

SANDEEP KUMAR PANDA

SALESFORCE TECHNICAL LEAD | 7X CERTIFIED | ENTERPRISE INTEGRATION & AGENTFORCE

7+ years across Sales, Service & Experience Cloud — government programme lead, now on Agentforce and Data Cloud delivery

Bengaluru, India • +91 79784 13365 • sndpkumarpanda@gmail.com

linkedin.com/in/sandeepanda • Trailblazer: spanda284

PROFESSIONAL SUMMARY

Salesforce Technical Lead and 7X-certified Senior Developer with 7+ years delivering enterprise Sales, Service, and Experience Cloud programmes across government, banking, lending, insurance, and retail in Australia, the UK, Singapore, and India. Promoted to Associate Team Lead in 2026 after two consecutive "Advancing" ratings, having led the finance-integration and B2B API workstreams on a South Australian government screening programme delivered onsite in Sydney through to a low-defect launch. Now on Cloudwerx's Agentforce delivery team building AI agents and Data Cloud ingestion for Xero, alongside daily AI-augmented development with Claude and Claude Code. Recognised for building reusable Apex frameworks — including an Approval framework evaluated for AppExchange listing — mentoring 20+ developers, and moving toward Salesforce Architect certification.

CORE TECHNICAL SKILLS

AI, Agentforce & Data Cloud: Agentforce agents (topics, actions, agent-driven engagement), Prompt Builder, consent & opt-out handling, Sales Engagement cadences; Data Cloud (Snowflake data stream ingestion, DMO mapping, Data Cloud-triggered Flows); Claude & Claude Code for AI-augmented Apex and product delivery

Clouds & Platform: Sales Cloud, Service Cloud, Experience Cloud, Public Sector screening programs; Agentforce; Data Cloud

Development: Apex, Triggers, Batch/Queueable/Scheduled Apex, SOQL/SOSL, LWC, Aura, Visualforce, Apex Design Patterns, Separation of Concerns, Bulkification, Governor Limits, Apex PMD, Unit Testing

Integration & API: Custom Apex REST Web Services, REST & SOAP, Platform Events, Composite & sObject Collections API, External IDs, Custom Metadata-driven payloads, Partial DML, Idempotent design, OAuth 2.0 JWT, MuleSoft, Oracle ERP, ABBYY OCR, Genesys CTI

Service Cloud & Engagement: Omni-Channel, Einstein Bots, Messaging In-App & Web, Embedded Service, Email-to-Case, Macros, Entitlements & Milestones, CTI

DevOps & Tooling: Azure DevOps, Gearset, Git/GitHub/Bitbucket, VS Code, Beyond Compare, CI/CD

Delivery: Agile/Scrum, Jira, Confluence, Linear, Solution Design Documentation, UAT Ownership, Code Review, Onshore–Offshore Coordination, Developer Mentoring

CERTIFICATIONS

Salesforce (7X): Platform Developer I • Administrator • Platform App Builder • JavaScript Developer I • Sales Cloud • Service Cloud • Experience Cloud Consultant

AI: Salesforce Agentblazer Champion 2026 • Agentforce Innovator superbadge (Trailhead) — in progress • Anthropic: Claude 101, Claude Platform 101, Claude Code 101, Claude Code in Action, Claude Cowork (2026)

PROFESSIONAL EXPERIENCE

Cloudwerx | Sydney, Australia (onsite) & India

Salesforce Associate Team Lead | Apr 2026 – Present

Senior Salesforce Developer | Apr 2022 – Apr 2026

Xero — Agentforce Programme | Associate Team Lead, Agentforce Delivery Team | Aug 2026 – Present

- Building on Cloudwerx's Agentforce practice as part of the team delivering Xero's Challenge agent — a live AI agent that identifies eligible programme participants, checks consent and opt-out status before enrolment, and drives completion through automated email outreach and follow-up.
- Bringing platform depth to the agent's supporting automation — applying the same bulk-safe, idempotent Apex and Flow patterns used on prior enterprise integrations to keep agent-driven engagement reliable at volume.
- Extended the programme's Data Cloud pipeline when the client introduced a new reconciliation table in Snowflake — built a new data stream ingestion and mapped it to the same data model object (DMO) as the original source, so the team's existing Data Cloud-triggered Flow picks up the reconciled data and creates or updates Account records with no downstream rework.

