

Jainesh Panchal

Sr. Salesforce Consultant | Administrator & Developer | QA Engineer

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SUMMARY

Sr. Salesforce – Consultant, Developer, Admin and QA engineer, having strong 7 years of experience delivering robust Salesforce solutions across **Sales, Service, nCino**. Proven expertise in **APEX Classes, Triggers, Lightning Web Components (LWCs), and Lightning Web Components (LWC), Unit testing**, with a strong track record of leading cross-functional teams and managing full project lifecycles. Specialized in **DevOps, including CI/CD automation, environment management, compliance enforcement, and robotic testing to accelerate releases and ensure deployment quality**. Skilled in **CRT, Playwright automation for UI testing, enabling end-to-end quality assurance** and faster feedback cycles. Adept at API integrations, data migrations, system administration, and process automation, ensuring seamless integrations and high user adoption. Proficient in **Agile methodologies and Scrum activities, with excellent communication and stakeholder management skills**, bridging technical and business needs to deliver scalable, high-performance solutions. Committed to continuous learning and driving organizational growth through technology innovation and **DevOps best practices**.

EXPERIENCE

Sr. Salesforce Developer & Consultant
Baanyan Software Services, Inc. | ADP
Norfolk, VA
September 2025 – Present

- **Designed and developed custom Salesforce solutions using Apex, Lightning Web Components (LWC), and Visualforce, reducing manual processing time by 50%.**
- **Built complex Apex triggers, batch jobs, and scheduled classes** to automate business workflows across Sales and Service Cloud.
- **Developed and maintained Lightning Web Components, modernizing legacy** for improved UX and performance.
- **Automated internal functionalities for ADP Salesforce applications using Copado Robotic Testing (CRT)** to save time from manual testing.
- **Architected and implemented custom REST/SOAP API integrations** between Salesforce and third-party systems (ERP, marketing platforms, data warehouses), streamlined enterprise DevOps by embedding Copado Robotic Testing directly into the release management process, ensuring zero-defect deployments for mission-critical CRM and data processing applications.
- **Integrated Salesforce with external systems via custom middleware**, enabling real-time data synchronization across platforms.
- **Built and maintained Salesforce Connected Apps and OAuth flows** for secure third-party authentication.
- Participated in technical design sessions and produced solution design documents for complex Salesforce implementations, ensuring alignment with platform best practices and governor limits.
- **Implemented Salesforce DevOps pipelines using Salesforce DX, Git, and CI/CD tools** to streamline deployments across sandbox and production environments
- **Managed metadata deployments and release management** across multiple orgs using version controlled SFDX projects.
- **Maintained standards for Apex best practices, LWC development patterns, and Salesforce governor limits.**
- **Collaborated with business analysts and stakeholders to translate functional requirements into scalable technical solutions**
- **Conducted code reviews and enforced coding standards** to maintain high code quality and reduce technical debt
- **Served as technical member on a full-cycle Salesforce implementation**, coordinating development, QA, and business teams
- Developed secure REST/SOAP integrations using Connected Apps and OAuth-based authentication patterns to support Salesforce-to-external-system data exchange.

- Designed and implemented REST/SOAP integration solutions and asynchronous processing patterns for reliable Salesforce-to-external-system communication

Senior Software Engineer & Consultant
Baanyan Software Services, Inc. | Capital One
Richmond, VA
September 2024 – June 2025

