



Niket Kapasi

Salesforce Solution Designer and Technical Architect.

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TCS Employee ID: 1378175

RTW end date: 04th Nov 2026

Work Location: UK, London

Education : Bachelor of Engineering (IT) from K.J Somaiya College Of Engineering (2013)

Profile Summary

As a Salesforce Solution Designer and Technical Architect with 10 years of experience in Salesforce CRM, I excel at designing, developing, and implementing seamless customizations and integrations between Salesforce and various external systems. I possess a proven ability to manage complex projects, lead cross-functional teams, and deliver solutions that enhance business efficiency and automate workflows. My deep expertise encompasses Salesforce APIs, data integration techniques, and security best practices. A passionate collaborator who thrives in a team environment, I am committed to exceeding client expectations.

Skills

- Develop Salesforce High level and Low level technical designs
- Salesforce Configuration and Customization
- Salesforce Development (Apex programming, Visualforce, LWC) and Code review
- Salesforce Integrations (APIs, Salesforce Connect, Platform event based integrations)
- Data Management and Migration
- Develop Business Process Automations
- Salesforce Reporting, Einstein AI, Sales engagement(HVS), Lead Scoring, Opportunity scoring and Analytics (CRM Analytics / Tableau)
- Custom API Design and Development
- Good understanding of Customer 360 platform, Integrations with middleware and data tools (e.g. Boomi, Informatica, Dataloader, Workbench)
- Excellent communication, collaboration, and problem-solving skills

Certifications

- Salesforce Certified Data Cloud Consultant
- Salesforce Certified Application Architect.
- Salesforce Certified Integration Architect.
- Salesforce Certified Data Architecture and Management Designer Certification.
- Salesforce Certified Sharing and Visibility Designer Certification.
- Salesforce Certified Associate
- Salesforce.com Certified Platform App Builder.
- Salesforce.com Certified Platform Developer I.
- Salesforce.com Certified Service Cloud Consultant Certification.
- Salesforce.com Certified Sales Cloud Consultant Certification.
- Salesforce.com Certified Administrator Certification.
- Force.Com Developer.

Experience

TCS, Salesforce Solution Designer and Technical Architect

June 2021 - Present, Project Location - UK, London

Salesforce Solution and Technical Lead for a global business with offices across the US, UK, Europe and AEM supporting 2000+ users of Sales, Service and Marketing. Leading a team of 7-10 Salesforce administrators and developers.

- Designed and implemented enterprise-scale Salesforce solutions in collaboration with enterprise architects, ensuring alignment with overall business strategy and technical infrastructure.
- Architected and developed complex integrations between Salesforce sales cloud and various third-party systems (e.g., SAP, Enterprise Data Lake, Enterworks, Certinia, Conga, Eloqua, Anaplan, etc) using industry best practices and middleware tools like Boomi, adhering to platform limitations.
- Managed large data volumes within the Salesforce platform, utilizing best practices for data optimization, bulk loading, and performance tuning to ensure data integrity and system efficiency.
- Prepared clear and concise technical user stories for development teams, outlining business requirements, acceptance criteria, and technical considerations.
- Developed dashboards and reports leveraging CRM analytics (Tableau), empowering stakeholders with actionable insights to drive informed decisions.
- Implemented Sales engagement (HVS), boosting sales team productivity and engagement with prospects.
- Estimated project timelines and resource allocation for Salesforce projects, fostering realistic expectations and on-time delivery

TCS, Senior Salesforce Integration and Customization Developer

May 2017 - June 2021, Project Location - India, Mumbai

Senior Salesforce Developer for a global business with offices across the US, UK, Europe and AEM supporting 2000+ users of Sales, Service and Marketing.

- Led a team of developers in developing customizations with LWC, Visualforce pages, Apex programming and implemented Salesforce integrations with SAP, EDL, MDM and marketing automation platforms.
- Utilized Salesforce APIs (SOAP, REST, Bulk), Salesforce connect, Near realtime frameworks, CDP and Platform events to establish secure and efficient data exchange between systems.
- Employed data cleansing, transformation, and mapping techniques to ensure data integrity throughout the integration process, data migrations.
- Implemented robust error handling and logging mechanisms to maintain system stability and facilitate troubleshooting.
- Experience in DevOps concepts and deploying components with Copado, TortoiseGIT & Gearset
- Documented integration processes for future reference and knowledge transfer.

Capgemini, Salesforce Developer and Assistant consultant

Mar 2014 - May 2017, Project Location - India, Mumbai

Leveraged Salesforce development expertise and consulting skills to implement solutions across diverse industries, including Energy, Building, Insurance, Telecommunications, and Postal Services.

- Analyzed client needs and translated them into actionable Salesforce configurations, leveraging Objects, Fields, Workflows, Approvals, Security, and Reporting tools.
- Utilized programmatic features (Apex, Visualforce, LWC, API, SOQL) to craft custom Salesforce applications with enhanced UI elements (potentially using Knockout JS, jQuery).
- Possess expertise in CPQ integration, enabling the development and configuration of complex product offerings.
- Acted as a consultant, collaborating with clients and internal stakeholders to understand requirements, recommend solutions, and deliver successful implementations.

Declaration

I declare that the information and facts stated herein are true and correct to the best of my knowledge and belief.