

DINESH SILIVERI

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PROFESSIONAL EXPERIENCE

Senior Salesforce Developer: U.S Bank, Texas, United States

Aug 2023 – Nov 2023

- Designed and optimized Case User Interface with a custom Single Page Architecture (SPA) page using Lightning Aura Components, resulting in a 20% increase in user productivity.
- Demonstrated expertise in the Salesforce.com implementation cycle, focusing on the Service Cloud module, particularly in case management, ensuring a smooth transition for 22,000 agents.
- Successfully optimized the Case Management console, implementing Apex code best practices, resulting in a remarkable 65% reduction in case creation time.
- Implemented Continuous Integration/Continuous Deployment (CI/CD) pipelines using Bitbucket, Jenkins, and VS Code, reducing deployment time by 40%.
- Executed data migration tasks using Workbench, Data Loader, and Data Loader IO, ensuring data integrity and continuity during development and maintenance phases, with a 95% success rate.

Senior Salesforce Developer: Accenture, India

Oct 2021 – Jul 2022

- Developed end-to-end Salesforce solutions utilizing Configuration and Customization tools such as APEX Class, Flows and Lightning Web components, resulting in a 20% increase in system efficiency and user productivity.
- Conducted rigorous unit testing, integration testing, and user acceptance testing, ensuring the delivery of high-quality products with 95% defect resolution rate before production deployment.
- Resolved production system faults by effectively debugging and implementing solutions, resulting in a 30% reduction in reported issues and defects.
- Contributed to Agile environment success by actively participating in daily scrum meetings, analyzing user stories, identifying gaps in functional requirements, and providing solutions, leading to 100% alignment between business needs and technical implementation.
- Assisted in writing technical approach and design documentation, facilitating clear communication and understanding among cross-functional teams, resulting in 15% faster project execution and improved collaboration.

Salesforce Developer: IBM India Pvt Ltd, India

Mar 2018 – Sep 2021

- Collaborated in developing and implementing a Digital Contact Center, revolutionizing customer interaction and agent productivity, resulting in a 10% increase in positive customer satisfaction scores.
- Transformed legacy Salesforce infrastructure to streamline case management, knowledge dissemination, service console layout, live agent functionality, and reporting, resulting in a 50% reduction in Average Case Handling time.
- Orchestrated the integration of Salesforce with a legacy CRM system, leveraging Apex triggers and classes for both synchronous and asynchronous data exchange, achieving a remarkable 90% decrease in Average Speed to Answer.
- Engineered a robust help portal and community forum using Visualforce, Aura Components, and Apex controllers, enhancing resolution quality and accelerating handling and resolution times by 25%.
- Developed co-browsing and advanced knowledge management features for Integrated Digital Contact Center, boosting first-contact resolution rates by 20%.

EDUCATION

University of Central Missouri, Warrensburg, MO

Aug 2022 – Dec 2023

Master of Science; Computer Science

SKILLS

Technical Skills: Salesforce Lightning, Apex Classes, Apex Triggers, Apex Web Services, Batch Processes, Visualforce, Lightning Aura Framework, Lightning Web Components, Lightning Design System, SOQL, SOSL, SOAP/REST API, Flows, Workflow Rules, Approval Processes, Force.com, Service Cloud, Sales Cloud, Community SSO (Single Sign-On), HTML/CSS, JavaScript, S-Controls, GIT, Bitbucket, DevOps, Workbench, ANT Migration Tool, Change Sets, CRM Data Models, Agile methodologies, OOP, JAVA, SQL, JIRA, MS Excel, Troubleshooting & Debugging.

CERTIFICATIONS

- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Advanced Administrator