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Name:	Shikhar Vardhan
Location:	Noida, India
Current Position:	Salesforce Developer
Experience:	<ul style="list-style-type: none"><li>• 4+ years of experience in Salesforce CRM (Sales, Service, Experience Cloud).</li><li>• Experience in Apex, Data Management tools, Apex Classes, Apex Triggers, Lightning Aura Components, LWC, velocity, Visualforce, Automation, SOQL and SOSL</li><li>• Project Initiation (Plan the Project, Identify and define the Problem, Conduct a Strategy Analysis).</li><li>• Project Execution (Business Analysis Information, Prioritize, Manage Requirements and Analyse Design).</li><li>• Solution Implementation (Transition to Solution, Solution Evaluation).</li><li>• Define and Validate the Testing plan.</li><li>• Making Defect Management Notes.</li><li>• Making Training Requirement Notes.</li><li>• Smart team player.</li><li>• Key relationship building.</li></ul>
Certification:	<ul style="list-style-type: none"><li>• Certified Salesforce PD1, Certified Salesforce Admin</li></ul>

### TECHNICAL SKILLS

Salesforce.com	SOQL, SOSL, Apex Classes, Apex Triggers, Workflow and Approvals, Sharing Rules, Formulas, Validation Rules, Assignment Rules, Custom Objects, Custom Fields, Dashboards and Reports, Opportunity Management, Lightning, Apex Classes, Apex Triggers, Case Management, LWC, Velocity.
Languages	Java, Apex, Visualforce, HTML, JavaScript, CSS.
Tools & Technologies	Salesforce, Business Analytics, Flosum
Methodologies	Agile/Scrum, Waterfall.

## PROFESSIONAL EXPERIENCE

- **Girikon Solutions Pvt Ltd, Noida**

Feb'22 – till date

## PROJECTS

### 1. **Five9 GTM & PSD: (Client: Five9, USA)**

#### **Key Responsibilities:**

- Worked with two client teams: PSD and GTM. As the main developer for both teams, I played a central role in driving project success and ensuring seamless communication between onshore and offshore stakeholders.
- Worked on CPQ, Workflow Rules, Sharing Settings, Bulk Data Loading, Integration using Rest API.
- Configured workflow rules and automation processes to automate repetitive tasks, reduce manual effort, and maintain data integrity. Implemented sharing settings to control data access and visibility, ensuring data security and compliance with organizational policies.
- Designed and executed bulk data loading processes, enabling the efficient migration of large datasets without compromising system performance. Integrated Salesforce with external systems using RESTful APIs to facilitate real-time data synchronization and enhance the overall user experience.
- Created Test Classes and Performed Unit Testing of the Application.

### 2. **Five9 Success Community: (Client: Five9, USA)**

#### **Key Responsibilities:**

- Design and Develop 'Success Community using Apex and LWC.
- Developed user interfaces with Lightning Components and implement complex business logic using Apex classes.
- Worked on workflow rules, process builders, sharing settings, approval process, duplicate rules, metadata, and platform events.
- Conducted regular training sessions for Five9 team members, ensuring they were well-acquainted with the system's capabilities. Provided ongoing support and troubleshooting assistance as needed.

### 3. **Five9 Data Migration: (Client: Five9, USA)**

#### **Key Responsibilities:**

- Worked on the Data Migration from Legacy System to Salesforce.
- Conducted a thorough analysis of the legacy system's data structure, formats, and quality, laying the foundation for an effective migration strategy.
- Implemented data transformation techniques to cleanse, standardize, and enrich data, guaranteeing data accuracy and consistency in Salesforce.
- Utilized ETL tools and data loading scripts to efficiently extract, transform, and load data into Salesforce, maintaining data integrity and minimizing data loss.
- Managed error handling and reconciliation processes to address any data loading failures or discrepancies, ensuring a smooth migration experience.
- Conducted rigorous post-migration validation tests to verify data accuracy and completeness in Salesforce, successfully matching legacy system data.

- Provided go-live support to address any data-related issues during the cut-over phase, ensuring a seamless transition for end-users.
- Deployments using Flosum, change set.

#### 4. **Sales Enablement Platform: (Client: Visiting Media, USA)**

##### **Key Responsibilities:**

- Developed Apex classes and Visualforce pages to develop Sales functionalities, create custom components and pages utilizing Lightning components and the Lightning framework to enhance sales processes and provide a more intuitive user interfaces enhancing user experience.
- Integrated Salesforce with external systems and APIs to streamline data management and facilitate real-time information exchange, improving data accuracy and accessibility for Visiting Media's sales teams.
- Automated business processes using Salesforce automation tools such as Process Builder and Workflow Rules, optimizing sales workflows and increasing efficiency for Visiting Media's sales teams.
- Developed Salesforce Communities to foster collaboration and engagement with external stakeholders, enabling seamless communication and interaction between Visiting Media's sales professionals and clients/partners.

### **PREVIOUS PROFESSIONAL EXPERIENCE**

1. **Senior Programmer (Salesforce)** | Strategic IP Information Pvt Ltd.

**Nov '21 to Feb '22**

#### **Project for Client: Marc & Jacobs, USA**

##### **Key Responsibilities:**

- Tailored Salesforce to match the specific requirements of Marc & Jacobs, ensuring that the platform was aligned with the company's business processes and goals.
- Integrated Salesforce with other third-party systems and platforms used by Marc & Jacobs, ensuring a unified system for data flow and accessibility.
- Built bespoke Salesforce applications to address unique business needs, utilizing Apex code, Visualforce pages, and Lightning components.
- Implemented automated processes and workflows to improve efficiency, including automated lead tracking, opportunity scoring, and customer support ticketing.

2. **Salesforce Developer** | Usaka Pvt Ltd.

**Oct '20 to Nov '21**

#### **Project for Client: Crompton Greaves, India**

##### **Key Responsibilities:**

- Modified Salesforce to fit the distinct specifications of Crompton Greaves.
- Integrated with internal systems, ensuring seamless interoperability and integrated business processes.
- Instituted procedures for rigorous data quality, including mechanisms for validation, deduplication, and structured data backups.
- Built proprietary Salesforce apps using tools such as Apex, Visualforce, and Lightning.
- Automated pivotal functions such as lead processing, after-sales communications, and warranty monitoring, leading to substantial time savings.