## PROFESSIONAL SUMMARY

* Over 4.5 years of Salesforce experience and 12X Salesforce certified.
* Collaborated with stakeholders to understand business needs, develop solutions, and implement changes in Salesforce.
* Resolved technical issues related to integration, customization, and implementation of Salesforce applications.
* Worked on Salesforce Administration, handling Profiles, Users, Organization-Wide Defaults, Permission Sets, Roles, and Hierarchy Management.
* Executed Role Hierarchies, Sharing Rules, and Record-Level Permissions to provide shared access among different users.
* Implemented security protocols to ensure data integrity within the system.
* Implemented advanced fields such as Custom Formula Fields, Field Dependencies, Picklists, and Multi-select Picklists.
* Worked on Salesforce Customizations, including Custom Objects, Page Layouts, Tabs, Validation Rules, Workflow Rules, Sharing Rules, and Email Templates.
* Developed Process Automation using Workflow, Process Builders, Flows, and Apex Triggers.
* Developed Synchronous and Asynchronous Apex Classes based on business requirements.
* Performed data migration activities between different environments, using tools like Dataloader.io and Talend for data import and export operations.
* Worked on Mass Data Upload and Export tools, including Data Loader, Workbench, and Data Import Wizard.
* Worked on Reports & Dashboards to prepare statistical data for the business.
* Worked with Git, GitHub, DevOps, Postman, and Visual Studio Code.

# Technical Skills:

* Salesforce Technologies: Salesforce CRM, Apex Classes, REST API, Integration, SOQL, SOSL, Reports & Dashboards, Lightning Web Components, Lightning Flows.
* Salesforce and Integration Tools: Data Loader, Workbench, Dataloader.io, Talend, Postman, Git, GitHub, DevOps, Visual Studio Code.

***PROFESSIONAL EXPERIENCE***

|  |  |
| --- | --- |
| **Client** | **Duration** |
| iA Financial Group | March 2024 – December 2024 |
| Datacore Software | July 2023 – February 2024 |
| Slack Technologies | November 2022 – June 2023 |
| ACCO Brands and Kensington Products Group | August 2021 – October 2022 |
| IntelePeer LLC | September 2020 – July 2021 |

# Client: iA Financial Group (On-site, Canada) Mar 2024 – Dec 2024

**Role: Technical Consultant**

**Responsibilities:**

* + Explored Financial Services Cloud capabilities to assess alignment with business needs during requirement gathering.
  + Developed custom objects, fields, sharing rules, and permission sets to enhance data security and user access control.
  + Utilized process automation tools like Flows to streamline workflows and meet complex business requirements
  + Built new automations with Apex Triggers and Flows to support evolving business processes and improve efficiency.
  + Designed screen flows to minimize clicks and improve user experience for the Sales team
  + Enhanced data accuracy by implementing Validation Rules and Field-Level Security to ensure data integrity.
  + Developed test classes to ensure robust code coverage and maintain system integrity.
  + Managed deployments through Git and Azure DevOps, following CI/CD best practices for continuous integration.

# Client: Datacore Software (On-site, Canada) Jul 2023 – Feb 2024 Role: Technical Consultant

# Responsibilities:

* Prepared an Org Analysis Document detailing End-to-End Functionalities, identified gaps, and suggested solutions to meet business requirements, adhering to Salesforce best practices.
* Collaborated closely with the CPQ Team to identify and configure necessary metadata to align with and support Salesforce CPQ functionality.
* Selective Metadata Migration: Used GitHub and the Metadata API to selectively migrate required metadata from the legacy org to the new org, optimizing for data integrity and system compatibility.
* Created Custom Fields, Custom Settings, and other essential metadata to support tailored business requirements and configurations.
* Profile and Permission Set Management: Migrated and merged Profiles according to best practices; implemented Permission Sets to ensure flexible and scalable access management.
* Conducted Data Migration activities using Talend, ensuring data accuracy and consistency between environments.
* Designed and implemented Flows, Email Alerts, and Email Templates to enable automated notification functionality.
* Managed CI/CD Deployment using GitHub workflow to streamline version control and continuous integration processes across environments.

