Nikhil VERMA

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PROFESSIONAL SUMMARY

- Experienced Salesforce consultant with 11+ years of proven success in implementing transformative solutions across diverse industries. Currently serving as a Salesforce Lead/Architect at Natuvion APJ, I bring extensive expertise in Salesforce CRM and integration.
- Having strong functional & technical background, I have consistently led teams to deliver robust solutions tailored to meet client needs. With a strong track record of driving projects from concept to operational launch, I excel in guiding teams through the intricacies of Salesforce development, ensuring adherence to best practices and delivering measurable results.
- My commitment to staying abreast of the latest Salesforce technologies underscores my dedication to delivering innovative solutions that drive business growth. With a focus on continuous learning and client satisfaction, I am poised to contribute effectively to your team.

EMPLOYMENT HISTORY

Salesforce Lead / Architect   Mar 2021 – Now
Natuvion APJ, Sydney, Australia

Senior Salesforce Developer   Oct 2017 – Mar 2021
Wipro Limited, Sydney, Australia

Salesforce Developer   Jul 2013 – Sep 2017
Wipro Limited, Greater Noida, India

SKILL SET

Salesforce Platform Expertise
- Strong and in-depth knowledge of Salesforce platform capabilities including declarative development (such as Custom Objects, Workflows, Process Builder, Flows, Reports and Dashboards), Apex Classes & Triggers, Lightning Web Components (LWC), Visualforce, Lightning Aura Components, Batch & Scheduled Apex, Salesforce Lightning Design System (SLDS), etc.
- Strong understanding of Salesforce architecture patterns, data modeling, security models to support different types of organizational hierarchy.
- Worked on various projects in Sales Cloud, Service Cloud, and Health Cloud in Salesforce

Solution Design and Implementation
- Extensive experience in mapping business requirements to Salesforce products, designing scalable and maintainable solutions that align with business requirements and industry best practices.
- Demonstrated success in driving development of Salesforce changes from concept to operational launch.
- Implemented task prioritization, solution design, requirements gathering, and analysis to align with client needs and objectives.

Integration and Data Management

- Experience in designing, implementing, and maintaining integrations with external systems using tools like Salesforce Connect, REST/SOAP APIs, Platform Events, and Middleware solutions (such as MuleSoft, Dell Boomi, etc).
- Worked extensively on data migration activities in various Salesforce projects, ensuring seamless transition and data integrity.

Project Management and Methodologies

- Proficient in Waterfall as well as Agile methodology, having delivered numerous projects from start to go-live.
- Experienced in client interaction, requirements gathering, process mapping, solution design, configuration management, and release planning.
- Experienced in Agile methodologies and tools like Jira for sprint planning and tracking.
- Effective communication skills to interact with stakeholders at various levels, understand their requirements, and translate them into technical solutions. Ability to present complex technical concepts in a clear and understandable manner.
- Experienced in leading technical teams, providing guidance on solution design, code review, and troubleshooting. Have been a mentor and coached team members to enhance their skills and productivity.

Release Management and Deployment

- Involved in release management and deployment activities, including experience in code and data migration within Sandbox and Production environments.
- Well-versed with the CI/CD development approach and using Atlassian, Azure DevOps, and GitLab repositories.
- Experience in managing change within the organization, including user training, adoption strategies, and handling resistance to change.

SALESFORCE CERTIFICATIONS

- Salesforce Certified AI Associate
- Salesforce Certified Application Architect
- Salesforce Certified Data Architect
- Salesforce Certified Sharing and Visibility Architect
- Salesforce Certified Experience Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Platform Developer – II
- Salesforce Certified Platform Developer – I
- Salesforce Certified Platform App Builder
- Salesforce Certified Administrator

EDUCATIONAL QUALIFICATIONS

- B.Tech in Electronics Engineering from IIT (BHU), Varanasi (2009-2013).

PROJECTS

Duration	April 2021 – Till Date
Project Description	This project is for an electric utility company based in Germany. It runs one of the world's largest investor-owned electric utility service providers. It operates in over 30 countries and has over 33 million customers.
Role	Lead Salesforce Consultant
Responsibilities / Deliverables	Responsible for gathering new requirements and designing solution for GDPR compliance for the Salesforce application used by the company. Involved in discussions with business to understand current challenges and accordingly suggest changes/enhancements required in the current application. Work allocation and code review activities for team.

