Deshmukh N

Salesforce Technical Lead, 8+ years experience
JALGAON, India
https://augmntx.com/profile/salesforce-technical-lead-deshmukh-n/axo32635

AugmntX
+91 9820045154 | hr@augmntx.com

A highly technical, 6x certified Salesforce Technical Lead with 8plus years experience in Salesforce development, administration, and implementation. Adept at leading cross functional teams, providing technical solutions, and ensuring the adoption of Salesforce best practices. Proven expertise in the full SDLC, from requirements gathering and design to deployment and post production support. A strong advocate for solution design, integration, and custom applications on the Salesforce platform, including Sales Cloud, Service Cloud, Field Service Lightning (FSL), and Community Cloud.

INDUSTRIES: Real Estate Marketplace, Insurance, Marketplace

TECHNICAL SKILLS

• Salesforce	8 years
• sales cloud	8 years
• SQL	8 years
• Apex	8 years
• Rest API	5 years
• Visualforce	4 years
• Git	4 years
• Lightning Web components LWC	4 years
• Jira	3 years
• Field Service Lighting	2 years
• service cloud	2 years

SOFT SKILLS

Critical thinking, Teamwork, Communication

PROJECT DETAILS

- Real Estate

Project Description: Architected and delivered end-to-end Salesforce solutions for Pre-Sales and Post-Sales processes, ensuring alignment with business and operational goals.
Responsibilities: Led a 15-member development team, managing technical design reviews, issue resolution, and deployment activities. Implemented and customized Agentforce on the customer website: Configured Agent Builder, Templates, Flows, and Actions to automate customer interactions. Set up Knowledge Articles for self-service support. Integrated with Salesforce Data Cloud to synchronize and map website and customer data. Designed and managed SAP integration for seamless data exchange between Salesforce and enterprise systems.
Technologies: Salesforce Sales Cloud, Service Cloud, REST/SOAP API, Salesforce Connect, Lightning Components, LWC (Lightning WebComponents), Flows
Industry: Real Estate Marketplace

• Insurance Policy Broker

Project Description: Designed and implemented Salesforce Sales Cloud solutions aligned with industry best practices to streamline the end-to-end sales process.
Responsibilities: Developed and configured Single Sign-On (SSO) for secure, seamless user authentication across platforms. Engineered a 360-degree customer view by integrating multiple data sources, enhancing visibility into customer interactions, and improving decision-making. Collaborated with cross-functional teams to define technical architecture, ensure data integrity, and optimize system performance.
Technologies: Salesforce Sales Cloud, Service Cloud, REST/SOAP API, Salesforce Connect, Lightning Components, LWC (Lightning WebComponents), Flows
Industry: Insurance

• B2C and B2B Manufacturing Project

Project Description: Led Salesforce solution design and delivery, ensuring alignment with platform best practices and scalable architecture standards.
Responsibilities: Managed integration with ERP systems to maintain real-time data synchronization and ensure seamless business operations across platforms. Guided development teams on technical standards, code quality, and performance optimization for enhanced solution reliability.
Technologies: Salesforce Sales Cloud, Service Cloud, REST/SOAP API, Salesforce Connect, Lightning Components, LWC (Lightning WebComponents), Flows
Industry: Marketplace

EDUCATION

• Masters degree in MBA from PUNE UNIVERSITY 2015 - 2017

LANGUAGES

• English - native

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