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**PROFESSIONAL SUMMARY**

* 14+ Years of Extensive experience working with Salesforce Industries Capability, Sales Cloud, Service cloud .
* Extensive experience in Salesforce AI Solution.
  + Einstein Led and Opportunity Scoring
  + Einstein Opportunity and Account Insights
  + Einstein Activity Capture and Automated Contacts
  + Einstein Prediction Capabilities.
  + Einstein Bots
  + Recommendation Builders
  + Case Classification Flow
  + Salesforce Flow
  + Article Recommendation Flow
  + Generative AI for Service Cloud Einstein
* Experience with Salesforce APIs, Apex Triggers and Classes, SOQL, Force.com Tool and Toolkits.
* Experience in working with Salesforce Workflow Rules and Approvals, Visual Flow, Process Builder and Salesforce limitations.
* Experience with REST/SOAP APIs (XML, JSON).
* User Interface: Salesforce Visual Force, HTML5, JavaScript, CSS, Lightening, jQuery, AJAX.
* Familiar with Salesforce Sites.
* Familiar with ETL tools (i.e., MuleSoft’s Data loader).
* Works closely with both the functional, technical, and vendor teams to create and implement industry leading solutions.
* Identifies project stakeholders and defines requirements and expectations.
* Collaborates with team members and leaders across division on strategic initiatives.
* Participates and delivers on all components of the SDLC that includes Planning, Analysis, Design, Development, Testing, Deployment, and Maintenance.
* Complies with IT Security and Governance best practices and standards.
* Research and/or implement requests for proposed system and architectural changes.
* Initiates proposals for procedural changes or process improvements to increase efficiency in solutions provided.
* Leads technology initiatives and drives them to completion.
* Provides cost and resource estimates for technology investments and projects.
* Stays abreast of and promotes application, database and infrastructure technology advances beneficial to EQT; and
* Champions efforts to establish technical standards and application roadmaps.

**SALESFORCE CERITIFCATION**

* Salesforce Administrator
* Salesforce Platform Developer I
* Salesforce Platform Developer II
* Salesforce Certified Platform App Builder
* Salesforce Service Cloud
* Salesforce Community Cloud
* Salesforce Sales Cloud

**SALESFORCE INTEGRATION WITH OTHER SYSTEM**

* Integration with Facebook, Twitter, and LinkedIn.
* Salesforce to salesforce integration through Rest API.
* S-Docs
* Integration with Ship station, Rally and Zendesk.
* Integration with Java
* Expose Rest Webservice from Salesforce
* Single sign on implementation with Jan rain for lightning community.
* Salesforce integration SAP using ESB middleware.
* Salesforce integration with QuickBooks

**TECHNICAL SKILLS**

|  |  |
| --- | --- |
| **Project Methodology** | Waterfall, Agile. |
| **Programming Language** | APEX, JAVA |
| **Web Development** | HTML, CSS, JSP, Visual Force. Lightning Aura Component |
| **Scripting Languages** | Java Script, Angular JavaScript. |
| **DBMS** | MySQL, SOQL, and SOSL. |
| **SFDC Technologies** | Sales and Service Clouds, User Management, Web Sphere Cast Iron Cloud  Integration, Data Loader, Eclipse, Force.com IDE, SFDC Mobile  Architecture, Lightning/Aura Framework |
|  |
|  |
| **Operating System** | Linux/Unix MS-Windows. |
| **Java IDE** | Eclipse, NetBeans. |
| **CI/CD** | Gitlab, GitHub, Bitbucket, Copado (ClickDeploy.io), Gearset, SourceTree |

**EXPERIENCE**

**Client: Charter Communications 02/2023 to Current**

**Role: SR. Salesforce Developer**

**Description:** Charter strives to provide consumers with accessible, easy-to-understand information about the services which they provide, so they can make informed decisions about which services meet their needs. Consistent with that goal, I have designed pages to act as a place where consumers and others can come to access and review the relevant policies, agreements and channel lineup information and other information about Spectrum services.

Part of distributive AI team, Where we are working on utilizing the Salesforce Service cloud AI feature for Agents that is aimed to

* Agent Experience and efficiency.
* How to utilize Einstein Prompt for decrease the chat response to review and send to th customer.
* Enhancing the Bot experience in providing effective knowledge and path to the customer.
* Utilizing AI Analytics to provide effective and accurate dashboards to the Stakeholders.

