

# Mayur Gajghate

Development Analyst(Salesforce) | [mayurgajghate99@gmail.com](mailto:mayurgajghate99@gmail.com) | +91-9511885986 | [LinkedIn](#)

## OBJECTIVE

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Dedicated and results-oriented **Salesforce Developer** with over 4 years of hands-on experience in designing, customizing, and deploying scalable CRM solutions across **Sales Cloud** and **Salesforce CPQ**. Skilled in building dynamic applications using **Lightning Web Components (LWC)**, **Apex**, **SOQL**, **Flow Builder**, and **Visualforce**, with a strong understanding of **product configuration**, **pricing logic**, and **quote-to-cash processes**. Experienced in **requirement gathering**, **solution architecture**, and **end-to-end implementation**. Seeking to contribute to an innovative organization by leveraging CPQ expertise and Salesforce development capabilities to enhance operational efficiency and drive digital transformation.

## PROFILE

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- Over **4+** years of experience in **Salesforce, Design, Deployment and Support**, staying current with industry trends and techniques.
- Hands-on with **Sales Cloud** and **Salesforce CPQ** for end-to-end **quote-to-cash** solutions.
- Automated workflows using **Flows, Process Builder**, and **Workflow Rules**.
- Recognized for optimizing CPQ processes and mentoring junior developers.
- Collaborated directly with clients to gather requirements, provide demos, and deliver tailored solutions.
- Strong communication skills with experience in **client interaction**, **status reporting**, and **UAT coordination**.
- Built custom reports and dashboards to support decision-making for business stakeholders.

## TECHNICAL SKILLS

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- **Programming Languages:** Apex, JavaScript, SOQL, SOSL, HTML, CSS
- **CRM & Platforms:** Salesforce (Sales Cloud, Salesforce CPQ, Experience Cloud)
- **Salesforce Technologies:** Lightning Web Components (LWC), Visualforce, Flow Builder, Process Builder, Workflow Rules
- **Integration Technologies:** REST API, SOAP API, Platform Events, Named Credentials
- **Development Tools:** Visual Studio Code, SFDX CLI, Git, Postman, Workbench
- **Project Management Tools:** JIRA, ServiceNow
- **Testing & Deployment:** Test Classes, Change Sets, SFDX-based deployments
- **Reporting & Analytics:** Reports, Dashboards, Custom Report Types
- **Other Tools & Software:** Data Loader, Excel, Microsoft Teams

## PROFESSIONAL EXPERIENCE

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**Accenture Solutions Pvt. Ltd** | Pune | Development Analyst | **(4+ Years)**

### Roles and Responsibilities

September-2021-Present

- **Requirement Analysis & Planning:** Collaborated with business stakeholders and clients to gather, analyze, and document CRM requirements. Created technical specifications and implementation roadmaps aligned with Sales Cloud and CPQ solutions.
- **Application Development:** Developed and customized Salesforce applications using Lightning Web Components

(LWC), Apex, Visualforce, and SOQL, ensuring high performance and scalability.

- **Salesforce CPQ Expertise:** Configured and customized Salesforce CPQ, including product bundling, price rules, discount schedules, quote templates, and approval processes to streamline the quote-to-cash cycle.
- **Platform Integration:** Integrated Salesforce with third-party systems using REST/SOAP APIs, Platform Events, and external services, improving data flow and operational efficiency.
- **Automation & Optimization:** Implemented advanced business process automation using Flows, Process Builder, Workflow Rules, and Validation Rules, reducing manual intervention and improving data accuracy.
- **Deployment & Version Control:** Managed version control and deployment using SFDX CLI, Change Sets, Git, and VS Code, ensuring structured and traceable code movement across sandboxes and production.
- **Sales Cloud Configuration:** Customized Sales Cloud features such as Lead & Opportunity Management, Forecasting, Campaigns, and Dashboards, aligning CRM workflows with business objectives.
- **Testing & UAT:** Developed test classes and performed unit testing to maintain high code coverage. Participated in UAT and supported post-deployment activities.
- **Client Communication & Delivery:** Acted as a key liaison between technical teams and clients, presenting demos, managing feedback loops, and ensuring timely delivery of business-aligned solutions.
- **Agile Methodology:** Worked in Agile teams, participating in sprint planning, daily stand-ups, retrospectives, and maintaining JIRA-based task tracking.

