

# **SAMIKSHA KAMBLE**

## **CONTACT INFORMATION**

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## **Professional Summary**

- Salesforce Developer with 2 years of experience in designing , developing and deploying custom salesforce solutions and working in a multicultural environment.
- Worked on a variety of projects for international clients , implemented sales cloud, experience cloud and Service cloud functionalities.
- Well-versed in implementation guidelines for both out-of-box functionality and customization.
- Have good analytical and problem solving skill
- A team player with strong communication and interpersonal skill, capable of working well with both technical and non-technical stakeholders.

## **Skills**

- |   |                            |
|---|----------------------------|
| 1. Salesforce.com ( Administration and Development) | 2. Sync and Async Apex     |
| 3. Data Migration                                   | 4. Triggers                |
| 5. Reports and Dashboards                           | 6. LWC                     |
| 7.Automation  | 8. Integration             |
| 9.Sharing and security setting                      | 10.Field Service Lightning |
| 11. SOQL and SOSL                                   | 12. Experience Cloud       |

## **Education**

Bachelor of Engineering in ENTC from International Institute of Information Technology, Pune  
8.87 CGPA

## **Professional Experience:**

### **Project : 1 - Integration Project - Cognizant [ June-2024]**

**Requirement:** Integration of salesforce with Application like Bitly and OneTrust

#### **Responsibilities:**

Handled complete end to end implementation process for Integration.

Finalized the authentication mechanisms for these integration, ensuring a secure and seamless data exchange. Additionally I successfully implemented an efficient error fallout mechanism to address my issues that may arise during the data sync process.

Implemented flows for automating Emails notifications , custom settings, custom metadata, named credentials , custom object- field creations

Triggers, Apex classes , Rest Api, Future method callouts , Queueable Classes, Test classes, Error logging mechanism, deployment .

### **Project: 2- Experience cloud Project - Cognizant [ Jan - May 2024]**

**Requirement:** Implementation of an experience cloud for customers

Show different site UI according to customer type

Implement customized knowledge article search for LWC

**Responsibilities:** Setup and configuration of experience site, personalized audience navigation in site, permission sets, LWC for knowledge search component, setting experience site users.

Analyze the requirements to gain a comprehensive understanding , followed by providing detailed implementation plans , accurate development estimates and then proceed with the development phase.

### **Project: 3- Field Service Lightning Cognizant [ July- Dec 2023]**

**Requirement :** Implementation of Appointment Assistant Managed Package.

Service Appointment scheduling , rescheduling and cancel functionalities

Implement an UI page for the Appointment Booking.

**Responsibilities:** Understanding the functionalities of Field Service Lightning in salesforce. Configuration of the managed package. Setting up permission sets , license , dispatcher console required to effectively set up service appointments .

Worked with international clients and end users to gather and capture, analyze, understand, and define business requirements with a strong record of client satisfaction.

Development of Apex classes , Trigger , Asynchronous Apex and Test classes

Core Field Service : Access to standard object models, setting and tabs to plan and execute our business needs.

**Requirement :** To create a system for Salesforce Agent and customers for Self

**Responsibilities:** Worked with Virtual Remote Assistant (VRA) Managed Package: Integrated and customized the VRA managed package within Salesforce to enhance remote assistance capabilities.

Implementation and Configuration: Configured VRA features to streamline remote support processes, ensuring seamless integration with existing Salesforce functionalities.

Customization: Tailored VRA package components to meet specific organizational needs, improving efficiency and user experience in remote support scenarios.

Troubleshooting and Optimization: Addressed technical issues related to the VRA package and optimized its performance to support ongoing business operations.

### **Tools**

- 1.Data Loader and workbench
- 2.Visual Studio code
- 3.Jira , Confluence

4. Postman
5. Salesforce Inspector

### **Certifications**

- 1.Salesforce Administrator Certification
2. Salesforce Platform Developer 1
- 3.Salesforce Javascript Development