**Responsibilities:**

**Performed the role of Salesforce.com Administrator and Developer**.

* Involved with the companies both B2B and B2C Modal Requirements.
* Developed LWC components to enhance User experience and enabling one stop spectrum solution.
* Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements,

Loops, SOSL, SOQL queries, control and Exception statements to invoke Apex triggers.

* Worked on 3rd Party Integration which sending request on each update of Object and lining up the spectrum of all listed products according to subscriptions.
* Developed various Custom Objects to manage the complex data modal.
* Created page layouts, validation rules, email templates, workflows, Salesforce Flow approval processes as per the Business requirements.
* Creating and managing profiles, roles, visibility settings.

**Client: CORDIS, SANTA CLARA, CALIFORNIA 02/2022 to Jan 2023**

**Role: SR. Salesforce Developer**

**Description:** Sprint focus on working as a team to provide great service and maintain strong customer relationships. Salesforce is a one-stop shop for our sales teams for business processes and customer intelligence.

**Responsibilities:**

**Performed the role of Salesforce.com Administrator and Developer**.

* Led discussions with the team about feasibility and effective way of leveraging Saleforce.com CRM
* features to best serve the purpose of the requirement.
* Developed Apex classes, controllers and controller extensions to retrieve the data of numbers of
* people attending the campaign and their contact information.
* Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements,
* Loops, SOSL, SOQL queries, control and Exception statements to invoke Apex triggers.
* Developed with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports,
* and Dashboards.
* Used Batch Apex to build an archiving solution that ran on a nightly basis, looking for records past a
* certain date and added them to the archive.
* Developed various Custom Objects, Reports, Tabs, Components and Visual force Pages and
* Controllers for different user profiles based on the need in the organization.
* Configured the Analytic Snapshots to dump the data on regular basis for the sales performance and
* lead generation statistics.
* Created page layouts, validation rules, email templates, Salesforce flow workflows, approval processes and lead.
* assignment rules as per the Business requirements.
* Creating and managing profiles, roles, visibility settings.
* Implemented and used Salesforce.com web services to transfer data.

**Client: Thomson Reuters, Eagan, MN 01/2019 to 01/2022**

**Role: Sr. Salesforce Developer/Tech Lead**

**Description:** Specialty Crops Inspection is to provide a plethora of services for quality grading, inspections, auditing and accreditation of the food procurement and food chain inspection. As a part of modernization, the initial version of the SCION community application that is built on Salesforce platform leveraging the Field Service Lightning and latest lightning web component framework.

**Responsibilities:**

* Involved in requirement analysis for application requirements to match the functional needs of the organization.
* Validation of the object field values with rest web services related to addresses.
* Bench-marking the record creation for integration requirements related to creation of the payment records with FMS legacy integration systems.
* Process builder and batch apex to handle complex upstream and downstream criteria to handle initial validation of the caregiver roles and payment processing related to monthly, adhoc, reissue and revocation criteria.
* Handling the payment record validation before and after payment processing with FMS integration system with respect to upstream and downstream processing from the Treasury legacy system.
* Code review and improvement of development practices. Implementation of proof-of-concept LWC utilities.
* Involved in Salesforce.com Application Setup activities and customized the applications to match the functional needs of the organization.
* Hands on experience on Lightning Components, Lightning Web Components, Application integration and Events creation using Aura Framework, Aura enabled controller and implemented controller logics.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features for many functionalities like time sheets, pay periods, scrum board etc. Creating Lightning and VF Tabs for all required UI page
* Performed the role of Salesforce.com Developer in the organization and consuming the REST data endpoints from the legacy SBA application to file upload into AWS S3 buckets.
* Developed several Triggers, SOQL queries, Apex classes and Visualforce pages as part of the application development.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationships among objects.
* Configured partner and custom community for the client and worked on lead management, account management and opportunity management.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience
* Created community pages and added the lighting components for those pages.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Used Data loader for data migrations to sales force.
* Participated in the training sessions with support end users.

