

RAMANSHU DWIVEDI

+91-8819950066

@ ramanshudwivedi353@gmail.com

Indore, India

in LinkedIn - Ramanshu Dwivedi

Github - Ramanshu

Salesforce Developer With **2+ years**, of experience in designing and developing solutions to optimize business processes. Proficient in **Apex, LWC, CRM Analytics, Visualforce, and API integrations**, with a strong focus on automation, reporting, and system efficiency.

EXPERIENCE

Salesforce Developer

Tecusys -

[August '23 - Present]

- Working on **Salesforce Administration** and **customization** according to business requirements, Automated reporting and file extraction using Data Loader CLI, saving 15+ hours monthly.
- Working on **Salesforce Development** with **LWC, Apex triggers, life-cycle hooks** according to business requirements.
- Implemented **Twilio (communication)** and **Stripe (payments)** via **LWC**, improving user engagement and payment processing.
- Integrated **third-party banking systems** via secure API callouts, enhancing transaction reliability.

Associate Salesforce Developer

WahInnovation Pvt Ltd -

[Feb'23 - June'23]

- Worked on **Salesforce Sales and Service Cloud** Support projects for a U.S.-based medical equipment manufacturer client.
- Developed and Learned About **Apex Controllers, Triggers, Flows, and LWC components** to meet client requirements.
- Managed **Salesforce Administration tasks**: profiles, roles, workflows, record types, and data import/export.

Trainee Salesforce Developer

Web-Shala Pvt Ltd -

[Sep'22 - Jan'23]

- Built Salesforce applications with custom objects, workflows, and approval processes for **Pet Boarding Service**.
- Applied OOP principles and used **SOQL** for database queries while performing DML operations.
- Automated tasks using Apex triggers and customized functionalities with Apex.

Technical Support Engineer

Vodafone -

[Jan'22 - May'22]

- Provided technical support to UK customers at Vodafone, **resolving network glitches, SMS issues, and device troubleshooting**, ensuring high customer satisfaction.
- Used **Salesforce** to log customer issues, track coverage via **Atlas Maps**, and provide timely updates.
- Achieved customer retention and **received appreciation for effectively resolving issues and enhancing customer experience**.

Team Mate

TaskUS

[Feb'21 - Jan'22]

- Proven customer service professional with over 1 year of experience at **Coin-base**, resolving customer issues through email and **Salesforce** skill.
- Achieved a 98 percent resolution rate in Coin-base while using Confluence as a guide to follow the workflow and effectively resolve customer problems and maintained a high level of customer satisfaction..

Customer Support Specialist

Teleperformance -

[July'19 - Feb'21]

- Handled Technical problems for customer related to **Payments and Order**.
- