Mr. Vyankatesh Navade

Salesforce Technical Support Engineer

Working experience as an Administrator and Developer in Salesforce. Proficient in Technical and Functional aspects of Salesforce. Working Knowledge of Apex and Lightning Components, with a strong understanding of Salesforce architecture and best practices.

WORK EXPERIENCE

Packaged App Development Analyst — May 2023-Present
Accenture, Pune, India

- Boosted productivity by 30% for Unilever client as Salesforce technical support engineer by Provide expert technical support for Salesforce products, including Apex, Lightning Web Components (LWC), and Flows.

- Diagnose and resolve complex issues using Apex, conduct code reviews, and optimize APEX code for efficient performance.

- Implemented Salesforce automation using a scheduled flow to delete carts inactive for over 7 days on the B2B site, effectively preventing ordering discrepancies and enhancing operational efficiency.

- Collaborate cross-functionally to enhance Salesforce products, leveraging Batch Classes and Flow automation.

- Developed Salesforce automation through a custom batch class to deactivate partner users inactive for over 180 days, effectively managing user license allocation and enhancing operational efficiency.

Packaged App development Associate — September 2021 – April 2023
Accenture, Pune, India

- Actively participate in scrum calls and client interactions. providing regular updates on project progress and addressing any blockers.

- Handled all elements of user and license administration, including setting up new users, deactivating accounts and defining roles, profiles, permissions, public groups, OWD, and sharing rules.

- Managed the full development lifecycle of monthly user stories, from initial requirements gathering to deployment.

EDUCATION

Bachelor of Engineering — June 2018 – June 2021
Shivaji University
Major in Computer Science & Engineering — 8 CGPA

Diploma in Computer Science — June 2015 – May 2018
Maharashtra State Board of Technical Education
Major in Computer Science and Engineering — 8 CGPA

CONTACT

- Pune, MH, India
- +91 9096129125
- Vyankateshnavade123@gmail.com
- Linkedin
- Github

SKILLS

Techniques:
- Apex, Batch
- LWC
- JavaScript
- SOQL, SOSL
- Integration
- Flow
- Triggers

Tools and Frameworks:
- Workbench
- Vs Code
- Data Loader
- Excel

Certifications

- Salesforce Certified Associate
- Salesforce Administrator
- Salesforce Platform Developer I

Projects

- Portfolio in Salesforce
- Note Taking App