- **Salesforce Lightning Development** — Designed and implemented scalable applications using **Lightning Web Components (LWC), APEX and Flows**, optimizing performance and enhancing user experience with custom **UI/UX designs**.
- **APEX Programming & Custom Solutions** — Developed robust Apex Classes, Triggers, Controller Extensions, and Batch Jobs to support complex **Business Logic, Automation, and Data Processing across nCino application**.
- **Cross-Functional Collaboration** — **Partnered with Underwriting, Risk, and Compliance Teams** to gather requirements, translate them into technical specifications, and implement **Workflow Automation** within nCino on Salesforce.
- **Salesforce Administration & Security Management** — Managed **Profiles, Roles, Permission sets, Validation Rules, Sharing Settings, OWD** ensuring data security and streamlined user access.
- **API Integration & System Interoperability** — Led **REST API and Apex Callout** integrations with third-party systems, enabling seamless data exchange and enhancing cross-platform functionality.
- **Salesforce UI Automation with Playwright** — Developed and maintained **end-to-end automated tests** for underwriting workflows using **Node (npm)** and Microsoft's **Playwright** framework with **Typescript**, ensuring UI functionality, data integrity, and compliance with business requirements.
- **Automation Test Suite** — Created **Test Suite using Playwright framework** for **credit card workflows, credit limit algorithm and underwriting** use cases consists of 56 different scenarios.
- **Functional & Regression Testing Automation** — Automated critical **underwriting scenarios**, including document approvals, credit workflows, and multi-step forms, reducing manual testing efforts and improving release quality.
- **CI/CD Integration for Test Automation** — Integrated **Playwright test suites** into Salesforce CI/CD pipelines, enabling continuous testing, faster feedback loops, and early defect detection.
- **Cross-Browser & Responsive Testing** — Executed **cross-browser compatibility tests** to validate UI consistency across platforms, ensuring a seamless user experience for underwriters and loan officers.
- **Environment & Sandbox Management** — Optimized environment strategies, sandbox refresh cycles, and metadata synchronization, improving collaboration across development, QA, and release teams.
- **Test Data Management & Validation** — Developed automated scripts for **data-driven testing**, ensuring accuracy and consistency of underwriting records across different Salesforce environments.
- **CI/CD DevOps Setup**: Automated Salesforce deployments by onboarding to **Onepipeline (Capital One's internal platform)** with configuring **GIT for Version Control & Jenkins for Builds**.
- **Automation & Business Process Optimization** — Automated critical business processes using Flows, Screen Flows and Scheduled-triggered Flows, Process Builder, and Approval Processes, significantly reducing manual efforts and increasing operational efficiency.
- **Salesforce Connected Apps** — Created and configured **Connected Apps** for API user and UI automation test users' login through **JWT key and certificate**, assigned relevant permissions and profiles to the connected apps for **bypassing any SSO/MFA** and seamless access to Salesforce across all the environments while running pipeline for automated deployments.
- **AWS Secret Manager** — Created unmanaged secrets with **AWS Secret Manager** for API user (Deployment user in Salesforce) & UI automation test users in Salesforce to manage their logins with **CI/CD setup** and integrated AWS secret manager to GIT version control and Jenkins to provide Salesforce access for deployments and UI automation testing while build.
- **Test Coverage & Deployment Readiness** — Developed comprehensive **Test Classes** to maintain average 85% code coverage and ensure deployment readiness across sandboxes and production environments.
- **Post-Production Support & Issue Resolution** — Provided **live support**, promptly **troubleshooting** and resolving technical issues to maintain system stability and user satisfaction.
- Designed scalable Salesforce solutions and contributed to Salesforce architecture decisions, considering governor limits, security, data model, integration patterns, and platform best practices.

- Optimized Apex and SOQL implementations to work within Salesforce governor limits, improving application performance and scalability.
- Implemented Salesforce security best practices using Profiles, Roles, Permission Sets, Sharing Rules, OWD, and field-level access controls.

Senior Software Engineer
Baanyan Software Services, Inc. | Capital One
Richmond, VA
August 2021 – January 2024

