***PROFESSIONAL SUMMARY***

* 2+ years of total Salesforce and Lightning experience.
* 4X Certified: Admin, PD1, Service Cloud Consultant, AI Associate
* Salesforce Customization, Custom Objects, Custom Apps, Page Layouts, Tabs, Validation Rules, Workflow Rules, Process Builder, Approval Process, Email Alerts.
* Good knowledge in Apex classes, Apex triggers and test classes.
* Hands on experience of automating processes using process builder, flows, trigger depending upon the use cases.
* Hands on Experience with working on Service cloud, Experience cloud.
* Expertise in working on Salesforce admin, Profile, roles, OWD and permission sets.
* Experience working in **Agile development environments** with sprint-based task execution and collaboration.
* Languages: Apex, LWC, Java, HTML, CSS, JavaScript.

WORK HISTORY

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| --- | --- |
| **Client** | **Duration** |
| Securitas | Jan 2024 - Dec 2024 |
| GXO | Feb 2023 - Dec 2023 |

***PROFESSIONAL EXPERIENCE***

**Client: Securitas**   **Jan 2024 – Dec 2024**

**Role:** **Salesforce Developer**

**Responsibilities:**

* Worked as a CRM developer for service.
* Majorly worked with Triggers, Flows and Test classes.
* Developed and implemented Case Management, Omni-channel & Knowledge articles.
* Worked on Assignment rules & Escalation rules to improve customer response time.
* Followed Agile Methodologies, participated in sprint planning, daily stand-ups and retrospective meetings.

**Client: GXO**    **Feb 2023 - Dec 2023**

**Role:** **Salesforce Developer**

**Responsibilities:**

* Worked as a CRM developer for experience and service.
* Designed and developed custom experience page using LWC.
* Debugging Reports and Dashboards for meeting the required data set given by the user.
* Worked with Page layouts and report type access levels.
* Detailed work with field level and profile level security to provide required access without disturbing the implemented security.

***EDUCATIONAL BACKGROUND***

* Bachelor of Electronics and Telecomm Engineering.