apex Controllers**, etc.
- Developed Customized Reports for the Users by adding **SOQL** Queries to the **Apex Classes** and **Visualforce Pages** to fetch the Required Data from the System.
- Implemented **Single Sign On** and Multi-factor Authentication to the Application.
- Provided an **Optimized** and **Dynamic** Functionalities using Automation Tools like **WorkFlow Rules, Process Builder, Email Alerts, Approval Processes**.
- Worked Extensively on Application Level **Security** and **User Management**.
- Managed and Updated the Application data using **Workbench**.

## Salesforce Developer

TATA CONSULTANCY SERVICES

Honeywell Inc

Jan, 2021 - Jan, 2023

### - GIFT AND HOSPITALITY APPLICATION

- Provided **Proactive Support** for the Application without any Escalation throughout.
- Migrated Existing **SSO** on Public Site to Cloud. Built **Visualforce Page, Custom Labels, Static Resources** and Deployed the Changes.
- Implemented Standard **Single Sign On** Login for the Approvers.
- Worked on **User Configuration and Management**.

## Salesforce Intern

TATA CONSULTANCY SERVICES

Cummins India

Nov, 2019 - Apr, 2020

### Employee Service Management

- Applied the Basic Knowledge of Salesforce such as setting up the Basic Configuration, **Profile Settings, Permission Sets, Object Relationships, Data Modelling**.
- Worked on Writing **Test Classes** and **Email Templates**.

## Certifications

Salesforce Certified Associate

Salesforce Certified Administrator

Salesforce Certified Platform Developer I

Salesforce Certified Platform App Builder

Trailhead Double Star Ranger

## Skills

|                                |   |
|--------------------------------|---|
| Cloud                          | Salesforce CRM, Force.com Platform, Salesforce Classic, Salesforce Lightning          |
| Configuration                  | User Setup and Management, Security, Data Modelling                                   |
| Development                    | Visualforce Pages, Batch Classes, Triggers, Aura Components, Lightning Web Components |
| Programming Languages          | Apex, Java, C, JavaScript   |
| Databases and Analytical Tools | Workbench, SOQL, SOSL, MySQL, Reports and Dashboards                                  |
| Automation Tools               | Workflows, Process Builders, Flows  |
| Migration Tool                 | Change Set  |
| Tools                          | Workbench, Data Loader, VS Code, etc  |
| Others                         | Connected App, Managed Packages, etc  |

## Education

### G.H. Raisoni College of Engineering

B.E. IN COMPUTER SCIENCE AND ENGINEERING

- CGPA: 8.55

Nagpur, Maharashtra

Aug. 2016 - Jun. 2020