

Mayank Anand

 (+91) 8867645287 |  mayank.96anand@gmail.com |  [Portfolio](#)

Summary

Experienced Salesforce Developer with 6+ years of expertise in Veeva CRM, custom Salesforce solutions, and cloud integrations. Proven track record in developing scalable solutions for life sciences clients, with a focus on enhancing user experience and streamlining business processes. I am skilled in integrating Azure cloud services with Salesforce for enhanced data management and automation.

Core Competencies

- Salesforce Development: VEEVA CRM, Veeva Vault, Apex, Lightning Web Components (LWC), Visualforce, Triggers, Batch Classes
- Integration: REST APIs, Azure API Management, AWS Lambda
- Cloud Platforms: Salesforce, Veeva CRM, Veeva Vault, Azure DevOps, AWS Lambda, Alexa Skill Kit, Azure Functions, Azure Logic Apps, Azure Gateway
- Industries: Life Sciences, Pharmaceuticals

PROFESSIONAL EXPERIENCE

Viatrix

Dec 2022 – Currently working

Assistant Manager (Veeva Development)

- Spearheaded the adoption of **Azure DevOps** for streamlined **change management and migration processes**.
- Worked on Veeva modules like Account Management, Order Management, Approved Email, Veeva Engage, MyInsights, Veeva Suggestions, Call management, Surveys, territory management, Veeva next best actions
- Integrated **Azure API Management** with Salesforce, to load data in Veeva CRM Suggestion modules for enhanced data exchange and interoperability, this automation reduced daily workload by 1hr for business.
- Developed custom Salesforce solutions using Apex, LWC, and Flow, tailored to client requirements.
- Collaborated closely with clients to analyze requirements and design tailored solutions for optimal business outcomes.
- Engineered scheduled reports and jobs on surveys and call management, driving dashboard efficiency for 90% of Data Stewards across EMEA, NA, and ANZ
- Implemented Service Cloud to map cases from email to another object, optimizing case management processes.
- Developed Apex sharing to share records, resulting in significant cost savings of over \$100,000 on service licenses.

Happiest Minds

March 2022 - Dec 2022

Senior Engineer (IMSS)- Veeva

- Worked as Support and Development engineer for Viatrix a Life Science Client
- Involved in resolving day-to-day tickets from EMEA, US regions.
- Worked on Enhancements to Veeva Application including working on triggers, batch classes and functional changes on Profiles, permission Sets, Workflows and Process builder
- Worked on requirement gathering with Client and Solution design which impacted more than 1000 users over EMEA.

Accenture

Application Development Analyst (Veeva CRM) –

Aug 2018 – March 2022

- Worked as System Administrator and Developer in development and support for Veeva CRM platform for a Life Sciences client.
- Created aura and lightning web components for migration from classic to lightning salesforce platform.
- Worked on creating new territory management for onboarding more than a thousand users from 160 different territories.
- Worked in development and support of workflows and process builders.
- Experience with VisualForce Pages and Apex Classes creation.
- Worked to introduce **Remote Meeting Functionality**, collaborating with **an Agile Model** to ensure streamlined work for Client during COVID lockdown, with more than thousand users using the new functionality.

PROJECTS

Alexa Integration with Salesforce – node.js, AWS Lambda

- Working on Multifactor Authentication using AWS Lambda and Salesforce API for scaling the Alexa skill for dynamic account linking using OAuth2
- Used Salesforce API and node.js for record manipulation of account and order management
- Created a custom skill on Alexa which can interact with salesforce APIs using node.js libraries

My Insights Dashboard Creation – Angular, JQUERY, Salesforce CLI, Veeva APIs

- Reports and dashboard creation for territory, interactions summary insights
- Using **angular.js** libraries to create charts and Veeva APIs to fetch data from application
- Worked on creating filter-based charts to show values depending on the record types

Technical Skills

- Languages & Frameworks: Apex, JavaScript, Lightning Web Components(LWC), Aura, Visualforce, Node.js, Angular
- Platforms & Tools: Salesforce, Veeva CRM, Veeva Vault, Azure DevOps, AWS Lambda, Alexa Skill Kit
- Methodologies: Agile, Scrum

Education

- B.E., BNM Institute of Technology (72%)
- 12th, MGM Higher Secondary School (CBSE, 83.6%)

ACHIEVEMENTS:

- **Young champion Award:** Awarded Young champion in Accenture Bengaluru campus for working on Alexa integration and handling LATAM region org single handedly
- **Tech Innovation Award:** One of the three groups to be selected for Accenture Bengaluru Campus tech innovation awards for Alexa integration
- Recognized by client as the Performer of the month