Shivraj Pawar

+91-9301580455 / pawarshivraj2021@gmail.com / linkedin.com/in/shivrajpawarsfdc

WORK EXPERIENCE

Senior Software Engineer   Oct 2021 - Present
Tech Mahindra   *Bangaluru, Karnataka*

- Expertise in customization, configuration and troubleshooting of salesforce applications to enhance business processes.
- Collaborated across cross functional teams, stakeholders to gather requirement and develop highly configurable solutions and ensuring alignment with salesforce capabilities and best practices.
- Serve as the primary point of contact for salesforce-related business systems, providing functional and second-level technical support to ensure smooth operations and high customer satisfaction.
- Conducted system testing, created test cases, and managed training sessions for end-users to improve system utilization and efficiency reducing support tickets by 30% in the first three months.
- Delivered exceptional support by managing high-priority tickets, Documenting issues and next steps to maintain customer satisfaction and resulting in a 98% resolution rate within SLA timelines.

Salesforce Developer   Feb 2019 - Sept 2021
Genpact   *Noida, Uttar Pradesh*

- Developed and Support custom applications leveraging Genpact's CORA AR, PLM products to achieve to specific business outcomes & improve process efficiency by 40%.
- Coordinated Agile project activities, participating in sprint planning and retrospectives to improve team efficiency and worked on Aura component, Apex classes, SOQL, Batch classes, Test classes, governor limits, Aura components, Involved in Prepared configuration documents, sop, Release documents, develop and deliver trainings for end-users, new colleagues.
- Successfully migrated legacy VF Pages codebase to AURA within Genpact's product, enhancing user experience and performance.

Software Engineer   Jan 2017 - Jan 2019
Applitech Solution   *Bangaluru, Karnataka*

- Utilized Apex and Visualforce to customize the Salesforce platform, created scalable solutions for business requirements and deployed custom applications using Visual Studio Code, and Git for version control, reducing development time and ensuring smooth version tracking.
- Troubleshot and debugging Salesforce configurations and customized Salesforce using profile, page layouts, validation rules and custom apps, reports, dashboard, Security Models, user management and data management using data loader, workbench.

TECHNICAL SKILLS

- **Salesforce CRM**: LWC, Aura, Apex, Asynchronous Apex, Trigger, Test class, SOQL, Flows, Salesforce Administrator (User Management, Profiles, Permission sets, custom metadata), Clouds (Sales, Service)
- **Others**: Agile sprints, Business Analyst, Support, Familiar with Vlocity Omni studio tools (Omni Script, Data Raptors, Integration Procedure and Flex Cards)
- **Tools:** JIRA, Flosum, Copado, Changeset, Data loader, Flows, VS Code, ServiceNow for tickets.

EDUCATION

Rajiv Gandhi Proudyogiki Vishwavidyalaya (RGPV)   *Bhopal,Madhy Pradesh*
Bachelor in Computer Science & Engineering (CSE)   July 2007 – July 2011

CERTIFICATIONS

- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Omnistudio Developer 1
- Salesforce Certified Platform Developer 1
- Salesforce Certified Sales Cloud Consultant