Abhiraj Singh Thakur

Location: Nagpur, Maharashtra | Email: singhbaghael@gmail.com | Phone: +91 6264303477 | [linkedin](#)

Professional Summary

Salesforce Developer with 2.8 years of IT experience in designing, developing and optimizing applications on the Salesforce.com platform. Proficient in Apex, Lightning Web Components (LWC), and Salesforce Flows, specializing in automating processes, improving system efficiency, and delivering scalable CRM solutions.

Experience

Tata Consultancy Services Ltd.   July 7, 2022 – Present
System Engineer

Arthrex - Client Project   Nov 2024 – Present

- Developed scheduling and proposal management systems for employees, doctors, vendors, and other stakeholders.
- Implemented Apex triggers, batch processes, and scheduled Apex classes, future Methods, Lightning Web Components to automate tasks and improve efficiency.
- Applied best practices such as Governor Limits and coding standards while developing Apex classes using the codescan tool.
- Reduced scheduling conflicts by 97% and increased proposal processing speed through automation.

Catalent Pharma - Client Project   Feb 2023–Nov 2024

- Managed pharmaceutical agency inventory and accounts using Salesforce Flows, Apex triggers, and asynchronous Apex methods.
- Automated key processes, including batch data updates and real-time inventory tracking, reduce manual intervention.
- Designed Lightning Flows to automate account hierarchy validations and auto-update fields based on the required criteria.
- Configured custom objects, fields, formulas, validation rules, workflow rules.
- Improved data accuracy by 4% and cut manual inventory update time by half.

Albertsons - Client Project   Jul 2022 – Feb 2023

- Created a Lightning Web Component to display the products based on the category selected from the dropdown list, and display the details of the selected product.
- Implemented Salesforce Flows, Email-to-Case, Web-to-Case to improve responses and case creation, user interaction, and issue resolution.
- Resolved ServiceDesk tickets related to grocery store orders, refunds, and user access with Salesforce. Customized user profiles, permission sets, and page layouts to enhance security and system functionality.
- Enhanced customer issue resolution time by 30% and more through improved case automation and UI design.

Skills / Tools

Salesforce Admin, Apex, Triggers, Lightning Flows, Lightning Web Components (LWC), Visualforce, SOQL/SOSL, Reports and Dashboards, Visual Studio Code, AutoRabit, ChangeSet, GitHub, Data Loader, Jira.

Certifications

- Salesforce Certified Platform Developer I   ○ Salesforce Certified Administrator
- Salesforce Certified AI Specialist   ○ Salesforce Certified AI Associate

Education

SRIT, RGPV, B.Tech in Computer Science Engineering: **CGPA**: 8.68/10   Aug 2018 – May 2022
Joy Senior Secondary, 12th CBSE Board: Score: 83.8%   April 2018