

# Salesforce Developer

**Name:** Shravani S Umap

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## PROFESSIONAL SUMMARY

- ✓ Around **2 years of experience as a Salesforce Developer and Administrator**, involved in all phases of the Software Development Life Cycle (SDLC) including design, development, testing, and deployment on the Salesforce platform.
- ✓ **Extensive experience in Salesforce customization** — creating **Custom Objects, Fields, Record Types, Validation Rules, Workflows, Process Builder, and Approval Processes** as per business requirements.
- ✓ **Proficient in Apex programming** — developing **Classes, Triggers, Batch Apex, Queueable, Future, and Schedulable Apex** to implement complex business logic and background processing.
- ✓ **Experienced in Lightning Experience, building Lightning Web Components (LWC)** for creating **dynamic, responsive, and reusable UI elements** integrated with Apex controllers.
- ✓ **Strong knowledge of SOQL and SOSL queries**, collections (List, Set, Map), writing Test Classes for 85%+ coverage and **Governor Limit** handling through bulkified Apex logic.
- ✓ **Expertise in Salesforce security model** — **implementing Profiles, Roles, Permission Sets, Sharing Rules, and OWD** to control data visibility and access.
- ✓ **Proficient in Integrations using REST and SOAP APIs**, JSON, and Callouts for data exchange between Salesforce and external systems.
- ✓ **Hands-on experience in Data Migration** using **Data Loader, Workbench, and Import Wizard**, ensuring accurate data transfer across orgs and sandboxes.
- ✓ **Experienced in generating custom Reports and Dashboards** to provide analytical insights for business users and management.
- ✓ **Knowledge of deployment and version control tools** like **VS Code, GitHub, Change Sets, and Salesforce CLI (SFDX)** following **Agile/Scrum methodologies**.
- ✓ **Excellent communication, analytical, and problem-solving skills** with the ability to work collaboratively with cross-functional teams to deliver high-quality Salesforce solutions.

## TECHNICAL TOOLS

**Salesforce Core Tools:** Data Loader, Salesforce Inspector, Developer Console, Change Sets

**Development & Integration Tools:** VS Code, Salesforce CLI (SFDX), Postman, Copado (Deployment and Release Management), DocuSign (API Integration), JotForm (Automation)

**Languages & Web Technologies:** Apex, SOQL, SOSL, JavaScript, HTML, CSS, SQL, Lightning Web Components (LWC), JSON, XML

**Version Control & Deployment:** Git, Copado

**Database:** Salesforce Object Query Language (SOQL), SQL

**Operating Systems:** Windows, macOS

## PROFESSIONAL EXPERIENCE:

Salesforce Developer — NWS Soft Consulting Pvt Limited, Pune (May 2024 – Present)

## PROJECT DETAIL:

### Project 1:

#### Project Title: CRM-Based Client Verification & Workflow Automation System

**Client :** Corpbiz

**Role :** Salesforce Developer

**Duration :** January 2025 (Present)

**Team Size :** 8

#### Roles and Responsibilities:

- ✓ Developed CRM solution with Custom Objects, Fields, Relationships, and Record Types to manage Client Requests, Verification Cases, and Field Officer activities.
- ✓ Designed Page Layouts and Lightning Record Pages for different service categories to improve user experience.
- ✓ **Built LWCs such as ClientSearch, VerifyCase, and RequestDashboard for dynamic UI and real-time updates.**
- ✓ **Developed Apex Classes, Triggers, and Queueable Apex for request updates, document validation, and background processing.**
- ✓ Automated verification workflows using Record-Triggered Flows, Approval Processes, Email Alerts, and task automation.
- ✓ **Integrated Salesforce with DocuSign API for e-signatures and Google Maps API for location validation using REST API and Named Credentials.**
- ✓ Implemented security features including Profiles, Roles, Permission Sets, and OWD to ensure proper data access.
- ✓ Created Reports and Dashboards to track verification progress, officer performance, and operational KPIs.
- ✓ Supported deployments from Sandbox to Production using Change Sets with >85% Apex test coverage.
- ✓ Participated in UAT, issue resolution, and production support activities.

### Project 2:

#### Project title: Order Processing & Inventory Management CRM System

**Client :** Tecsys

**Role :** Salesforce Admin and Support

**Duration :** May-December (2024)

**Team Size :** 10

#### Roles and Responsibilities:

- ✓ Automated order lifecycle processes using record-triggered automation.
- ✓ Handled access management and security configuration for business teams.
- ✓ Built analytical reports for order and inventory tracking.
- ✓ Performed data uploads, data corrections, and routine admin support using Data Loader.
- ✓ Assisted in Apex Trigger updates for order status and inventory adjustments.
- ✓ Supported UI enhancements for LWC components.

## **CERTIFICATIONS:**

- ✓ Agentforce Certified – Salesforce (Issued: 2025)
- ✓ COPADO Certified Fundamental I

## **EDUCATIONAL BACKGROUND:**

- ✓ B.E. from Sant Gadge Baba Amravati, Amravati in 2024
- ✓ HSC From Maharashtra state Board, Amravati in 2020

## **PERSONAL INFORMATION:**

D.O.B : 20/06/2002

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## **DECLARATION :**

I hereby declare that the information given above is true to the best of my knowledge.

**Name:** Shravani Umap

**Place:** Pune