Anjali Singh

213anjalisingh@gmail.com | 9425662562 | LinkedIn | GitHub

CERTIFIED Platform Developer I

PROFILE

Salesforce Certified Developer proficient in **Apex**, **Triggers**, **Lightning Flows**, **Lightning Web Components** on the **Sales** and **Service Clouds** of **Salesforce CRM** . Equipped with strong problem-solving abilities and a passion for implementing custom business logic to optimize performance and functionality.

TECHNICAL SKILLS

Salesforce Development: Apex | Triggers | Lightning Web Components (SLDS, Lightning Data Service, Lightning Message Service, Lifecycle Hooks, Shadow DOM) | Asynchronous Apex(Future method , Scheduleable , Queueable and Batch Interfaces) | SOQL | Visual force Pages | Wrapper , Test Classes | Sales Cloud | Service Cloud | Error and Exception Handling.

Salesforce Admin: Security architecture |Flows, Process Builder | Approval Process | Validations | Data Loader | Reports and Dashboards.

Salesforce Integration: REST/SOAP Web Services| Salesforce APIs | Custom Apex REST APIs | Apex Callouts | OAuth 2.0 Authorizations | Postman.

Other Technical Skills: Apex | JavaScript | HTML | CSS | Object Oriented Programming | Java | GitHub.

PROJECTS

Project 1:

Warehouse Management (Sales Cloud) **Project Link**   May 2024 – July 2024

Sales Cloud-based solution to optimize warehouse management, streamlining the process from **lead generation to sales order fulfillment**. It ensures efficient tracking and management of inventory, salesorder, invoicing, and order processing.

- Developed **lead conversion** LWC component, and **PDF templates** for efficient **quote PDF** and **Invoice PDF** generation.
- Designed **Visual force Pages** to implement creation of sales orders upon approval of quotes, and generation of **invoices from sales orders**, and subsequent **inventory adjustments**, and **invoice consolidation** to track order fulfillment.
- Configured **approval processes** for **opportunities**, **sales orders**, **quotes** and designed custom **validation rules, duplicate rules** to maintain data integrity.
- Designed comprehensive **reports** and **dashboards** to provide actionable insights.

Project 2:

Real Estate Management (Service Cloud) **Project Link**   Feb 2024 – Apr 2024

Service Cloud based solution to efficiently **manage office spaces** and **track customer inquiries** and complaints between **tenants** & **real estate**. The project ensures robust security, automated workflows, and efficient query handling to enhance customer service and operational efficiency.

- Created and managed **roles** and **profiles** to restrict data visibility ensuring external agents had limited access and configured **record types** to customize information display for different account types.
- Utilized **Email-to-Case**, **Live Chat**, **Web-to-Case** functionalities for logging and tracking of queries and complaints.
- Utilized **skill-based routing** and **Omni-Channel**, to design **Assignment Rules** using service channel and **Queues**, to route queries to the appropriate teams based on predefined categories.
- Established **escalation rules** for timely case resolution. Integrated **approval processes** to manage high-value items, providing managerial oversight and control.
- Created detailed **dashboards** for customer inquiries and expense tracking.

CERTIFICATION

Salesforce Certified Platform Developer I - Credential Id - **4705104**   July 2024

EDUCATION

Salesforce Jungle Training Institute, Bangaluru - Salesforce Developer Training (Batch 2023-24)

Lakshmi Narain College of Technology, Bhopal - BTech - Electrical and Electronics - CGPA - **8.00**

Delhi Public School Vindhyanagar, CBSE (Class 12th), Percentage - **86.2%**

Delhi Public School Vindhyanagar, CBSE (Class 10th), CGPA - **10.00**