Dept. of Human Services (South Australia) — Screening Transformation Program | Technical Lead, onsite Sydney

- Enabled external agencies to query citizen screening records in bulk by designing the B2B Person Search & Registration-of-Interest API — a custom Apex REST service consumed via MuleSoft — architected with strict separation of concerns across six classes (REST entry point, DTO, search helper, ROI helper, logger, utilities).
- Stopped a single bad record from failing an entire batch by implementing two-tier validation with partial-success responses — global organisation/officer checks plus independent per-item validation returning mixed success/error results with a documented error-code catalogue and partial DML.
- Guaranteed accurate identity resolution on child-protection data by building exact-match logic across normalised Screening Reference Numbers, DOB, and case-insensitive full names, plus a DCP variant with renewal-aware de-duplication returning only the latest outcome per individual.
- Secured all MuleSoft-to-Salesforce traffic by implementing the OAuth 2.0 JWT Bearer flow end-to-end — RSA 2048 keypair, External Client App with RS256 digital signatures, dedicated integration user, and token caching.

- Eliminated manual agency configuration per check type by building a metadata-driven Third-Party Check framework routing the 3 check types to the right combination of 4 external agencies (WWCC → DCP/ACIC/NRS; NDIS & Aged Care → ACIC/NRS/NWSD) — new integrations added by configuration alone.
- Guaranteed a unique identifier for every WWCC, NDIS, and Aged Care applicant by engineering a concurrent-safe SRN sequencing engine with zero-collision allocation and a full audit trail linking Individual → Screening Identifier → Screening Outcome program-wide.
- Cut permission-provisioning overhead across 100+ internal users by automating a User Permission Assignment framework that assigns access on every new user and profile/role change; automated a manual monthly finance process with a scheduled Finance/Oracle billing engine (LWC triage workspace, idempotent retry, bulk sync in batches of 25).
- Enabled parallel delivery across a multi-vendor team by authoring the solution-design specs in Confluence consumed by MuleSoft, QA, and DHS, and owned the UAT phase end-to-end onsite through to a low-defect launch.

Earlier Cloudwerx Projects — Retail, Agriculture, Service Cloud & Engagement

- Created a reusable revenue asset by designing a Special Condition & Approval Framework (Vicinity retail leasing) that leadership evaluated for AppExchange listing, and automated complex account structures with a multi-layer Retailer Hierarchy creation flow.
- Led delivery as Technical Lead on Dairy Australia (Service Lifecycle, Picasso Cows), delivering the account's first custom LWC build while self-training on LWC mid-project to unblock the team.
- Stood up Brighte's solar-finance contact centre from zero Service Cloud exposure (Entitlements, Genesys CTI, Omni-Channel, Einstein Bot), delivered a fully custom chat for Belle Property as sole developer, and owned the entire SUMO Scheduler rollout for PWG single-handedly.
- Delivered JMC (Einstein Bot, Omni-Channel, Embedded Service, SUMO), Geneia (Experience Cloud portal + CMS in LWC), Smart Group event self-check-in (LWC, Google QR API, Flow), and My Plan Manager NDIS reimbursement (REST/ABBYY OCR) — every cycle on time with zero spill-over.
- Raised team capability by mentoring 20+ junior developers and interns and authoring 80+ hours of training content, managing releases through Azure DevOps and Gearset with Apex PMD quality gates.

Marlabs LLC | India

Salesforce Developer • Associate Salesforce Developer | Jan 2019 – Apr 2022

- Digitised retail and SME borrower onboarding for Karur Vysya Bank (India), Validus Capital (Singapore), and Merchant Money (UK) with end-to-end loan origination on Salesforce and CL Originate; won a Spot Award as Tech Lead on Merchant Money.
- Built dynamic loan-evaluation and credit-scoring tools (Apex, Flows, Approvals), delivered the Panasonic Service Cloud claims module as Module Lead, and implemented REST/SOAP integrations with Experian, Profios, and middleware.

INDEPENDENT PRODUCT WORK

Vaasova — Rental Property Management SaaS (India) | vaasova.com

Founder & Product Architect | 2025 – Present (marketing site live; product apps in development)

- Took a rental-management product from problem statement to live launch site (vaasova.com) with Next.js and Claude Code, authored a 27-part product & technical specification (64 features across 6 apps) with a compliance-first architecture (DPDP data residency, Aadhaar masking, no-fund-holding payments), and runs delivery in Linear across 75+ issues using Claude Cowork — an end-to-end demonstration of AI-augmented product and engineering delivery.

EDUCATION & RECOGNITION

Bachelor of Computer Application (BCA): Berhampur University, Odisha, India | 2014 – 2017

- Promoted to Associate Team Lead (2026) after two consecutive "Advancing" performance ratings.
- Spot Award, Marlabs.
- Direct client recognition, Cloudwerx.
- Agentblazer Champion 2026.
- Languages: English, Hindi, Odia.