



SAMRUDDHI MAHALLE

Salesforce Developer

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OBJECTIVE

Seeking a challenging and rewarding career in a diverse environment where my experience, education, and expertise can be utilized.

TECHNICAL SKILLS

- HTML, CSS, JavaScript, SQL, MYSQL, C, C++.
- Testing, Apex, Triggers, LWC, SOSL, SOQL, Integration, Process Automation, Aura, Visual Force Page, API Integration, Salesforce Admin(Object, Flow, Approval process, Process Builder, Validation rule, Report & Dashboard).

TOOLS

- Visual code editor, Jira, GitHub, Workbench, Data loader, Data Import Wizard.
- Proficient in MS Office Suite, including Excel, Word, and PowerPoint.

PROFILE SUMMARY

- Having 2.5+ year of experience in salesforce ecosystem.
- Salesforce Administrator, Salesforce Advance Administrator, Salesforce Platform Developer 1, Salesforce Associate, Salesforce AI Associate.
- Trailhead Ranger, Salesforce Administrator and Platform Developer Certified with strong knowledge of Sales Cloud and CRM.
- Worked extensively in various Salesforce.com standard objects like Accounts, Contacts, Opportunities, Leads, Products, Cases, Campaigns, Reports & Dashboards.
- Compatible with Data Management tools like Data Import Wizard, Data Loader, workbench.
- Identifying relationships and converting to Salesforce custom objects, lookup relationships, junction objects, master-detail relationships.
- Experience in using declarative features like validation rules, formula fields, Approval processes, workflow rules, process builder, flow, etc.
- Experience in creating sales and service processes, record pages, and page layouts.
- Sound understanding of org access, object access, field access & record access by providing access via Profiles, Permission sets, Role hierarchy, and sharing rules.
- Experience Building Custom Objects, Reports & Dashboards, Tabs, etc.
- Experience using force.com technology stack: Apex triggers, SOQL, SOSL, etc.
- Good exposure in building Custom LWC framework, etc.
- Strong Analytical and Problem-Solving Skills, good presentation skills, and effective team player with excellent communication skills.

WORK EXPERIENCE

- Ex Employee of Cognizant Technology Solution worked as a Salesforce Developer (Associate), Pune (Dec 2021 – Apr 2024).

EDUCATIONAL BACKGROUND:

- Bachelor of Engineering (B.E.) in Computer Science and Engineering – June 2021.

CERTIFICATIONS:

- Salesforce Administrator
- Salesforce Platform Developer I
- Platform App Builder
- JavaScript Developer I
- Salesforce Associate
- Salesforce AI Associate

PROJECTS EXPERIENCE:

1) Citi Bank:

- **Role:** Salesforce Developer
- **Description:** Build a screen to perform transfer lead from one org to another org for sales users.
- **Responsibilities:**
 - Understanding & Implement logic as per user requirement.
 - Create LWC component, validation rule, flow, apex trigger.
 - Creations of users, profiles, roles, permission set.
 - Implement custom validation and cache storage.
 - Multiple LWC screen.

2) American Express (AMEX):

- **Role:** Salesforce Developer
- **Description:** 14+ Salesforce Sales and Service Cloud support and development.
- **Responsibilities:**
 - Understanding & Implement logics per user requirement.
 - Diagnosing and resolving more complex technical issues that L1 support cannot handle.
 - Handling data-related issues, including data migrations, data integrity checks, and data recovery.
 - Providing support to end-users with issues related to Salesforce features and functionalities.
 - Supporting the customization of Salesforce to meet specific business needs, including creating custom objects, fields, and workflows.
 - Generating reports on system performance, common issues, and resolution times to help improve service quality.
 - Documenting issues, solutions, and troubleshooting steps for future reference.
 - Working with Salesforce or other third-party vendors to resolve platform-related issues and apply patches or updates.
 - Handling API-related issues and supporting custom integrations.
 - Continuously monitoring system performance to identify and address potential issues before they impact users.
 - Ensuring the security of the Salesforce environment, including managing user permissions and roles.
 - Evaluate existing support processes to identify repetitive and time-consuming tasks that can be automated.

DECLARATION:

- I do hereby declare that the above information is true to the best of my knowledge and belief.

Samruddhi Mahalle