- **Salesforce Lightning Web Components (LWC) Development** — Developed an Email & Phone Privacy LWC to display related contacts and Lead in a single view to **display “Do not Email” & “Do not Call” customers to comply with laws and company policies**, with visual markings using static resource reflected on LWC for better and clear understanding for sales reps.
- **Apex Programming: Batch, Queueable & Future Methods** — Built a Batch Apex job to clean up duplicate leads weekly, processing over 500k records efficiently. Used Queueable Apex for handling sequential data sync with marketing systems. Applied Future methods to asynchronously update activity logs without affecting UI performance.
- **Flow Automation: Screen & Schedule-Triggered Flows** — Implemented Screen Flows for guided case escalation processes in Salesforce, simplifying agent workflows. Deployed Schedule-Triggered Flows to auto-close inactive cases after 30 days, reducing backlog.
- **Lightning Data Service (LDS) & Lightning Datatable Usage** — Created Lightning Datatables for opportunity pipeline views with inline editing, enabling sales managers to update forecasts directly. Utilized LDS to eliminate Apex for fetching and updating records, improving page load times.
- **Data Management with Data Loader & Automation Tools** — Executed mass data updates for product pricing using Salesforce Data Loader, ensuring accurate pricing across 10,000+ product records. Automated routine data imports via scheduled Batch Apex jobs.
- **REST API Integration & System Interoperability** — Integrated Salesforce with a payment gateway via REST API to retrieve real-time transaction statuses, providing visibility to support agents for resolving payment disputes efficiently.
- **Automation & Business Process Optimization** — Automated customer experience email automation after 14 days of first engagement with sales rep. using scheduled-triggered Flows and Approval Processes, reducing manual human efforts and ensuring standardized processes across departments.
- **CI/CD DevOps Setup** — Moved to automated deployments from Change set with a combination of GIT version control & Jenkins for build and onboarded to Capital One’s internal platform Onepipeline.
- **GIT Version Control** — Created SFDX project and added Org’s codebase, pushed to GIT. Reviewed PR, conducted code review sessions, created branch protection rules, webhooks to integrate with Jenkins for builds, managed approvals for PR, mentored fellow developers about GIT applications and conflict resolution.
- **Test Coverage & Deployment Readiness** — Developed comprehensive Test Classes with bulk data testing for lead conversion automation, achieving 95% code coverage and ensuring smooth deployments through GIT-Jenkins CI/CD pipelines.
- **Post-Production Support & Issue Resolution** — Provided live support for critical business processes, resolving performance issues caused by inefficient SOQL queries in Apex classes, ensuring optimal system performance post-deployment.

Salesforce Admin/Developer
Indus Group, Inc., Hackensack, NJ | NV2
December 2020 – June 2021

- **Business Requirements & Solution Design** — Collaborated with end-users and business stakeholders to gather and analyze functional and non-functional requirements, translating them into scalable Salesforce solutions that align with business goals and IT workflows.
- **Salesforce Application Setup & Customization** — Configured Salesforce applications by creating custom objects, fields, validation rules, page layouts, and record types, ensuring the platform met unique business needs across Sales and Service teams.

- **Salesforce CRM Enhancement & Support** — Enhanced Salesforce CRM functionality by developing Apex triggers, classes, and Lightning components, while providing ongoing support to adapt applications to evolving business processes.
- **Data Import & Export Management** — Executed large-scale data imports and exports using Data Import Wizard and Data Loader, ensuring smooth data migration and updates during system enhancements and legacy data cleanups.
- **Apex Development & Data Processing**: Designed and deployed Apex triggers and classes to automate pre-save and post-save data operations, ensuring data integrity and enforcing business logic without manual intervention.
- **Lightning Web Components (LWC) & Development Best Practices** — Developed and deployed reusable Lightning Web Components (LWC) and custom solutions using Apex, SOQL, and SOSL, optimizing performance and enhancing user experience across Salesforce applications.
- **Salesforce DX & Scratch Org Management** — Managed development environments using Salesforce DX (SFDX) and Scratch Orgs, enabling efficient version control, feature branching, and collaborative development workflows.
- **Data Management & Data Loader Operations** — **Performed** bulk data operations using Salesforce Data Loader for inserts, updates, and mass deletions, ensuring data accuracy during migrations, cleanups, and business transformations.
- **Automation using Flows & Process Builders** — Designed and maintained Flows (Screen & Record-Triggered) and Process Builders to automate repetitive business processes, reducing manual workload and improving operational efficiency.
- **Reports & Dashboards Development** — Created and customized standard and custom reports and dashboards to provide actionable insights for sales, support, and leadership teams, enabling data-driven decision-making.

