DEEPSHIKHA SHAW

Salesforce Consultant | CPQ | LWC | OmniStudio Development

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Professional summary

Salesforce Consultant with **8 years of IT experience** and a strong software development background, delivering scalable and enterprise-grade CRM and cloud solutions. Experienced in Salesforce CPQ, OmniStudio/Vlocity, Lightning Web Components, Apex, and automation using Flow and Workflow, with hands-on expertise across Sales Cloud and Service Cloud. Proven in translating business requirements into robust technical solutions and collaborating effectively in Agile, cross-functional environments.

Technical Skills

Salesforce:

- CPQ, Vlocity/OmniStudio, OmniScripts, FlexCards, WalkMe
- Integration Procedures, Sales Cloud, Service Cloud,
- Lightning Web Components (LWC), Aura Components,
- Apex Classes, Apex Triggers, Batch Apex, Scheduled Apex, SOQL, SOSL,
- Flows, Workflow Rules, Process Builder, Approval Processes, Validation Rules, Security & Access, Reports & Dashboards

Development & Databases:

- Android Development, Data structure & Algorithm, C#, .NET Framework, ASP.NET Core, REST API Development, Kotlin, Java, HTML, CSS, XML
- SQL Server, Azure SQL, Stored Procedures, SQLite, MongoDB

Cloud & AI:

- Microsoft Azure, AWS
- Salesforce AI, Agentforce

DevOps & Tools:

- Azure DevOps, Git, GitHub Actions, CI/CD, Agile Methodology, Scrum, Visual Studio, TestRail, Android Studio

Experience

Links

- in deepshikha-shaw-b1267a128
- ⊙ Deepshikha01
- 🌐 stackoverflow.com

Awards

- ⚙ Project Paper published in International Journal of Computer Science and Engineering

Hobbies

- Cooking
- Photography
- Music

Languages

- English
- Norsk

Software Developer   January 2023 - Now

Navtor AS, Norway, Egersund

- Enhanced **Salesforce CRM functionalities**, worked on **Vlocity CPQ, OmniScripts, FlexCards**, **Apex classes, triggers, batch jobs**, and Lightning Components for internal client solutions.

- Developed **BackOffice maritime application** including **API services, web modules, and report-generator features** using **.NET Framework** and **SQL Server**.

- Integrated **Azure Function Apps**, custom NuGet packages, and automated workflows for **Digital Logbook**; performed QA and automation testing with **TestRail**.

Package Consultant Salesforce   April 2021 - August 2022

IBM, India, Kolkata

Salesforce Developer | AmerisourceBergen (USA)

- Developed **Vlocity CPQ, OmniScripts, FlexCards**, and **Apex classes, triggers, batch jobs**.

- Managed **admin tasks**: users, roles, profiles, workflows, validations, reports, dashboards.

- Designed **Lightning Components, custom pages & buttons**, and enhanced CRM functionalities.

Software Developer   November 2019 - April 2021

EMXCEL Solutions, India, Ahmedabad

Software Developer   December 2018 - August 2019

Jeno Creatives Private Limited

Android Developer   August 2017 - November 2018

Onqanet Technologies, India, Kolkata

Relevant Projects

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End-to-End Quote-to-Cash Automation | Salesforce CPQ

- Implemented CPQ with dynamic pricing, discounts, and product bundles.

- Automated approvals, contracts, and invoices via Flows and Process Builder.

- Developed LWC dashboards and integrated with Azure SQL/REST APIs.

- **Tech Stack:** Salesforce CPQ, Flows, Process Builder, Approval Processes, LWC, Apex, Azure SQL, REST API, Sales Cloud

Salesforce Lead-to-Opportunity Automation & Reporting

- Automated lead assignment, conversion, and reporting using Flows and Apex Triggers.

- Integrated web form data via REST APIs and scheduled weekly performance reports.

- Built Lightning Dashboards for real-time insights.
- **Tech Stack:** Salesforce Flows, Apex Triggers, Scheduled Apex, REST API, Lightning Dashboards, Sales Cloud

Predictive Sales Forecasting & Analytics | Salesforce AI

- Used Einstein Analytics to forecast opportunities and predict deal closures.
- Integrated insights with Sales Cloud and visualized performance via dashboards.
- **Tech Stack:** Salesforce Einstein Analytics, Sales Cloud, Lightning Dashboards, Apex, SOQL/SOSL

Maritime Backoffice & Digital Logbook Application | Full Stack Development

- Implemented and maintained backoffice application and a digital logbook system for maritime solutions.
- **Tech Stack:** .NET Framework, Stored Procedures, API Development, Azure DevOps, Azure Web Apps, Azure Functions, Azure SQL

Cryptocurrency Exchange Platform | Android Development

- Built and deployed a crypto exchange & wallet system for Southeast Asia; led team and contributed individually.
- **Tech Stack:** Java, Android, XML, MVC, RxJava, MySql

E-Commerce Platform | Android Development

- Developed a unified e-commerce platform with Buyer, Seller, Admin, and Delivery modules.
- **Tech Stack:** Kotlin, XML, Android, MVVM, Coroutine, SQL, Jetpack Compose, Room/Retrofit

Central Delivery App | Android Development

- Dynamic delivery app for any kind of product across the system in different domains (groceries, guest in cab).
- **Tech Stack:** Kotlin, Android, MVVM, Coroutine, SQL, Jetpack Compose

Education

2015 - 2017

Master of Computer Applications (MCA) of Aliah University, India, Kolkata

Certifications

- **Salesforce Certified Agentforce Specialist**
- **Salesforce Certified AI Associate**
- **Salesforce Certified Platform Administrator**
- **IBM Certified Salesforce Developer**
- **Career Essentials in Generative AI**