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Varun Dhusar

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.

- Handled the security model Lightning experience migrated application which covers all the admin areas.
- Involved in Prod Data patching using Data loader and Import Wizard.

Jan 2018 – July 2019, Technical Lead

BirlaSoft Limited, Bangalore

Project 1 : Name : Tri-bridge Implementation, SPT (Sales Process Transformation)
Client : DXC Technologies
Role : Technical LEAD

Project Description

This project was based on Sales Cloud where we enhanced the sales process based on business requirements. The primary focus is on the Opportunity module where we added some additional type of Opportunity that plays the respective roles based on their definition and it holds lots of relationship with other custom objects like Alliance and Channel Partner, Route to Market, etc.

Project Responsibilities

- Created Technical Design and Functional Design Document for this requirement.
- Customized different page layouts and assigned them to different profile users.
- Created web service to integrate data from the third-party system (S4 HANA) using REST API.
- Created Lightning Component and imported it to lightning pages.
- Involved in Lightning Migration transition.
- Created Lightning Apps, and Components and imported them into Flexi Pages.
- Worked on Lightning Design System.
- Involved in Prod Data patching using Data loader and Import Wizard.

Jan 2014 – Jan 2018, Software Analyst

Accenture Solution Pvt Ltd, Bangalore

Project 1 : Client: GAB-Guinness Anchor Berhad, Malaysia
Project 2 : Client: CONA- Coke One North America
Project 3 : Client: Philip Morris International, Japan
Project 4 : Client: Unilever (UK, Argentina)

Project Description

Maintained the SFDC application and On-premises Accenture CAS Application designed for Consumer goods and service industries. This involves all phases of Retail execution and trade promotion management (TPM) activity which is used by business processes. It includes the Order taking process, Promotion implementation, Inventory Management, Integration, and Replication.

Project Responsibilities

- Worked in all phases of the project – Documentation, Development, Unit Testing, and Defect Fixing.
- Worked with the client-side team, Application Developers, Production team, and across the functional units to identify business needs and discuss solution options.
- Ensure best practices are applied in the integrity of data is maintained through security, documentation, and change requests.
- Worked on Retail and TPM module of CRM.

- 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