Duration	Jan 2021 – Mar 2021
Project Description	This project was for one of Australian state's health department. The project involved the development and enhancement of a contact tracing application (built on top of Salesforce Health Cloud) to be used to manage COVID-19 patients and outbreaks happening in the state.
Role	Senior Salesforce Consultant
Responsibilities / Deliverables	Responsible for gathering new requirements and enhancing the current contact tracing application built on Salesforce platform's Health cloud. Involved in discussions with business to understand current challenges and accordingly suggest changes/enhancements required in the current application.

Duration	Aug 2020 – Dec 2020
Project Description	This project was for one of the departments of government of Australia to measure and compare the environmental performance of Australian buildings and tenancies.
Role	Senior Salesforce Consultant
Responsibilities / Deliverables	Responsible to study the existing application and to enhance and incorporate business logics in the current application for the application to be used for various types of buildings. It required the implementation of a partner community to be used by external assessors to collect data about a building and using the system to evaluate buildings' ratings.

Duration	July 2020 – Aug 2020
Project Description	This project was for one of Australia's mid-size banks (by combined lending and deposits) and its largest general insurance group.
Role	Senior Salesforce Consultant

Responsibilities / Deliverables	Responsible for an overhaul and tightening of Security and Sharing model of an existing Salesforce application. Involved in discussions with clients to determine the appropriate level of access required by different business groups within company and accordingly design and update the Profiles, Permission sets, Roles, Sharing Rules, etc. Also, helped the team in consolidation and optimization of various processes and code in the existing application.

Duration	Jan 2020 – May 2020
Project Description	This project was for a multi-national health care services company that specializes in the distribution of pharmaceuticals and medical products, serving more than 100,000 locations.
Role	Lead Salesforce Consultant
Responsibilities / Deliverables	Responsible for designing and developing salesforce application catering to complex business operation circling around Sales process for users across Australia and New Zealand. Involved in requirement gathering and mapping business requirements with Salesforce features. Came up with scalable solutions for client requirements and efforts estimates. Also involved in deployment and data migration activities. Also, involved in integrating Salesforce application with other external systems by exposing/consuming webservices.

Duration	Oct 2017 – Dec 2019
Project Description	This project was for one of the departments for NSW Government that works for child safety and delivery of services to children and young people, families, people who are homeless, people with a disability, their families and carers, women, and older people.
Role	Senior Salesforce Consultant
Responsibilities / Deliverables	Was involved in design and development of application on Salesforce platform. Took part in understanding client requirements and coming up with salesforce solutions. Involved in building salesforce Reports & Dashboards as per business needs to support users for working efficiently. Also, worked as Data analyst to support data migration from Legacy Siebel system to Salesforce and support them in BAU tasks. Worked on different aspects of Salesforce like Knowledge management, communities, service process, etc. Implemented various solutions using process builders, workflows, apex classes, visualforce pages, lightning components, integrations, etc

Duration	Jan 2015 – Aug 2017
Project Description	This project was for a Publishing company that partners around the world with students, educators, administrators and other professionals to deliver the best emerging digital technologies to guide assessment, teaching and learning to achieve the best possible outcome for students, instructors and institutions.
Role	Salesforce Consultant

Responsibilities / Deliverables	Gathering requirements and mapping the same to Salesforce platform. Coming up with scalable solutions using SFDC Configurations, Apex triggers/classes, Visualforce pages. Integration of Salesforce & Marketo. Creation of Custom Objects in Marketo and populating data using Marketo REST API. Preparation of Functional design document Data Migration and Deployment to production (Using Eclipse/Change Sets/Data Loader)

Duration	Sep 2013 – Dec 2014
Project Description	This project was for one of the world's leading manufacturer of medical devices and software for treating cancer and other medical conditions with radiotherapy, radiosurgery, proton therapy, and brachytherapy.
Role	Salesforce Consultant
Responsibilities / Deliverables	Support on the existing functionality along with new enhancements to it. Using SFDC Configurations, Apex triggers, Building Visualforce pages Use of AJAX toolkit for asynchronous data upload to Salesforce Content Code and configuration Migration to production (Using Eclipse/ANT)

PERSONAL DETAILS

DOB: 16th April 1991
Languages known: Hindi, English, Punjabi
Gender: Male
Current Location: Sydney, Australia