**Client: Pivotal, San Francisco, CA August 2018 to December 2018**

**Role: Sr. Salesforce Developer Lightning/CRM/Salesforce Implementation**

**Description:** The mission of Pivotal Service Cloud is to provide benefits and services to the veterans of the United States. In order to better Employees throughout the country, the Platform is moving to a new enterprise-wide Pivotal Enterprise is a Case Management Solution (VECMS). The solution will leverage Salesforce to provide the Employees with a modern platform that supports the case management efforts, including outreach, intake, mission execution, relationship management, and analytics. As a part of modernization, the Salesforce platform is leveraged to implement the solutions to veterans and their caregivers from initial registration, validation of active caregiver roles and payment processing for the services offered.

**Responsibilities:**

* Hands on experience on Lightning Components, Lightning Web Components, Application integration and Events creation using Aura Framework, Aura enabled controller and implemented controller logics.
* Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features for many functionalities like time sheets, pay periods, scrum board etc. Creating Lightning and VF Tabs for all required UI page
* Performed the role of Salesforce.com Developer in the organization and consuming the REST data endpoints from the legacy SBA application to file upload into AWS S3 buckets.
* Developed several Triggers, SOQL queries, Apex classes and Visualforce pages as part of the application development.
* Build B2C Store using Commerce Cloud.
* Worked on various salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Reports and Opportunities.
* Customized the Dashboards to track usage for productivity and performance of business centers and their sales teams.
* Designed, Implemented and deployed the Custom objects, Page layouts, Custom tabs, Components to suit to the needs of the application.
* Created Custom Objects and defined lookup and master-detail relationships on the objects and created junction objects to establish many-to-many relationships among objects.
* Configured partner and custom community for the client and worked on lead management, account management and opportunity management.
* Created multiple Lightning Components, added CSS and Design Parameters that makes the Lightning component look and feel better.
* Built Lightning Component Tab for Salesforce 1 Navigation and Custom Applications in Lightning Experience
* Created community pages and added the lighting components for those pages.
* Created email templates and inbound emails using Visual force for the clients and customers.
* Used Data loader for data migrations to sales force.
* Participated in the training sessions with support end users.

**Windstream, Little Rock, AR February 2018 to July 2018**

**Salesforce Developer**

**Responsibilities:**

* Involved in requirement analysis for application requirements to lay the guidelines for application architecture and data model.
* Implement Lightning with aura framework, lightning components and lightening apps.
* Responsible for Effort estimation, Development plan and Task breakdown in user stories.
* Implementation of the logic to incorporate the field service lighting standard objects with new custom object that are specific to SCION data model.
* Creation of APIs to accommodate the custom mobile interface to SCION application.
* Single sign On Implementation with Jan rain for community user.
* Code review and deployment across multiple environments
* Test Methods of Apex classes.
* Unit Testing.
* Deployment through ANT.

**Client: IMPACT, (LSI), Washington D.C. April 2017 to January 2018**

**Role: Salesforce Developer**

**Description: This project is a full implementation & customization of:**

* Salesforce Service Cloud
* Customer Communities
* AppExchange Apps install and configuration.
* Qualtrics, Constant Contact, and PayPal Integration
* ESB Integration
* Reports and Dashboards

**Responsibilities**:

* Performed Business requirement analysis and data modelling sessions.
* Developed Unified CRM Connector for implementing automation based on the cases received.
* Used web to case for creating a case record and assign to the designated department based on the subject of query.
* Developed extensively on Account, Contact, Case and Lead Objects for Layouts and validation rules.
* Created user Roles and Profiles, security controls.
* Used Lead management for creating lead from web i.e. web to lead, lead assignment, auto response, lead mapping to the existing object.
* Developed automated workflows for creating accounts, contact and opportunity from lead.
* Performed debugging and fixed issues in case flows.
* Used Tabular, Summary and Matrix reports to create Standard reports and Custom reports.
* Developed with Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL, SOQL queries, control and Exception statements to invoke Apex triggers.
* Created Apex Trigger to count the Open task on Lead Object.
* Created Visual Force Pages as per user Requirement.
* Developed Apex Classes with custom controller, controller extensions, for adding additional functionalities to existing Visual Force page.
* Developed component using Lightening Aura Framework which also include client-slide
* Debug Apex using Debug Logs and System Log Console to catch Exceptions and execute Governors and Limits.

