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# Varun Dhusar

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## Profile

- ◆ **10+ yrs.** of IT industry experience. Highly seasoned and accomplished Salesforce Developer with a strong record of client satisfaction. Adept at explaining highly complex data systems to a wide variety of audiences. Proven multitasker independent worker and team player.
- ◆ **Working in McLean, Virginia for Client PenFed Cred Union. Holding H1B valid stamped Visa valid till Aug 26.**
- ◆ In-depth experience in CRM business processes like **Campaign Management, Lead Management, Opportunity Management, Order Management, Account Management, and Case Management.**
- ◆ Worked on all aspects of salesforce cloud i.e., **Sales, Service, Financial and FSL implementation and Community Sites.**
- ◆ Proficient in Standard & Custom Objects, Workflow rules, Approval process, Validation rules, Formula fields, Email alerts, Translation workbench, and Change Set.
- ◆ Proficiency in SFDC Administrative tasks like creating Profiles, Roles, Users, Page Layouts, Email Services, Workflows, Process Flows, Reports, Dashboards, Tasks, and actions.
- ◆ Good Knowledge of providing Security controllers to users by using Profiles, Roles, Permission sets, and OWD Settings.
- ◆ Great exposure to **GIT checking and CI/CD pipeline.**
- ◆ Experience in writing Apex Class, Trigger, Visual force Page, and Test Classes.
- ◆ Good knowledge of Integration (REST API). Extensively worked on inbound and outbound Integration in Salesforce.
- ◆ Good Knowledge of **Auto Rabbit** tool.
- ◆ Experience in **LWC** and Aura component creation.
- ◆ SME supports complex issues and helping hands for new folks.
- ◆ Experience in leading and managing teams, stakeholder management.

## Skill Set

**Salesforce:** Apex, Triggers, LWC, Lightning Aura Component, Service Console, Integration, Sales, Service, and FSL

**Development Tools:** VS Code, Copado, Auto Rabbit, ANT, GitHub, Bitbucket, Data loader, workbench

**Industrial Domain:** Retail, Trade Promotion (TPM), Consumer/FMCG, Health Care, Telecom, Banking.

**Languages:** Apex

## Education:

- Bachelor's in Technology- 2013, Galgotia's College of Eng & Tech (UPTU), Gr Noida, India

## Professional Experience

May 2023 – Present, Lead Consultant

HCL America Inc, Virginia

**Project 1** : Name : Personal Loan, Mortgage Product Module  
Client : PenFed Credit Union, USA

### Project Description

This Client is a Co-operative union bank which usually provide bank service the US Army. They use Salesforce Application for Loan application like Personal loan, autos Loan, Direct Pay, Mortgage. The project is based on the enhancement of their application within LWC Scope. Responsible for Analysis, design, development, testing, and implementation

### Project Responsibilities

- Involved in LWC conversion from Aura Component.
- Working on Technical solutioning for the Personal Loan and Direct Pay application.
- SME support for technical challenges in the project.
- Involved in Team engagement and asset development activities

Jan 2023 – May 2023, Lead Technology

Synechron Technologies, Pune

**Project 1** : Name : M&A Buyer List  
Client : Jefferies, US

### Project Description

This Client is an American Investment Bankers. They use Salesforce Application for tracking bids and buyers. The project is based on the enhancement of their application. Responsible for Analysis, design, development, testing, and implementation

### Project Responsibilities

- Created Technical Design and Functional Design Document for this requirement.
- Involved in LWC Component creation and worked on APIs.
- SME support for technical challenges in the project.
- Trained new folks on the Salesforce Beginner program.

Feb 2020 – Jan 2023, Consultant

IBM India Pvt Ltd, Pune

**Project 1** : Name : ABC BTT  
Client : Amerisource Bergen, US

### Project Description

This Client is an American Drug wholesale company. They use Salesforce Application for their tracking purposes. The project is based on the enhancement of their application. Responsible for Analysis, design, development, testing, and implementation

### Project Responsibilities

- Responsible for leading a project team in delivering the solution to our customers.
- Deliver new and complex high-quality solutions to clients in response to varying business requirements.
- Created Technical Design and Functional Design Document for this requirement.
- Involvement in customization and a few enhancements.
- Involved in two major releases and completed more than 100 user stories for the requirement.

**Project 2 : Name: Olympus FSL Implementation**

**Project 3 : Name: Indosat B2B Salesforce**

**Project 4 : Name: The Home Depot**

**Project Responsibilities:**

- Involved in developing Lightning Components and Salesforce FSL Platform
- Responsible for fixing production issues.
- Involved in interaction with the client to gather the requirement and deliver it within the timeline while adhering to standards.
- Involved in actively working on Trigger for complex functionality and using trigger framework.
- Provide solution design for critical requirements and deliver them efficiently.

**Jul 2019 – Feb 2020, Senior Salesforce Developer Cognizant Tech Soln, Pune**

**Project 1 : Name : Gilead Science SFDC implementation**

**Client : Gilead Science, US**

**Project Description**

This Client is an American pharmaceutical company. They use Salesforce Application for their tracking purposes. The project is based on the enhancement of their application. Responsible for Analysis, design, development, testing, and implementation

**Project Responsibilities**

- Created Technical Design and Functional Design Document for this requirement.
- Involve in customization and a few enhancements.
- SME support for technical challenges in the project.
- Trained new folks on the Salesforce Beginner program.
- Wrote apex classes, Trigger & Batch classes based on the business requirement.
- Creating Validation rules, and Workflow to suit the needs of the application.
- Designed the Lookup window on the VF page and highly customized the popup result based on business needs.
- Created the profile, Permission set to restrict the limited record types for pulling out the report from API.
- Involved in Unit Testing and Test Coverage for Trigger, Apex class.
- Helped team in Migrating the Classic Salesforce application into a Lightning experience.



- Worked on Integration and Replication where data sync to SAP to the system.
- Providing Customer Support and Training to the Operators on how to use the application.
- Created complex scripts that include joins, and sub-queries and provided them to clients for fixing defects.

**Certification:**

- Salesforce Certified Data Architecture and Management Designer
- Salesforce Certified Integration Architect
- Salesforce Certified Sharing and Visibility Designer
- Salesforce Certified Platform App builder
- Salesforce Certified Administrator
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Copado Admin Certification

**References:** Available upon request