

Sonal Gurav

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EDUCATION

MS, Information Systems, Northeastern University, CA	April 2024
BEng, Computer Engineering, Atharva College of Engineering, India	July 2018

TECHNICAL SKILLS

CRM:	Salesforce.com, Service Cloud
Languages:	Apex, SOQL, SOSL, Visualforce, JavaScript, Python, Java, SQL, Lightning Web Components.
Database:	Workbench, Data Loader, Import Wizard, MySQL, MongoDB Atlas
IDE:	Salesforce CLI, Eclipse, Visual Studio Code, Git
Management:	JIRA, Asana, Agile
Test Frameworks:	Selenium, TestNG, UFT

EXPERIENCE

Accenture Solution Private Limited	
Salesforce Developer	Feb 2022 – Sep 2022
<ul style="list-style-type: none">Designed, developed and deployed Apex Classes, Controller Classes, Extensions, Apex triggers and API integration for various functional needs in the application using the Eclipse IDE.Worked on Micro Services Trigger framework to build various trigger functionalities.Conducted unit testing and support user acceptance testing to ensure the quality and functionality of the implemented solutionsWorkflow rules for specific kinds of field changes and triggers for automatic Salesforce actions, such as sending email alerts, creating task records, or sending an outbound message.Implemented tasks on Apex scheduler and custom settings.	
Senior Salesforce Administrator	Oct 2019 – Jan 2022
<ul style="list-style-type: none">Actively involved with Business analysts, other developers in enhancement of business modules using Standard and Custom Objects, formula fields, APEX classes, Triggers, Test Methods and writing SOQL queries.Collaborated with business stakeholders to gather and analyze requirements, translating them into technical specifications.Designed and deployed Custom objects, Custom tabs, validation rules, Workflow Rules, Auto-Response Rules, Page layouts and Components to suit the needs of the application.Worked on various Salesforce.com standard objects like Leads, Accounts, Contacts, Opportunities, Products, Cases, Solutions, Reports, and Dashboards.Implemented and maintained Cases Management in Salesforce Service Cloud.	
Salesforce Administrator	Sep 2018 – Sep 2019
<ul style="list-style-type: none">Developed and maintained Data architecture, including custom objects, fields, page layouts and validation rules resulting in 25% increase in data accuracy and 15% decrease in data duplication.Managed primary support, user management, data management, security and upskilled myself to take salesforce development activities	

ACADEMIC PROJECTS

SkyReserve, Airline Management System (SQL, SSMS, Tableau)

- Airline Management Reservation System is a database system designed to handle various aspects of airline reservations focusing on student benefits and group booking using SQL, SSMS.
- Data reporting and visualization representation using Tableau.

Data Analysis & Predictive Modeling (Python, EDA, Pandas, NumPy, Matplotlib, Seaborn)

- Performed in depth Exploratory Data Analysis & Data preprocessing on Wine Dataset, identifying key feature relationships.

Achieved a high prediction accuracy of over 93% by training, testing and fine-tuning supervised learning ML algorithms.

Image Processing Using JAVA FX (Java, JavaFX)

- Developed an image processing application using JavaFX. Users can load images, apply various image processing operations such as filtering, enhancement, transformation, and analysis. The application has an intuitive interface, leveraging JavaFX for a visually appealing user experience.

Future Shopping Technology Using Hybrid Approach (Java, SQL, NFC, Android Development)

- The project involved the development of an Android-based e-commerce application that utilizes NFC & RFID technology.
- The application aims to provide a secure and user-friendly platform for seamless shopping and billing experiences, reducing manual work for both consumers and merchants