KETAN DAVID

CONTACT

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OBJECTIVE

Salesforce Developer position in a dynamic organization where I can utilize my technical and communication skills to develop, maintain, and support Salesforce applications.

EDUCATION

University of Canberra, Australia
Graduated - 2017
Master of Information Technology and Systems
GPA: 6.03/7
Received Deans Award of Excellence

University of Mumbai, India
Graduated - 2012
Bachelor of Science in Information Technology

WORK EXPERIENCE

SafeAeon Inc., Chandighar, India - Salesforce Developer
December 2023
Migrating from HubSpot to Salesforce and setting up Salesforce from scratch. Key responsibilities include:

• Performed Data Migration from HubSpot to Salesforce.
• Created and managed, users, profiles, roles, and permission sets.
• Implementing various sharing rules.
• Created custom objects, fields, page layouts, compact layouts, validation rules, and Lightning pages.
• Created and set up Sandboxes for various development and testing work
• Created APIs to connect with the company website.
• Worked on VisualForce pages to create buttons and components.
• Created various flows and email alerts to cater to various business functionalities.
• Worked on both synchronous and asynchronous apex like batch apex and scheduled apex.
• Integrated various 3rd party tools like ZoomInfo, DocuSign, and 8x8.
• Coordinated with various stakeholders to understand the business requirements and create solutions based on the requirements.

PROFILE

Salesforce Developer with around 3 years of experience in Financial, Marketing, and Sales Cloud implementations. Proficient in Apex, Visualforce, SOQL, SOSL, Aura, LWC, and REST/SOAP Integration. Skilled in using declarative features like flows, validation rules, workflows, approval processes, and sharing rules automation for complex business process automation. Managed a team of technicians and provided technical support for employees. Proven ability to troubleshoot issues and implement efficient workflow processes.

SKILLS

• **Salesforce Architecture and Design**

• **Salesforce Development: Apex, Visualforce, Lightning, LWC, Aura**

• **SOQL, SOSL, REST, SOAP, SDOC**

• **Declarative Features: Flows, Validation Rules, Workflows, Approval Processes, Sharing Rules**

• **Salesforce Clouds: Sales Cloud, Service Cloud, Marketing Cloud, Financial Service Cloud**

• **Various deployment tools, SSO, Platform events, Debugging**

• **Team Collaboration and Communication**

• **Analytical and Problem-Solving Skills**

Trantor Inc., Chandighar, India - Salesforce Developer
October 2021 – February 2024
Young Achiever Award -JAS 2022
Cause for Applause Award -OND 2022
Provided developer support to Trantor Inc. for their client project Lending Point. Key responsibilities include:

• Developed Financial Service Cloud implementation with hands-on experience in building Controllers/ Components, Custom Objects, Reports, Dashboards, Tabs, Tags, and Components.
• Identified relationships and converted them to Salesforce custom objects, lookup relationships, junction objects, and master-detail relationships.
• Expertise in Force.com technology stack: APEX, Visual Force, SOQL, SOSL.
• Extensive experience in using declarative features like flows, validation rules, workflows, approval processes, and sharing rules automation for satisfying complex business process automation.
• Created page layouts and search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
• Worked extensively on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports, and Dashboards.
• Hands-on experience with Apex, Apex Trigger, Apex Class, Asynchronous Apex, Platform events, and Visual Force (Page, Component & Controllers), Aura, LWC, and Integration (REST/SOAP).
• Experience working with debug logs and troubleshooting issues.
• Worked with SSO and various deployment tools

Learning Hub, Pune, India - Salesforce Consultant
November 2020 - October 2021
Provided freelancing support as a Salesforce Consultant for their client Fulton Bank. Key responsibilities include:

• Developed Marketing, Sales, and Financial Service Cloud implementations with hands-on experience in building Controllers/ Components, Custom Objects, Reports, Dashboards, Tabs, Tags, and Components.
• Identified relationships and converted them to Salesforce custom objects, lookup relationships, junction objects, and master-detail relationships.
• Expertise in Force.com technology stack: APEX, Visual Force, SOQL, SOSL.
• Extensive experience in using declarative features like flows, validation rules, workflows, approval processes, and sharing rules automation for satisfying complex business process automation.
• Created page layouts and search layouts to organize fields, custom links, related lists, and other components on a record detail and edit pages.
• Worked extensively on various salesforce.com standard objects like Accounts, Contacts, Opportunities, Products, Cases, Leads, Campaigns, Reports, and Dashboards.
• Hands-on experience with Apex, Apex Trigger, Apex Class, Asynchronous Apex, Visual Force (Page, Component & Controllers), Aura, and LWC

D B Schenker, Sydney, Australia – Technical Supervisor
November 2018 – October 2020
Managed a team of bench technicians responsible for pre-run configuration and setup of a range of Multi-function Printers/Photocopies for the client Fuji Xerox ANZ.

• Established efficient workflow process, monitored and documented daily productivity, and implemented modifications to improve the overall effectiveness of personnel and activities.
• Provided training to employees on process and regulatory compliance requirements to promote conformance.
• Performed regular internal audits to keep a check on inventory, and process discrepancies.
•Maintained share drive with the latest product software and firmware and process updates.
• troubleshot and fixed issues on products that were dead on arrival.

Carers ACT, Canberra, Australia - Helpdesk support intern
February 2017 – July 2017
Provided technical support for employees working for an NGO that catered to kids with disabilities.

• Installed and maintained Windows and desktop software, service packs, patches, and anti-virus updates.
• Managed assets inventory and deployed imaged desktops to end-users.
• Liaised with third-party vendors to resolve issues with hardware or software covered by annual maintenance agreements.
• Troubleshot various technical issues dealing with desktops, thin clients, software, printers, network, and phone systems.
• Provided support in setting up audio and visual technology for conferences and meetings.
• Maintained internal web portal using SharePoint.
• Created analytic reports for data gathered from voice calls made via LYNC using Microsoft Power BI.
• Created new user accounts, provided access rights and permissions to those accounts, and managed information security via Active Directory.
• Configured Mail exchange clients and maintained the exchange server.

Tata Consultancy Services, Mumbai, India - Network engineer
March 2011 – October 2015
Provided both Level 1 and Level 2 support for core network setup of TCS and global client networks.

• Monitored Global Network, analyzed and troubleshot network issues, responded to incident tickets, communicate with site technicians, and tracked problems through to resolution.
• Designed, implemented, and documented all changes to the network.
• Managed group policies for Internet access.