

Prateek

Salesforce sr. developer

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🧰 PROFESSIONAL EXPERIENCE

12/2024 – present Sharjah, UAE	BodenAx Sr. Software developer
06/2016 – 2024 Jaipur, India	Jaipur-based IT company Salesforce developer

📖 ABOUT

Salesforce Developer with 8.5+ years of working experience in various Salesforce products and features and exploring and learning new capabilities and building optimized solutions for the end customers. Experience on Sales Cloud, Digital Experience Cloud and Vlocity Industry Clouds (Financial and Insurance), platform level understanding of Omni Studio tools like Omni Scripts, Data Raptors, Integration Procedures, Flexcards, Calculation Procedures, Calculation Matrices, Vlocity LWC, Vlocity IDX and Salesforce Configuration

📜 CERTIFICATES

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| • Salesforce Certified Platform Developer I | • Salesforce Certified Platform Developer II | • Salesforce Certified OmniStudio Developer |
| • Salesforce Associate | • Ai Associate | • Ai Specialist |

🧩 SKILLS

- Salesforce Administration
- Vlocity Components Development
- SFDC Programming
- Development And Testing
- Software and Application Development
- Process Optimization and Automation
- Requirement Gathering and Analysis
- Salesforce Industries (Financial and Insurance)
- Sales Cloud, Digital Experience Sites
- Omnistudio Tools : Omniscript, Flexcards, Integration Procedure, Dataraptor, Calculation Matrix Synchronous and Asynchronous Apex, SOQL, SOSL, LWC, Triggers.
- Deployment Tools like IDX Workbench, Changesets, Packages, Gearset

📁 PROJECTS

#1 Online Room Booking Firm

Role: Salesforce Developer

Description: Australia based client with requirement of setting up their booking confirmation process on Experience Site.

Responsibilities:

- **Chevron Framework Development:**
 - Designed and implemented a custom metadata type (CMDT) to dynamically store and retrieve steps and substeps based on the client's Figma design specifications.
 - Utilized the Lightning Progress Indicator to visually represent parent steps and their corresponding child steps within the framework.

- Developed individual child Lightning Web Components (LWCs) for each step, incorporating a "Continue" button to advance both parent and child indicators.
- Implemented tracking of user progress through custom object fields, Portal Last Accessed Step and Portal Last Accessed Substep.
- Configured step names and their sequence dynamically from CMTD to ensure seamless chevron navigation.

• **DocuSign Integration:**

- Installed and configured the DocuSign App Launcher from AppExchange for managing templates directly within Salesforce.
- Leveraged the DocuSign Apex Toolkit to programmatically send envelopes to designated recipients.
- Integrated external JavaScript libraries into LWCs to embed DocuSign contracts within the Salesforce Experience Site.
- Created four distinct envelope templates tailored to the location, dynamically selected based on the record's state.
- Implemented functionality to route contracts for minors (portal users under 18) to their guarantors for signature, ensuring that the process advances only after the guarantor has signed.

#2 Customization for Banking Firm specifically for credit card.

Role: Salesforce Developer

Description: The client was a major Indian based banking and financial firm with the requirement to setup the credit card overall process from the scratch.

Responsibilities:

- Setup the document template designer for the client to easily generate the document from the quick action from which the Omniscrypt was launched, modified the standard omniscrypt as per the client's requirement, the document was taking dynamic values from record itself and attaching the document to the same record.
- Created an OMNISCRIPT from scratch for their customers to login using their ARN and OTP and verify/upload their documents(Setup the community and put OMNISCRIPT inside it.)
- Worked on the generic search component(LWC) on the Utility bar of the app which was fetching the the records as per the values provided the multiple input fields like application ref no, email, phone, pan etc, used lightning data-table to show the records.
- Created a Screen for Underwriters (LWC) to take decisions after analyzing all the things using dynamic approach(Custom metadata, custom labels etc.)
- Worked on providing the standard endpoints to the mulesoft team for integrations with other platforms, used composite graph APIs in case of complex scenerios.

#3 Customization For Education Industry

Role: Salesforce Developer



Description: The client was Turkey based Education firm, They basically wanted to move their business completely to the salesforce their requirement involved Automations, Lightning Web Components etc.

Responsibilities:

- Created LWC component and added the component into the Custom Quick Action in the record page of Opportunity Object.
- Created multiple lightning elements in the LWC for displaying the data and allow user the choose the university and the programs based on the prices. Also used the toast events , spinners and made it the way it should not look different from the lightning theme.
- Created multiple apex classes to process the data in the backend.
- Created lighting flows(Record-Triggered) on the Opportunity and task object in a way if a stage moves the task is generated and if the task is completed the stage moves on it's own creating another task.
- Created apex trigger to validate the opportunity stages.

#4 Salesforce Integration with rev.io

Role : Salesforce Developer

Description : The client was a US based data and phone service firm, Rev.io  is a billing platform their requirement was to create the customer along with orders, tasks, contacts, notes, addresses in the rev.io  as soon as the Service Order record is Generated in the salesforce

Responsibilities:

- Created LWC component for the button to access the functionality of Rev.io [API](#) and created the tab the access the component the last preference of user was taken into the consideration. This was handled using custom setting in the backend.
- Created Apex trigger on the Service Order object
- Managed and automated records in bulk through a batch implementation.
- Integrated Salesforce with the Rev.io [platform](#) through API callout (Basic Authentication), Mapped various fields from the service order record to be sent with the body while sending the POST requests.
- Created multiple future classes for syncing the notes and tasks on rev.io [side](#).
- Synced the data from Salesforce to Rev.io [API](#)
- The business impact of the implementation increases sales by 29%

#5 Automations for an Automobile Firm

Role: Salesforce Developer

Responsibilities:

- The client is a leading manufacturer and seller of Vehicle tracking systems.
- A Lightning Web Component (LWC) was created to display recent information about tasks, agencies, contacts, and opportunities.
- This component provides a quick overview of important information for the sales team.
- Performed automation for case assignment and escalation This ensures that cases are assigned to the right people and that they are escalated if they are not resolved within a certain time frame.
- Created the functionality of Web to lead, Web to Case This allows the sales team to capture leads and cases directly from the website, making the process of capturing customer information more efficient.
- Created Approval process for Quote generation to ensures that quotes are reviewed and approved by the right people before they are sent to customers.
- The business impact of the implementation increases sales by 20% and The automation also provides an upper edge over competitors, as it allows the sales team to focus on selling rather than manual data entry and task management.