

# Prakrit Chander Desai

## Salesforce Technical Lead

Phone 9581515511  
E-mail prakritdesai@gmail.com



5-9-774 Gunfoundry, Abids, Hyderabad Telangana.  
500001

Date of birth 25 Oct 1991  
Place of birth Hyderabad

- 10+ years of experience in Information & Technology working on various implementations for clients around the globe in various verticals
- Over 6+ years of experience working on Salesforce Sales Cloud, Financial Service Cloud, Experience Cloud, Copado, SF DevOps Center, CRM Analytics
- Have good understanding of Salesforce Architecture and Salesforce ecosystem
- Hands on experience on LWC, Apex Classes, Apex Triggers, SOQL, SOSL & SAQL
- Extensive experience in Salesforce Administration, sharing and security, roles and profile setup, Setup and configure custom fields, objects, roll-up summary fields, formulas, page-layouts, flexipages, record types, Validation Rules, email alerts, field updates to implement business logic.
- Working knowledge of CRM Analytics and experience working on SF Reports & Dashboards
- Worked on data import tools like Talend, Salesforce Inspector for data updates & migration
- Experience in web technologies like HTML, CSS, JavaScript and JQuery
- Working knowledge of Agile process and deep understanding of all stages of Software lifecycle such as requirements gathering, business modeling, analysis & design, configuration, integration, testing, data migration, administration and production support
- Having good amount of experience in translating business requirements, designing optimal solutions aligned to best practices
- Good knowledge of RDBMS and experience in Oracle SQL, PL/SQL, and Shell scripts
- Experience in building integration using RestAPI and SOAP
- Enthusiastic about extending my knowledge on Salesforce ecosystems by exploring new products and offerings from Salesforce
- Strong communication, leadership and interpersonal skills.

### Experience

Sept 2022 -  
present

**Salesforce Technical Lead**  
*4CECloud Labs pvt ltd.*

My responsibilities at 4CECloud Labs are to provide technical guidance to the team working on development/production support projects on Salesforce while also performing hands on tasks. I am involved in all stages of the project such as requirement gathering, solution design, development, code reviews, testing, deployment, sprint demos, post production support etc. Collaborate with other work-stream technical leads to develop integrated solutions and resolve dependencies. I am part of the Center of Excellence team which works closely with leadership team to build demos for new prospects, accelerators and AppExchange solutions. Training and mentoring junior team members on Salesforce best practices and new features

Nov 2014 -  
Aug 2022

**Senior Specialist - Enterprise Innovations**  
*Innovacx Tech Labs pvt ltd.*

Working at Innovacx, I have been leading teams on On-site and Offshore implementation/support projects on Salesforce, Oracle Siebel, Oracle Loyalty Cloud, OCC, CrowdTwist. My responsibilities were to managing the Dev and production support teams working on new implementations, production maintenance for clients on various Salesforce and Oracle products.. Over the course of my job, I have got the opportunity to gain hands on experience in Cloud & on-premise technologies from Salesforce and Oracle, Javascript, NodeJS, ExpressJS, Java, DevOps etc.

Aug 2013 -  
Jun 2014

**Technical Account Management (TAM) Associate**  
*Amazon Development Center*

As a TAM associate, I was responsible for management and correction of the sales catalog of the website, solve problems related to the display of the details on the website, fix issues pertaining to the listings of the seller and troubleshoot issues related to the seller's account.

### Skills

**Salesforce Platforms:** Sales Cloud, Financial Service Cloud, Experience Cloud

**Salesforce Technologies:** Salesforce LWC, Apex, Visualforce, Flows, SOQL, Salesforce APIs

**Integrations:** REST, SOAP, MuleSoft, Heroku, External System Integration

**DevOps:** CI/CD, Copado, Salesforce DevOps Center, Change sets,

**Leadership & Management:** Agile Methodologies, Team Leadership, Project Management, Code Reviews

**Other Tools:** Workbench, Salesforce Inspector, Data Loader, Talend, JIRA, Git, Azure

Digital Lending for Bank in Bermuda (Financial Service Cloud, Experience Cloud)

Implemented lending features of Salesforce FSC to digitize the loan application process for vehicle loans. Published an SF experience site for borrowers to login and submit the loan application. Customized FSC Mortgage to support the vehicle loan application. Designed & developed the process for various lending stages such as application submission, review, document validation, data extraction, underwriting, manager review, credit operations, disbursement.

Responsibilities

- Lead the team on implementation of SF FSC for vehicle loans
- Designed & implemented the process flows for various loan application processing steps such as underwriting, credit checks, manager review, disbursement etc.
- Extended the FSC Residential loan application framework to support vehicle loan applications
- Created Custom Fields, Record Pages, Page Layouts, Validation rules, flows, approval processes to cater to the business requirements
- Created LWC components to build summary pages for Lending team
- Build a SF Experience site using LWC to create a borrower portal for borrowers to login and submit application form
- Implemented OTP login for community site
- Built integration to SMS provider (Twilio) & Salesforce Marketing Cloud for notifications via Mulesoft
- Used Omniscripts, data mappers and integration procedures to build the application forms and generate loan documents like Lien letters, guarantor forms etc
- Configured, objects, fields, validation rules, sharing rules to cater to the requirements
- Used Intelligent Document Reader to extract data from uploaded documents
- Used SF Discovery framework to display eligibility questionnaire and capture the answers from the user
- Used DocuSign to implement e-signing for the generated documents
- Used Salesforce reports & dashboards for reporting
- Perform sprint demos and user training for end users
- Used SF DevOps center as the DevOps tool for deployment
- Performed a POC to check the feasibility of new Digital Lending framework published by Salesforce

Sales Cloud for Digital Publishing company in USA (Sales Cloud, LWC, Apex)

Managing the team that works on production support and regular enhancements sprints on Sales cloud for Education publishing team for a very renounced digital content and course material publishing company in USA.

Responsibilities

- Customized the standard objects such as Accounts, Contacts, Opportunities to support business requirements
- Build a bulk file upload process using LWC & Batch Apex for vendor opportunity file data load
- Implemented a staging object for transformation, validation of file data in Salesforce
- Build the UI using LWC lightning data tables for users to easily correct & reprocess the records
- Implemented custom data types in lightning data table to support picklists and lookups using lightning record picker
- Built LWC components to record updates to Opportunity Contact Roles
- Used Copado to deploy changes to higher orgs

DevOps for Bank in South Africa (Copado)

Worked as a DevOps lead for a leading bank in South Africa. Managed the team that performed the day to day DevOps activities for the customer

Responsibilities

- Co-ordinated with product owners and various teams such as Business team, release team, testing team to mange the release deployments
- Created promotions to promote user stories to higher environmentalists
- Worked with developers to deploy the changes to higher environments
- Resolved merge conflicts and other issues during deployments
- Performed RCA on any issues by analyzing the debug logs and apex code
- Ensured the code compliance using PMD, SonarQube. Worked with developers to improve code quality
- Performed admin tasks such as user creations and maintainace. Package installations upgrades
- Co-ordinated with Salesforce support to find quick resolution of issues

2009 - 2013	Bachelor of Technology (Computer Sciences) - JNTU (Aggregate: 67%)
2007 - 2009	Intermediate - Fiitjee junior college (Aggregate: 80%)
1996 - 2007	SSC - All Saints High School (Aggregate: 86%)

English/ Hindi/ Telugu