Gagana N

+91 8310301480 | gagananagendra02@gmail.com | https://www.linkedin.com/in/gagana-n-8918b7267/ | Bengaluru, Karnataka

Professional Summary

Passion-driven Salesforce Developer with 2.4 years of hands-on experience in Apex, Lightning Web Components, and Salesforce Experience Cloud. Proven ability in delivering scalable solutions and leading feature development for one among Fortune 500 clients while working in fast-paced Agile environments, Strong deployment, API integration, and client delivery experience.

Education

Siddaganga Institute Of technology, Tumkur   Aug '18 – Aug '22
Bachelor of Engineering - Electronics and Instrumentation   **GPA8.65/10**

Work History

DeloitteUSI, *Bengaluru*   Jan '23 – Apr '25
Salesforce Developer | LWC | Apex | Experience Cloud | US Client Delivery Experience
- Completed a rigorous 3-month Salesforce development training, gaining hands-on expertise in Admin capabilities, Apex, and Lightning Web Components (LWC).
- Worked with Edward Jones (Sales Cloud application) as a Shadow Developer, contributing to admin configurations, Apex enhancements, and requirement analysis.
- Developed and enhanced Salesforce Experience Cloud community UIs for Transamerica, implementing:
    - Authorization and access control for registered vs non-registered insurance users
    - Bulk record processing for insurance report generation using Apex batch jobs
    - Complex automated workflows using Flows integrated with Apex and external API callouts
    - JWT-based OAuth authentication for secure external system communication
- Leveraged Data Loader, Data Import Wizard, and SOQL optimization techniques for data operations and migration.
- Led a 3-member development team on TransUnion (CIBIL grievance & payments platform), independently delivering end-to-end features including:
    - OLM (Online Loan Management)
    - Account Ownership & Enquiry Management
    - Maker-Checker approval flows utilizing permission sets, Apex, LWC & Flows
    - User and roles setup
- Managed full deployment lifecycle using Change Sets and Jenkins , and successfully led multiple production releases ensuring effective delivery.
- Collaborated across cross-functional teams in Agile sprints to deliver high-quality customer-centric solutions.
- Recognized with 3 Awards for excellence in delivery, teamwork, and innovation within 2.4 years of tenure.

Technical Skills

Salesforce Development: Apex (Triggers, Batch, Schedulable) | Lightning Web Components (LWC) | Flows, SOQL
Salesforce Platforms & Tools: Sales Cloud, Experience Cloud, Data Import wizard, Change Sets, Dev Console, VS Code
Integrations & Security: REST API | Experience Cloud | OAuth 2.0
Web Technologies: JavaScript (ES6), HTML5, CSS3, JSON
Methodologies: Agile Scrum, User Story Implementation
Others: Excel | MS Word | MS Power Point

Achievements

- Selected for the **45th Series of KSCST Student Project Programme (SPP) 2021–22** and received a state-level R&D grant of ₹6,000 for the project **"Water Pollution Monitoring Boat Using IoT"** (ID:45S_BE_2401) under the Electronics & Instrumentation Engineering department. https://shorturl.at/TTuV0
- Recognized with **3 performance awards** for excellence in client delivery, release ownership, and UI feature development across two Fortune 500 clients — Transamerica & TransUnion.

Certifications

- **Salesforce Certified Platform Developer**
- **Salesforce Certified Platform Administrator**
- **Salesforce Certified AI Associate**
- **AI Tools Workshop by Be10X**