Mahipal Jat

Salesforce Enthusiast

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EXPERIENCE

Freelancer - Salesforce Developer

Aug 2024 – Present

PwC US, Bangalore AC— Senior *Associate*

Feb 2022 – Aug 2024

Focused on understanding client's challenges and developing custom solutions powered by Salesforce to transform their service by managing customer life cycle and Experience cloud solution for partners.

Salesforce.com, Hyderabad— *Developer Support Engineer*

June 2021 - Feb 2022

Assist third-party developers to troubleshoot their integration with salesforce.com APIs, Apex, Visualforce, Lightning, LWC and implementation of other salesforce.com developer products. This involves debugging, and troubleshooting. And solving Platform Cloud-related cases.

Cyntexa Labs Private Limited, Jaipur— *Associate Software Developer*

Dec 2019 - June 2021

Analyze the client requirements and work on Sales Cloud. Handling the front and back end of the project and integrations with third-party tools.

PROJECTS

Mobilization Funding - CaseFlow Underwriting Tool — LWC, Apex, AWS DynamoDB

- Architected and developed "CaseFlow," a custom LWC-based tool to replace Excel-based underwriting, featuring version control, approval processes, and dynamic calculations for key financial metrics like **Loan-to-Value (LTV)** and **Debt Service Coverage Ratio (DSCR)**.
- Accelerated the **due diligence** and underwriting process by 80%, significantly reducing manual data entry and ensuring **compliance**.

CERTIFICATION

Salesforce Platform Developer I
Salesforce Platform Developer II
Salesforce Administrator
Salesforce Certified JS developer
Salesforce Certified Associate
Salesforce Certified AI Associate
Salesforce Certified FSC Consultant

SKILLS

Programming Languages: Apex, JavaScript, C
Databases: SOQL, SOSL
Framework and tools: LWC, Lightning Aura and Visualforce, Flow, Process Builder, Workflow Rules
Others: AWS, Git, HTML/CSS, Node js
Salesforce Clouds:
Sales cloud, Experience Cloud, Pardot

PROFILES

Linkedin: mahipal-jat

- Enhanced **risk assessment** and credit decision-making by providing real-time data visibility and a centralized platform for all underwriting activities.
- Enabled robust **cash flow analysis** and **financial modeling**, improving the accuracy of pro forma statements and overall **portfolio management**.
- Integrated the CaseFlow tool with AWS DynamoDB to streamline the flow of customer data from a website form into Salesforce for underwriting.

Mobilization Funding - Customer Community Portal — *LWC, Apex, REST API*

- Developed a custom-themed customer community portal using LWC and Apex for loan applications, disbursement tracking, and project management.
- Engineered a custom Chatter functionality to provide opportunity access for loan tracking and integrated Dropbox for seamless file management within Salesforce.
- Built custom REST APIs in Salesforce to support a React Native mobile application, providing data for a mobile experience similar to the web portal.

4WD Kings – Guided Service Console — *Service Cloud, LWC, Apex, Flows, API Integration*

- Built a fully custom, guided service console on the Service Cloud platform to streamline in-store customer service operations.
- Developed dynamic and conditional LWC screens to guide representatives through complex service scenarios, including faulty products, missing parts, and change-of-mind returns.
- Integrated with an external ERP system using Apex callouts to fetch real-time order metadata, ensuring data accuracy.
- Automated the end-to-end resolution process, including the creation of cases, claims, shipping orders, and dynamically generated customer outcomes such as refunds, store credits, or replacements based on complex business logic.
- Drastically reduced manual effort for service reps and increased customer satisfaction by ensuring consistent, fast, and policy-compliant resolutions.

Titan - Partner Portal for Copyright Claims — Apex, LWC, AWS (EC2, PostgreSQL), Node.js

- Created a partner portal for attorneys and photographers to manage copyright claims, integrating with the external system "Pixel" for web scraping of copyrighted images.
- Developed a system using an Express server on an EC2 instance with a cron job to pull data from Pixel and store it in a PostgreSQL database on AWS.
- Built a real-time UI in the Salesforce partner portal to display

scraped data from the AWS database, allowing photographers to create cases for copyright infringement.
- Implemented a case management system for attorneys within the portal, enabling them to claim and work on cases created by photographers.

Pathrise - System Administration and Process Automation — *Pardot, Flows, LWC, Apex*

- Served as a Salesforce Administrator, Consultant, and Developer, managing Pardot campaigns, engagement studios, and dynamic lists.
- Developed numerous screen flows, custom automation, and LWC to streamline the candidate review process, resulting in a 70% faster workflow from start to opportunity close.
- Built a custom round-robin system for lead assignment and integrated Calendly to automate the scheduling of meetings between candidates and assigned managers.
- Created complex flows to track the entire prospect journey, providing comprehensive insights into the sales process.

Compliance Management (Managed Package) — *Custom LWC with CMTD and Apex*

- Spearheaded the development of comprehensive document control and incident management modules.
- Crafted a versatile, metadata-driven data table solution for dynamic data display, enhancing module and tab-based functionality.
- Played a pivotal role in achieving Salesforce security compliance by rigorously validating and updating CRUD matrices and other security parameters.
- Implemented a sophisticated user notification system through Apex scheduled jobs and flows.

Service Management Console— *Custom LWC with CMTD and CMTD Integrations*

- Implemented a Custom LWC solution with a Custom metadata-driven approach to make everything reusable.
- Implemented a custom Metadata driven integration framework to make dynamic GET and Patch Calls to update data in External System for different-different themes.
- Built solution for sharing/security controlled by apex triggers and custom permissions.
- Worked on Lightning Migration related tasks.

Plaintiff Management System— *Automation and integrations*

- Integrated multiple APIs like Facebook, Google and Microsoft for

fetching Advertisement data.
- Created Aura Components, allowing users to customise the lead flow.
- Implemented a Fully Automated process for lead capturing to lead delivery to client firms.
- Implemented a Custom object for tracking and analyzing all the performance data related to leads which helps users to analyze the data better.

FSC Insurance Console— *Lightning And LWC Framework*

- Implemented a custom LWC solution to streamline the account,contact and opportunity creation process
- Connected Microsoft Inbox with salesforce to get email attachments for new opportunity for FTS(Fast Track Submission)
- It made it easy for the end users to create new opportunities right from Outlook to salesforce with a guided and streamlined process.

AWS Integration with Salesforce— *Apex And AWS S3*

- Integrate with AWS and created lightning components, VF pages, triggers, and some lightning web components.
- Implemented one-way synchronization between Salesforce and AWS using lambda functions.
- With AWS implementation, they can use the AWS bucket in Salesforce with the help of point & click.

EDUCATION

Aryan College, Ajmer— *M.Sc. (Information Technology)*
University – Maharshi Dayanand Saraswati University, Ajmer
July 2018 - Feb 2021

Government College, Ajmer— *B.Sc.*
University – Maharshi Dayanand Saraswati University, Ajmer
July 2015 - Jun 2028