## KAY PROJECTS IN ORGANIZATION

### 1. COX Automotive

**Client:** USA

**Environment:** Salesforce CPQ, Sales Cloud, SOQL, Flow Builder, Process Builder

**Description:** The project involves enhancing and supporting **Salesforce Sales Cloud and Salesforce CPQ** functionalities for COX Automotive, a leading provider of automotive services and solutions in the US. The objective is to streamline **sales operations**, improve **quote accuracy**, and enable a faster **quote-to-cash** process for various automotive business units.

**Responsibilities:**

- Developed and customized Sales Cloud and Salesforce CPQ solutions for managing complete sales and quoting processes.
- Configured product bundles, price rules, discount schedules, and quote templates to support dynamic pricing.
- Automated workflows using Flow Builder, Process Builder, and Workflow Rules to streamline operations.
- Collaborated with clients and stakeholders to gather requirements, conduct demos, and provide ongoing support.

### 2. Roche Dia

**Client:** Roche Dia

**Environment:** Salesforce Platform (Sales Cloud), Profiles, Roles, Permission Sets, Sharing Rules, Validation Rules, Workflow Rules, Process Builder, Reports & Dashboards, Data Loader, Sandbox Management, Salesforce Setup, Change Sets, User Management Console, ServiceNow.

**Description:** The project aimed to optimize Salesforce operations for Roche Diagnostics by enhancing system administration, ensuring secure access control, and supporting end users. Responsibilities focused on improving platform efficiency, ensuring compliance, and maintaining a secure and scalable Salesforce environment.

**Responsibilities:**

- Managed user administration, including creation, deactivation, role hierarchy, profiles, and permission sets.
- Implemented custom objects, validation rules, page layouts, record types, and field-level security as per business requirements.
- Maintained and configured sandbox environments, supported data migration, and handled deployment activities.
- Created and scheduled reports and dashboards to provide visibility into operations for business teams.
- Provided end-user support, conducted user training, and addressed access or system-related issues.
- Collaborated with business teams to gather requirements and deliver configuration-based solutions without code.

### 3. Sky Italy.

**Client:** Italy

**Environment:** Salesforce Classic & Lightning, Data Loader, Debug Logs, Reports & Dashboards, JIRA, ServiceNow, Confluence, MES Ticketing System, Excel for Data Analysis, Agile Support Environment.

**Description:** Worked as part of the **Salesforce Application Maintenance team** to ensure smooth system operations, timely issue resolution, and data accuracy. The focus was on improving platform stability, handling service tickets, and enhancing support workflows in a live production environment.

**Responsibilities:**

- Handled **MES support tickets** related to Salesforce incidents, enhancements, and data correction requests.
- Performed regular **data updates and validation** to ensure CRM data integrity.
- Supported **NPS (Net Promoter Score)** tracking activities and dashboards to enhance customer feedback processes.
- Acquired hands-on skills in **debugging, log tracking, and troubleshooting** Salesforce system issues.
- Collaborated with the QA and DevOps teams to ensure efficient **issue triaging and resolution**.
- Maintained knowledge base documentation and shared recurring issue insights for process improvement.

### 4. Sky Germany.

**Client:** Germany.

**Environment:** Salesforce Lightning, Apex, Visualforce, JavaScript, Lightning Web Components (LWC), SOQL, Data Loader, Debug Logs, Change Sets, Git, VS Code, JIRA, Agile Framework Power Platform, Business Central, Dynamic Office 365, Azure Portal.

**Description:** Focused on **Salesforce custom development** to enhance CRM functionality and optimize application performance for Sky Germany. The project involved building scalable solutions and implementing backend logic for business process automation within the Salesforce platform.

**Responsibilities:**

- Developed and maintained custom **Apex classes, triggers, and batch jobs** to implement business logic.
- Utilized **JavaScript and Lightning Components** to improve UI responsiveness and overall application performance.
- Created **custom objects, validation rules, and record-triggered flows** to meet business needs.
- Participated in **code reviews, debugging, and performance optimization** of Apex code.

- Ensured best practices for **code quality**, **governor limits**, and **exception handling**.
- Coordinated with cross-functional teams to support feature releases and resolve production issues.

## CERTIFICATION

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- Salesforce Admin
- Salesforce App Builder
- Salesforce Platform Developer -1

## EDUCATION

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**B-Tech in Computer Science** | N.B.N Sinhgad College of Engineering, Solapur | 8.64 CGPA.

2018 – 2021

## LANGUAGES

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- English (Professional Working Proficiency)
- Hindi (Native Proficiency)
- Marathi (Native Proficiency)