Salesforce Admin/ Developer
Denken Solutions, Inc., Irvine, CA | NV2
September 2019 - November 2020

- **End-to-End SDLC Participation & Solution Development** — Collaborated with business and technical teams throughout the full SDLC lifecycle, from requirements gathering and design to development, testing, and deployment of scalable Salesforce solutions.
- **Apex & Visualforce Custom Development** — Developed and deployed Apex Classes, Triggers, and Visualforce Pages to enhance standard Salesforce functionalities, automate business processes, and support custom UI requirements for Sales and Service teams.
- **Custom Objects, Fields & Data Modeling** — Designed and configured custom objects, fields, picklists, and relationship types, ensuring accurate data modeling to support unique business processes and reporting needs.
- **Case Management & Automation** — Implemented automated case assignment rules, escalation processes, and email-to-case setup, ensuring timely routing and resolution of support inquiries across global service teams.
- **Knowledge Base Setup & Maintenance** — Developed and maintained a centralized Salesforce Knowledge Base, enabling agents to access standardized solutions and reducing average case handling time by 30%.
- **Service Console Customization** — Customized the Service Console UI with Lightning Components and dynamic layouts to provide a 360° view of customer data, enhancing agent efficiency and case resolution accuracy.
- **Reports, Dashboards & Data Visualization** — Created custom reports and dashboards to provide actionable insights for different business units, enhancing visibility into key metrics and supporting data-driven decision-making.
- **Data Management & Integration with External Systems** — Managed large-scale data migrations and integrations using Apex Web Services (REST/SOAP), Data Loader, and Import Wizard, ensuring seamless data synchronization and system interoperability.

SKILLS

- **Salesforce:** Salesforce Sales, Service & Experience cloud, Omni-Channel, Salesforce Administration, Standard & Custom objects, Roles & Profiles, Standard & Custom fields, Validation rules, Duplicate & Matching rules, Formulas, Change Sets, Case management (Web-to-Case, Email-to-Case, On-Demand Email-to-Case), Knowledge base, Community builder, Content management, Mobile access, Lead

management (Web-to-Lead, Email-to-Lead), Salesforce Lightning, Automation flows, Scheduled-triggered flows, Email templates, Screen flows, Process builder & Workflows, Approval process, Managed & Unmanaged Package, Data Loader, Salesforce Connect, SFDX, AppExchange

- **Salesforce Development:** APEX Classes, APEX Triggers, Prompt Builder, Agentforce, Omni-Channel, Chat & Voice w/ Service Cloud, Handler and Helper classes, SOQL & SOSL, Unit Testing, Test classes, Lightning framework, Lightning Web Components (LWC), API callouts, HTTP webservices, Batch classes, Asynchronous APEX (Future method, Queueable method, Batch APEX, Scheduled APEX), Custom Integration (REST API)
- **Programming Skills:** Apex, Java, JavaScript (JS), Typescript (TS), HTML, CSS, JSON, XML
- **Other Skills, Frameworks & Tools:** Business Communication & Presentation, Stakeholder engagement, Troubleshooting, CRT, Playwright, Selenium, Debugging, Code review, PR review, DevOps, User training, Tech support, UAT, Regression testing, UI automation, Microsoft's Playwright, CI/CD, Product refinement, Technical analysis, Impact analysis, Version Control, GIT Enterprise, GITHUB Desktop, Jenkins, CI/CD, Data loading, Deployments, Post- production support, Sandbox refresh, JIRA, Confluence, Technical document, API testing using POSTMAN, VScode & Eclipse

CERTIFICATIONS

- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator

EDUCATION

- **Master of Science in Information Technology**
Westcliff University – Irvine, CA
2022-2024
- **MBA in Business Statistics & Data Analytics**
Westcliff University – Irvine, CA
2017-2019
- **Bachelor of Engineering in Computer Science**
Gujarat University – India
2006-2010