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**Vimal Chandolu**  
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🌐 Citizenship: Australian Citizen | 📍 Sydney, NSW

**Professional Summary**

Senior Software Developer with 14+ years of IT experience, including over 4 years in Salesforce development. Proven track record in delivering scalable Salesforce solutions using Apex, LWC, and Omni Studio tools. Strong expertise in system integrations, automation, data migration, and Agile methodologies. Industry experience spans Financial Services, Banking, Insurance, and Retail sectors.

**Core Competencies**

* Salesforce Application Development: Proficient in designing and building custom Salesforce solutions using Apex Classes, Triggers, SOQL/SOSL, and Lightning Web Components (LWC) tailored to specific business requirements.
* Automation & Workflow Optimization: Implemented business process automation through Flows, Process Builder, Workflow Rules, and Approval Processes, improving efficiency and reducing manual workload.
* Platform Configuration: Skilled in configuring and managing Salesforce objects, including custom fields, page layouts, record types, and validation rules to support scalable data governance.
* Custom UI Development: Developed and deployed Visualforce pages and Apex Controllers to deliver user-specific features and enhance platform usability.
* Code Quality & Testing: Ensured robust and maintainable code by achieving over 75% test coverage and conducting comprehensive peer code reviews.
* Omni Studio Solutions: Designed and configured Omni Scripts, Integration Procedures, and Data Raptors to streamline complex workflows and enable dynamic data processing.
* User Experience Design: Created Flex Cards to present context-aware, dynamic UI elements that deliver a unified view of data across multiple systems.
* Data Management & Migration: Managed seamless data migration and transformation using tools like Data Loader, Import Wizard, and custom scripts.
* Agile Project Delivery: Active contributor to Agile/Scrum teams, participating in sprint planning, daily stand-ups, and retrospectives to ensure timely and effective delivery.
* Release & Deployment: Supported CI/CD processes and release management using Change Sets, ANT Migration Tool, Salesforce DX (SFDX), Git, Jenkins, and Visual Studio Code.
* Reporting & Dashboards: Developed custom Reports and Dashboards to provide actionable insights and support data-driven decision-making for business stakeholders.
* System Integration: Integrated Salesforce with external platforms using REST/SOAP APIs, Apex Callouts, and Named Credentials to enable real-time data exchange.
* BAU & ITSM Tools: Hands-on experience with Jira, Kanban boards, ServiceNow, and Confluence to support daily operations and service management tasks.
* ITIL & Operational Excellence: Knowledge of ITIL-aligned processes, with a strong background in incident, problem, and change management.
* Industry Expertise: Demonstrated success across various domains, including Banking, Insurance, Retail, and Financial Services.

**Experience Summary**

| **Role** | **Client/Company** | **Duration** |
| --- | --- | --- |
| Salesforce Developer | Insignia Financial Ltd | Oct 2022 – Present |
| Salesforce Admin/Developer | TAL Life Ltd (via Tech Mahindra) | Nov 2020 – Oct 2022 |
| Support Engineer / Tech Lead | TAL Life Ltd (via Tech Mahindra) | Apr 2016 – Dec 2019 |
| PeopleSoft Developer | Standard Chartered Bank (via HCL) | Jan 2014 – Jun 2016 |
| PeopleSoft Developer | Wellpoint (via Cognizant) | Mar 2011 – Dec 2013 |

**Certifications**

* **Salesforce:** Certified Administrator, Platform Developer I, Sales Cloud Consultant
* **Oracle:** 1Z0-241 PeopleSoft Application Developer I
* **RPA:** Automation Anywhere Certified Advanced RPA Professional

**Professional Experience**

**Salesforce Developer**  
*Insignia Financial Ltd (Financial Services) | Oct 2022 – Present*

* Developed scalable solutions using Apex, LWC, and Visualforce to enhance Salesforce functionality.
* Managed complex data migrations using Informatica and Data Loader.
* Led deployment activities using GitHub, Jenkins, and CI/CD pipelines.
* Built responsive UI components and optimized user experience with Lightning App Builder.
* Participated in Agile ceremonies and stakeholder collaboration across Complaints and Distribution orgs.
* Created documentation and delivered user training to promote platform adoption.

**Salesforce Admin/Developer**  
*TAL Life Ltd (Insurance) | Nov 2020 – Oct 2022*

* Administered Salesforce org: user roles, profiles, and security.
* Designed and maintained automation flows, Process Builders, and approval workflows.
* Developed Apex classes, triggers, and Visualforce components.
* Supported release management through Change Sets, ANT, and SFDX.
* Created dashboards and reports for real-time business insights.

**Support Engineer / Tech Lead**  
*TAL Life Ltd (Insurance) | Apr 2016 – Dec 2019*

* Provided L2/L3 support for PeopleSoft applications.
* Developed solutions using People Code and People Tools.
* Conducted system health checks and resolved front-end application issues.
* Handled change requests and monitored job schedules using Process Scheduler.

**PeopleSoft Developer**  
*Standard Chartered Bank (Banking) | Jan 2014 – Jun 2016*

* Led HCM and FSCM data archiving initiatives.
* Managed VAT impact assessments and supported billing module updates.
* Created Application Engines and SQRs for data transformation and reporting.

**PeopleSoft Developer**  
*Wellpoint (Retail & Insurance) | Mar 2011 – Dec 2013*

* Developed a custom Medical Loss Rebate (MLR) module integrated with third-party platforms.
* Designed over seven interface engines and batch scripts using Control-M.
* Participated in full-cycle development including analysis, retrofitting, and support.
* Provided production support and bug fixes.
* Handled impact analysis and tax updates.

**Education**

**Bachelor of Technology (B.Tech), Computer Science Engineering**  
*Jawaharlal Nehru Technological University (JNTU)*

**Accolades**

* **Bravo Award** – Outstanding performance, TAL Project, Tech Mahindra
* **Best Performer of the Quarter** – Scope Project, HCL
* **Star Performer of the Year** – MLR Module, Cognizant

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