

# PANKAJ SANKHLA

SALESFORCE DEVELOPER

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Riyan badi , Nagaur, Rajasthan (341513)

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## SUMMARY

Salesforce Developer with 1+ year of hands-on experience in designing and developing scalable, reusable, and generic Salesforce solutions. Skilled in Apex, Lightning Web Components (LWC), SOQL, and optimized data modeling. Experienced in translating business requirements into robust solution designs, building reusable components, and developing maintainable solutions that support multiple business use cases. Strong understanding of Salesforce development best practices, data relationships, and custom application development.

## SKILLS

**Technical Skills :** Apex LWC (Lightning Web Component) Apex Triggers SOQL Batch Apex  
Scheduled Apex Async Apex Queueable Apex Apex Sharing Visualforce

**Salesforce Configuration & Automation :** Flows Validation Rules Approval Processes Page Layouts  
Custom Objects & Fields Record Types Custom Metadata Types  
Custom Labels Debugging

**Data & Solution Design :** Data Modeling Object Relationships Scalable & Reusable Solutions  
Bulkification & Governor Limits SOQL Optimization Salesforce Security & Sharing

**Tools :** Salesforce Developer Console VS Code Salesforce CLI Git/GitHub Integrated IDE AI

## EDUCATION

### Secondary Education (10th)

Bhati School Riyan Badi

07/2019 06/2020 Riyan Badi, Nagaur

### Senior Secondary Education (12 th)

Gss School Riyan Badi

08/2021 07/2022 Riyan Badi, Nagaur

### Bachelor of Computer Applications (BCA)

Arya Bhatta Group Of Technical Education

08/2022 07/2025 Ajmer

### Master of Computer Applications (MCA)

vivekananda global university Jaipur

07/2025 Present Jaipur

## KEY ACHIEVEMENTS



#### KeKey Contributor Award and certificate

Received the Key Contributor Award and Certificate from CRM Landing Pvt. Ltd. for valuable contributions and performance, presented on company annual meet



#### Ajmer District level hackathon win and secure 2nd position

Secure 2nd position a district-level hackathon organized by Aryabhatta College, Ajmer, winning a ₹5,000 cash prize, memento, and certificate.



#### Tech Star Startup Weekend

Participated in a 3-day startup event, presented an innovative idea, and gained valuable insights from industry mentors. received a Certificate of Participation.

# Experience

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## CRM LANDING SOFTWARE PVT. LTD

1 Year 3 Months

Ajmer Rajasthan India On-site



### Salesforce Developer

Dec 2025 - Present

### Associate Salesforce Developer

Jun 2025 - Dec 2025

# Projects

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## FD One Service Cloud (**Mahindra Tractors** CRM)

📅 12/2025 - Present

**Role: Salesforce Developer** (from project inception)

### Project Overview :

Designed and developed scalable, reusable, and configuration-driven solutions on Salesforce Service Cloud for Mahindra Tractors' dealer service ecosystem, using Figma-based custom UI, LWC, and Apex. Built a suite of generic, reusable components custom list views, detail pages, compact layouts, and action modals to accelerate feature delivery across modules

#### 1. Job Card Module (Team Module)

- Built a custom compact layout and a generic, community-configurable detail page with field-level control for dynamic rendering across user profiles.
- Developed part and lubricant allocation from inventory, supporting multiple MRPs per part (price batching), multi-bin and multi-store inventory tracking, with transaction-based allocation, reservation, and release logic.
- Implemented local & standard labour allocation, and sublet/PEM/OEM labour and expense allocation within the job card.
- Developed the proforma invoice module supporting multiple bill types with GST-compliant selling price calculations.
- Built a multi-mode, multi-method payment receipt module for recording customer payments against the Job Card.

#### 2. Customer Ledger (Individual Module)

- Designed a bank account based and branch-wise customer ledger to track running outstanding/advance balances via credit-debit transaction records.