# Client: Slack Technologies (On-site, Canada) Nov 2022 – June 2023 Role: Technical Consultant

# Responsibilities:

* Supported the Slack Community Page (<https://forums.slackcommunity.com>), handling user issues, performing maintenance, and enhancing site functionality.
* Fixed bugs related to the integration of the community site with AWS using REST API, ensuring secure and seamless data flow.
* Triaged and resolved user tickets, supporting various business scenarios and technical issues.
* Analysed high-level requirements and documented service reports to address clients' business challenges.
* Developed and optimized test classes to improve code coverage and maintain org stability.
* Provided technical documentation and training for support staff, ensuring effective knowledge transfer and streamlined ticket resolution.
* Contributed to the development and maintenance of coding standards, best practices, and documentation for code reusability and maintainability.

# Client: ACCO Brands and Kensington Products Group Aug 2021 – Oct 2022 Role: Salesforce Developer

# Responsibilities:

* Created detailed mock-ups for all screens based on business requirements to ensure clear design and functionality alignment.
* Developed custom Lightning Web Components for the self-service portal on Experience Cloud for ACCO Brands.
* Built Apex backend logic to manage data flow between the Salesforce Database and the Experience Cloud for ACCO Brands’ self-service portal.
* Developed REST APIs to receive data from SAP to Salesforce, supporting multiple records in a single callout for efficient data integration.
* Authored unit testing documents for various data sets to ensure data accuracy and functionality.
* Managed data migration using Workbench, VS Code, Data Loader, and Data Import Wizard, ensuring accurate data transfer across environments.
* Configured key components, including Lightning Record Pages, Validation Rules, Page Layouts, Permission Sets, Organization-Wide Defaults (OWD), Approval Processes, and Record Types.
* Resolved multiple support and enhancement tickets, experienced in tracking and managing tasks using JIRA.

# Client: IntelePeer LLC Sep 2020 – July 2021 Role: Salesforce Developer

# Responsibilities:

* Responded to production support requests and resolved issues using JIRA for efficient ticket tracking and troubleshooting.
* Conducted org analysis to assess existing functionalities and identify areas for enhancement.
* Created custom objects and fields with appropriate page layouts, validation rules, record types, and field dependencies for streamlined data entry.
* Utilized process automation tools like Process Builder, Workflow Rules, and Approval Processes to automate and optimize business processes.
* Developed and customized various types of email templates for notifications, alerts, and customer communications.
* Configured case assignment and escalation rules to ensure efficient case routing and timely issue resolution.
* Created and implemented reports and added them to dashboards for business insights and decision-making.
* Utilized Salesforce Surveys to create dynamic forms for customer feedback collection and engagement.
* Used Data Loader to import test data for validating functionality and supporting QA efforts.
* Developed Apex batch classes to automate daily updates on specific fields across multiple objects at midnight.
* Defined test cases, analysed defects, and collaborated with team members to resolve bugs for UAT.
* Documented changes and managed deployments through Change Sets for seamless transition to production.

## EDUCATION

* Bachelor of Technology (Information Technology)

## CERTIFICATIONS

* Salesforce Certified Application Architect
* Salesforce Certified Data Architect
* Salesforce Certified Sharing and Visibility Architect
* Salesforce Certified Platform App Builder
* Salesforce Certified Platform Developer I
* Salesforce Certified Administrator
* Salesforce Certified Data Cloud Consultant
* Salesforce Certified OmniStudio Consultant
* Salesforce Certified Experience Cloud Consultant
* Salesforce Certified Sales Cloud Consultant
* Salesforce Certified Marketing Cloud Email Specialist
* Salesforce Manufacturing Cloud Accredited Professional