
Milan Nakum

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Summary

Proficient software developer with expertise in both technical and business aspects of software development. Experienced in developing business applications and processes, with an emphasis on clean code, maintainability, security, and performance.

Currently seeking remote roles in India where I can leverage my skills and knowledge to drive innovation and contribute to impactful projects and business solutions.

Skills

Salesforce Development & Administration

- Expertise in Salesforce development and administration, including Change Sets, Deployment, 2nd Generation Packaging, Packaging Analytics, Salesforce DX, Salesforce CLI, Single Sign-On (SSO), Integrations, Named Credentials, OAuth & Connected Apps, Platform Events, REST API, Tooling API, Metadata API, Dynamic Apex, Async Apex, CRM.

AI Technologies

- **Microsoft Copilot Studio, Agentforce, Salesforce Einstein, OpenAI services, Claude services, Azure Cognitive Services**

AI Projects & Implementations

- Hands-on experience developing **AI-powered business solutions**, leveraging Agentforce, Microsoft Copilot Studio Agents (power apps, connectors, actions, topics), Agentforce, Einstein Bots, Azure Bot Service, Azure Cognitive Services, OpenAI and Claude services.
- Utilized **AI Services** to enhance application capabilities with AI-driven insights.
- Researched and **integrated AI capabilities** into business applications.
- Extracted and analyzed **product metrics and analytics** using Partner Intelligence data from Salesforce.
- Worked with **Open Search** solutions to enhance data retrieval.

Platforms, Languages, Frameworks & Services

- Salesforce: **Apex, Triggers, LWC, Aura, Platform Events, Flows, Process Builder**
- Programming Languages: **React.js, Typescript, C#**, Java, JavaScript, HTML, CSS
- **CI/CD**: Github Actions, Salesforce DX, Shell Scripts, PowerShell Scripts, Batch Scripts
- **Microsoft**: Copilot Studio, Power Apps, Bot Service, Cognitive Services, Github Copilot, Office add-ins, Azure Web App, Azure Function App, Active Directory, C# .NET
- **AWS**: Integrated AWS Lambda and Simple Email Service with Salesforce and other services
- Other: Tanstack Query, Ag-Grid, Ag-Charts, Leaflet.js - ArcGIS & ESRI Maps
- Tools & Platforms: VS Code, Slack, Postman, Jira, Jenkins, Confluence, Github, BitBucket, MS Office, MS Teams, Google Docs, LucidChart, Miro, DataLoader, Visual Studio

Technical Skills

- Proficient in developing **secure, performant, and maintainable business applications**.
- Skilled in designing **robust system architectures** and **technical designs**.
- Expert in **Object-Oriented Programming** principles and practices.

Other Skills

- Analytical and Logical Thinking, Communication, Collaboration, Agile
- Development type: Full-stack, Front-end, Back-end, CI-CD, Declarative Development

Certifications

- **Salesforce Certifications:**
 - Salesforce Certified **JavaScript Developer I**
 - Salesforce Certified **Platform Developer I**
 - Salesforce Certified **Administrator**
- **HackerRank Certificates**
 - React, C#, Problem Solving, Rest API, Java, JavaScript, CSS, Python
- **Other Achievements:**
 - **Salesforce TrailHead Superbadges** – 50+ superbadges in various modules, proving hands-on experience and platform understanding, rather than just theoretical knowledge.
 - **Salesforce TrailHead Super Sets** – Developer, App Builder, Admin.

Languages

English, Hindi, Gujarat

Professional Experience

Loopio (3+ years) (previously employed with Avnio, now part of Loopio)

Senior Software Developer • Remote • India

2023 May - Present

Senior Software Engineer • Remote • India

2021 Aug - 2023 May

- Developed innovative **Salesforce AppExchange products**, enhancing user engagement.
- Developed integrations like Office add-ins, Copilot Studio Agents, Highspot, Uppy, Bot Framework, Slack App.
- Implemented **AI solutions** using Copilot Studio, Agentforce, Salesforce Einstein, Github Copilot, and OpenAI.
- Extracted and analyzed **product metrics**, driving data-driven decisions.
- Designed and built **UI, UX, and back-end solutions** using various frameworks and tools such as **Apex, LWC, React, Typescript, C#**, and more.
- Ensured **high-quality solutions** that meet the standards and requirements of **product specifications** and **user stories**.
- **Integrated different platforms** and technologies to ensure seamless interaction.
- **Automated daily routine tasks** in development using tools like Github Actions, Jira automations, Salesforce 2GP packaging, Batch & Shell Scripts, Slack workflows, etc.

Incapsulate (3 years, 4 months) (now part of Accenture)

Software Engineer • Ahmedabad, Gujarat • India

2020 Jan - 2021 Jul

Associate Consultant • Ahmedabad, Gujarat • India

2018 Apr - 2020 Jan

- **Developed and deployed Salesforce solutions** using frameworks such as **Apex, LWC, Aura, Visualforce, Einstein Bots**.
- Integrated Salesforce with various external platforms and technologies such as **AWS Lambda, Azure Bot Service, Chargent, Nintex DocGen, Leaflet.js, ArcGIS, ESRI Maps**.
- Collaborated with cross-functional teams to deliver high-quality products that meet client requirements and expectations.
- Conducted **technical interviews** for potential candidates and provided **technical training** for new joiners.
- Worked on Salesforce frameworks including **Dynamic Apex, Lightning Experience, REST APIs & Integration, Communities, Reports & Dashboards, Email Templates, Salesforce Classic Migration**, etc.

Education

Government Engineering College, Gandhinagar

Bachelor's Degree in Computer Engineering • Gandhinagar, Gujarat, India 2014 - 2018

Jawahar Navodaya Vidyalaya, Jamnagar (JNV)

XII Science • Jamnagar, Gujarat, India 2007 - 2014

Participations

- 2024 Q1 Hackathon (internal) by Loopio • 2024 • Virtual
- TrailheaDX India by Salesforce • 2019 • Bangalore, India
- Vidyuth Hackathon by Deloitte • 2019 • Mumbai, India
- Lightning Strikes India by Salesforce • 2018 • Virtual
- Smart India Hackathon by Gov of India • 2018 • New Delhi, India
- Smart India Hackathon (grand finale) by Gov of India • 2017 • New Delhi, India
- Exhibitor at Vibrant Gujarat Summit • 2017 • Gandhinagar, India
- Digital India Hackathon by The 1947 group • 2016 • Gandhinagar, India
- Cyber Security Championship by BrainTech Networking • 2016 • Gandhinagar, India
- Microsoft Imagine Digital India Summit by Microsoft India • 2015 • Gandhinagar, India