#### 3. Delivery Challan Module (Individual Module)

- Built the delivery challan module enabling store managers to issue parts to technicians with real-time multi-price, multi-bin, and multi-store inventory reservation/release logic.
- Implemented full CRUD lifecycle for delivery challans, linked to job card-level part allocation and reservation tracking.
- Automated challan closure on full part allocation and invoicing, with manual closure support to return unused quantities back to inventory.

#### 4. GRN (Goods Receipt Note) Module (Individual Module)

- Developed a GRN module supporting 4 receipt types: Mahindra billing, vendor billing (third-party lubricant vendors), co-dealer (dealer-to-dealer transfer), and local/direct GRN without invoice.
- Built flexible inventory allocation logic allowing part quantities to be split across multiple bins/stores at receipt.
- Implemented full and partial return workflows for vendor invoices, with an approval flow routed to CCM users for accept/reject decisions.

#### 5. SAR (Service Absorption Ratio) Module (Individual Module)

- Built a module for dealers to submit invoice/expense data against KPIs to auto-calculate SAR and SSAR (SAR considers workshop expenses only, SSAR includes both workshop and showroom expenses).
- Designed a multi-tier approval workflow (CCM → SCCM → ZCCM) with role-based routing per dealer hierarchy, including reject/refill cycles.
- Implemented Head Office-level oversight with reopen capability, triggering mandatory dealer resubmission and re-approval.
- Built an automated reminder system emailing dealers every 7 days if a required SAR submission is pending.
- Developed a bulk KPI upload feature for HO users: downloadable Excel template with dealer/KPI columns, validated on upload to populate dealer SAR KPI values.
- Structured SAR data submission on a monthly basis, aligned to financial year reporting cycles.

## FD One Sales Cloud (**Mahindra Tractors** CRM)

📅 10/2025 - 12/2025

**Role: Salesforce Developer (joined in the later phase of the project)**

### **Project Overview & work :**

- Joined the project in its later stage, contributing to stabilization, testing, and support workstreams.
  - Authored Apex test classes to improve code coverage and ensure reliability of existing functionality ahead of deployment.
  - Identified, debugged, and resolved production and pre-release bugs across Sales Cloud modules.
- Supported the data migration team in migrating historical data into Salesforce, assisting with data validation and issue resolution during the migration process.
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## **Emami Agrotech** Consumer Goods Cloud CRM

📅 08/2025 - 10/2025

**Role: Associate Salesforce Developer**

### **Project Overview & work :**

Worked individually on a high-level, metadata-driven Scheme Definition Engine that empowers admins to configure diverse trade/promotional scheme types without code changes - a fully dynamic, rules-based configuration system.

#### **1. Scheme & Slab Architecture**

- Designed a flexible scheme framework where a single scheme can contain multiple slabs, each independently configurable.
- Built dynamic inter-slab logic allowing admins to define condition relationships between slabs using AND/OR operators (e.g., Slab 1 OR 2 OR 3, Slab 1 AND 2 AND 3).

#### **2. Dynamic Buy Criteria Configuration**

- Enabled each slab to define its own buy type, customer benefit type, and unit of measure (UOM).
- Built a metadata-driven product/category selection engine, allowing admins to dynamically add any field from the Product object (or related objects) as a buying criterion — with no hardcoded schema dependency.
- Implemented configurable quantity rules (min/max buy quantity) based on selected UOM.
- Supported multiple benefit types per slab (e.g., cash discount, free product, or other reward types).

#### **3. Dynamic Participant Eligibility Engine**

- Designed a dual-mode applicability system: scheme rules can apply with explicit participant selection or without participant selection (auto-applied to all matching users).
- Built a dynamic condition builder letting admins select any picklist or User-object field, choose an operator (equals, not equals, contains, etc.), and set values — supporting multiple slabs of conditions per scheme.
- Engineered dynamic SOQL query construction at runtime based on admin-defined conditions to filter and surface eligible users for participant-mode schemes.
- For non-participant mode, applied the same condition logic to auto-qualify any user matching the criteria, without requiring manual selection

**Impact:** Delivered a single, reusable configuration engine that eliminated the need for custom development per scheme type — enabling business/admin users to launch new promotional scheme variants independently and rapidly.

**Best Regards**

Pankaj Sankhla

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