JAIKISHAN BALWANI

Salesforce Technical Lead | Solution Architect — Agentforce · Data Cloud (Data 360) · Service Cloud

Pune, India • +91 8468882544 • jai.balwanidev@gmail.com • linkedin.com/in/jaibalwani

Seeking permanent Salesforce roles in Germany • Open to relocation • Notice period: 60 days

PROFILE

Salesforce Technical Lead with 12+ years in IT and 7+ years designing and delivering enterprise Salesforce solutions, including 19 months of onsite delivery in the United Kingdom and the Netherlands. Specialises in AI-driven service automation — Agentforce, Prompt Builder and Data Cloud (Data 360) grounded in trusted, governed customer data. Hands-on across Apex, Lightning Web Components, Flow and REST/SOAP integrations, with end-to-end ownership of solution design, security and sharing models, code quality and CI/CD. Leads and mentors teams of 10+ developers in distributed Agile environments alongside European stakeholders.

EUROPEAN DELIVERY & MOBILITY

- 19 months onsite in Europe: Netherlands (Sep 2019 – Sep 2020) and United Kingdom (Sep 2018 – Apr 2019).
- Delivered Salesforce workstreams for the T-Mobile Netherlands and Tele2 migration programme across European markets.
- Experienced with European stakeholders, distributed delivery teams, and multinational data security and sharing requirements.
- Ready to relocate to Germany and available to start within 60 days.

CORE SKILLS

Salesforce Platform: Apex, Lightning Web Components, Aura, Visualforce, Flow, SOQL/SOSL, Service Cloud, security & sharing models, governor-limit optimisation, unit testing

AI & Data: Agentforce, Agentforce Builder, Prompt Builder, Salesforce AI, Data Cloud (Data 360), trusted grounding, RAG, governed agent actions, human handoff

Integration & DevOps: REST/SOAP APIs, Named Credentials, SFDX, Git, Copado CI/CD, Jenkins, Azure DevOps, GitLab CI/CD, Postman

CPQ & Billing: PROS CPQ — product configuration, pricing and quoting; Salesforce integration with enterprise billing platforms

Leadership & Delivery: Solution design, architecture and code reviews, coding standards, developer mentoring, Agile/Scrum, European stakeholder collaboration

CERTIFICATIONS

Salesforce Certified Agentforce Specialist · Platform Developer I · Administrator · AI Associate

PROFESSIONAL EXPERIENCE

Lead Application Developer

BMC Software | Pune, India | Dec 2025 – Present

- Lead enterprise Salesforce development across Apex, LWC, Flow, integrations, security, automated testing, code review and CI/CD.
- Design intelligent service automation with Agentforce and Flow/Apex actions grounded in trusted Salesforce context, applying governed permissions, validation, error handling and human handoff.
- Build Data Cloud (Data 360) capabilities for unified customer data, activation and Agentforce grounding.
- Deliver PROS CPQ product configuration, pricing and quoting, and support Salesforce integration with an enterprise billing platform.
- Own solution design, peer review and technical mentoring across delivery teams.

Assistant Consultant — Salesforce Technical Lead

Tata Consultancy Services | Pune, India | Sep 2021 – Dec 2025

- Led delivery of scalable Salesforce solutions across HR, Grant Management, Investor Relations and Service Cloud programmes.
- Mentored 10+ Salesforce developers on design standards, Apex/LWC/Flow development, troubleshooting, unit testing and code quality.
- Designed automation and user experiences with Apex, LWC, Visualforce and Flow; implemented API integrations and secure sharing models.
- Applied Prompt Builder to deliver AI-assisted service responses.
- Sustained 85%+ Apex test coverage through peer review, automated testing and Agile release practices.

Consultant / Associate Consultant — Salesforce

Atos | India, United Kingdom & Netherlands | Jul 2017 – Aug 2021

- Onsite European assignments: Netherlands (Sep 2019 – Sep 2020) and United Kingdom (Sep 2018 – Apr 2019).
- Delivered Salesforce work for the T-Mobile Netherlands and Tele2 migration — analysis, configuration, integration, testing and deployment across European markets.

- Modernised Salesforce user experiences through Lightning migration involving Visualforce, Aura and Lightning Web Components.
- Built REST API integrations with external Java-based systems and refactored Apex for governor-limit efficiency.
- Designed multinational security and sharing models and delivered Flow/Process Builder automation within governed environments.
- Supported release automation using SFDX and Git.

Senior Software Engineer
eClerx | Mumbai, India | Aug 2015 – Jul 2017

- Developed enterprise Android applications with secure payments, VOIP calling, real-time GPS tracking and backend service integration.

Software Engineer
smartData Enterprises | Nagpur, India | May 2014 – Jul 2015

- Built Android solutions for warehouse and event operations using barcode scanning, offline synchronisation, push notifications and Google Maps APIs.

FEATURED PROJECT

AI-Powered Chat-to-Case Agent — Salesforce Agentforce

- Architected an end-to-end Chat-to-Case flow: intent capture, required-data validation, trusted case context, approved Flow/Apex actions, Case creation or update, and human handoff.
- Implemented secure data access, permission enforcement, reusable actions, error handling and predictable fallback behaviour to prevent unsafe or incomplete agent actions.
- Designed test scenarios spanning successful requests, missing information, unauthorised actions, action failures and escalation to a service representative.
- Stack: Agentforce Builder, Service Cloud, Prompt Builder, Flow, Apex, Salesforce permissions, deployment-ready metadata.

EDUCATION

Bachelor of Engineering (B.E.), Computer Technology — Yeshwantrao Chavan College of Engineering (YCCE), Nagpur University, 2012

LANGUAGES

English — Professional working proficiency (C1) · Hindi — Native · Marathi — Native