

CAREER SUMMARY

Salesforce Developer • Salesforce Administrator • Data Analyst

Dynamic and results-driven Certified Salesforce Platform Developer I with 3 years of experience on Salesforce and overall 4+ years of experience in the IT industry. Skilled in Sales Cloud, Service Cloud, Health Cloud and Experience (Community) Cloud, I have a proven track record of effectively utilising Salesforce standard objects and creating custom objects. Proficient in data management tools such as Data Loader and Data Import/Export Wizard. Proficient in automating business processes, validations, and leveraging business analytics with Salesforce reports and dashboards. Extensive hands-on experience developing business logic utilising Apex classes and triggers, with expertise in Batch Apex, Future Methods, Queueable Apex, and Scheduled Apex.

AREAS OF EXPERTISE

Technical Skills:

- Salesforce Developer:** Apex, Triggers, Rest APIs, HTML, CSS, LWC, SOQL, SOSL, Visualforce Page, Scheduler & Batch, Data Loader, nCino.
- Salesforce Administrator:** Force.com, Data Import & Export Wizard, Roles & Profiles, Sharing & Security, Flows, Workflows, Relationships.
- Data Analysis:** SQL, Reports & Dashboards, PowerBI, Data Management.
- Development Tools:** VS Code, JIRA, Jenkins, Data Loader, Git, GitHub, Workbench.

Soft Skills:

- Strong analytical and problem-solving skills, good communication skills, Identify and resolve issues.

PROFESSIONAL EXPERIENCE

Salesforce Developer

IT-NetworkZ Infosystems Pvt. Ltd.

June 2022 - Present

- Developed custom Lightning Web Components (LWC) to create interactive and responsive user interfaces, enhancing user experience.
- Implemented Apex classes, triggers, and batch processes to support custom business logic and automate data workflows.
- Integrated Salesforce with external systems using REST APIs to enable seamless data exchange and real-time updates.
- Utilised AI capabilities, such as Einstein, for predictive analytics and automation, improving decision-making and process efficiency.
- Built and optimised automation solutions using Flows, Process Builder, and Workflow Rules to streamline business processes and reduce manual effort.
- Collaborated with cross-functional teams to understand business requirements and deliver customised Salesforce solutions.
- Developed and customized nCino solutions within Salesforce to streamline financial processes and enhance banking operations.
- Developed custom RESTful web services for integrating third-party applications with Salesforce, ensuring secure data transmission.

Salesforce Administrator

IT-NetworkZ Infosystems Pvt. Ltd.

Dec 2021 - May 2022

- Managed and maintained Salesforce user accounts, roles, profiles, and security settings to ensure proper access control.
- Customised page layouts, record types, fields, and validation rules to meet specific business requirements.
- Created and managed reports and dashboards for actionable insights, improving decision-making across the organisation.
- Automated business processes using Flows, Process Builder, and Workflow Rules to reduce manual tasks and improve efficiency.
- Provided end-user support and training, addressing technical issues and ensuring users effectively utilise Salesforce features.
- Assisted in data management, including data import, export, deduplication, and ensuring data integrity.
- Collaborated with stakeholders to gather requirements and provide system configuration to align with business needs.
- Implemented email templates, approval processes, and custom notifications to improve communication and approval workflows.
- Conducted regular audits of system data, ensuring accuracy and compliance with organisational standards.
- Worked closely with the development team to support system enhancements and assist with testing and deployment activities.

Software Tester

IT-NetworkZ Infosystems Pvt. Ltd.

June 2020 - Nov 2021

- Software Development Lifecycle (SDLC) and Software Testing Life Cycle (STLC).

TRAININGS AND CERTIFICATIONS

- Salesforce Platform Developer I (by Salesforce Inc.)**
Certified Salesforce Platform Developer I with hands-on experience in developing custom solutions using Apex, Visualforce, and Lightning Web Components (LWC) to optimise business processes. Proficient in creating and deploying scalable applications on the Salesforce platform, including automation through Apex triggers, batch classes, and integrations with third-party systems.
- Salesforce Admin Certificate (by Mangtas aka Pro5.ai)**
Certified Salesforce Administrator with expertise in managing and configuring Salesforce environments, including user management, security settings, and customization of reports and dashboards. Proficient in implementing automation tools like workflows, process builder, and flows to optimise business operations and improve system efficiency.
- Salesforce Trailhead Double Star Ranger**

TECHNICAL PROJECTS

- Healthcare Institutional Management system**
 - Overview:** This project's goal is to offer medical services to citizens through a corporate hospital. The Business Development Executive (BDE) plays a key role in identifying qualified Doctors, Medical Clinics, Pharmacies, Ambulance Services, and Diagnostic Centers in the market. Patients receive affordable treatment in their local areas with all necessary facilities. The project is developed using Agile Methodology.
 - Technologies:** Salesforce CRM, Data Loader, Sales Cloud, Service Cloud, Health Cloud
- Recruitment and Payroll Automation Platform**
 - Overview:** Maintained and optimised a Salesforce Experience Cloud-based recruiting platform similar to Naukri.com, facilitating candidate registration, job applications, and interview processes. Managed end-to-end recruitment workflows, including interview scheduling and candidate checks, using custom objects and fields. Automated payroll processing with custom timesheets based on payroll periods and generated comprehensive closing reports with lookup relationships to Job and Candidate objects.
 - Technologies:** Force.com, Flows, Rest APIs, Experience Cloud, Service Cloud

INTERESTS

- Clouds And Technologies:** Financial Cloud, Marketing Cloud, Data Cloud, Commerce Cloud, nCino, Salesforce CPQ, Einstein AI, Data Analyst, Tableau, Power BI

EDUCATION

- Bachelor of Engineering (B.E.):** K. D. K. College of Engineering, Nagpur (R.T.M. Nagpur University)
- Higher Secondary Education:** Maharashtra State Board