**Client : Disney, Los Angeles, CA May 2015- March 2017.**

**Role: Salesforce Developer**

**Description:** Implement the complete Business Affairs and Legal Affairs System for their Deal Request life cycle and Also Implemented the Contract life cycle management (CLM) For CML part used the Apttus CLM capability.

**Responsibilities:**

* **Performed the role of Salesforce.com Administrator and Developer**.
* Led discussions with the team about feasibility and effective way of leveraging Saleforce.com CRM features to best serve the purpose of the requirement.
* Developed Apex classes, controllers and controller extensions to retrieve the data of numbers of people attending the campaign and their contact information.
* Used Apex Data types, Variables, Expressions, Assignment statements, Conditional statements, Loops, SOSL, SOQL queries, control and Exception statements to invoke Apex triggers.
* Developed with various salesforce.com objects like Accounts, Contacts, Leads, Campaigns, Reports, and Dashboards.
* Used Batch Apex to build an archiving solution that ran on a nightly basis, looking for records past a certain date and adding them to the archive.
* Developed various Custom Objects, Reports, Tabs, Components and Visual force Pages and
* Controllers for different user profiles based on the need in the organization.
* Configured the Analytic Snapshots to dump the data on regular basis for the sales performance and lead generation statistics.
* Created page layouts, validation rules, email templates, workflows, approval processes and lead assignment rules as per the Business requirements.
* Creating and managing profiles, roles, visibility settings.
* Implemented and used Salesforce.com web services to transfer data.
* Implemented data migration using Informatica on demand and data loading using Data loader, import wizard.
* Used the sandbox for testing and migrated the code to the deployment instance thereafter.
* Performed user acceptance testing by conducting and leading Surveys.
* Provide training and support to users on how to login, access and effectively use the System.
* Deployed customization and configuration using Force.com IDE and Force.com Migration Tool

**Client: GE Power and Water, Atlanta, GA Aug 2012-April 2015.**

**Role: Salesforce Developer**

**Description:**

* Ability to configure equipment (multiple bundles and option groups) and collaboratively quote non-standard products with Application Engineering users.
* Ability to create quote documentation that contains dynamic content like images, outline drawings, performance specifications, based on products selected.
* Initiate a new Quote from an Opportunity based on the opportunity maturing to a certain stage.
* Propagation of relevant Opportunity and Opportunity Product details to the Quotes
* Full quote lifecycle to enable the production of Proposals from Quotes
* Quote lifecycle to allow for the generation of multiple Quotes from a single Opportunity.
* Generation of output documents via Quote/Proposal Templates in Microsoft Word and Adobe PDF formats with:

**Responsibilities:**

* Financial Summary functionality: The ability for commercial finance users to evaluate a quotes cost, price and margins in multiple currencies which requires customizations and to assimilate the quoting process with their Financial Summary objects previously built in SFDC.
* Implement Sales, Quoting process for B2B and B2C Customer and Partner application.
* Incorporation of data elements from Cost Handbook specifically the ability to influence cost and price at the option level based on a sourcing region attribute and to display shopping cart cost/price with multiple currencies
* Adjustments to action buttons and columns on the Apttus pages defined by their CPQ Flow.
* Potential customizations when syncing Quote Line Items to Opportunity Product
* Adjustments to action buttons and columns on the Apttus pages defined by their CPQ Flow.

**Client: Navatar Group, New York, NY April 2010-July 2012**

**Role: Salesforce Developer/Administrator**

**Description:** This is One of the PORTAL that will act as a intermediate between two successful product of Navatar firm that are (P.E and M&A).This product will be complete on force.com site Used both by the Navatar client and by Non Navatar Clients . Deal Portal is dedicated to Private Equity And M&A customers. Here they will find essential tools, research and a broad range of deals to help you manage, search the prospective deals business And Can Manage the Salesforce Data with the Outside world.

**Responsibilities:**

* Develop technical design using standard patterns and be able to communicate the same effectively to the team members.
* Analyze and identify gaps in functional/business requirement and effectively communicate that to both Business and Functional analysts on the same.
* Able to assess the impacts on technical design because of any changes in functional requirements.
* Able to perform independent code reviews and execute unit tests on modules developed by self and other junior team members on the project.
* Helping Developers in their code development.

**EDUCATION**

* Bachelor of Computer Information System, National American University 2008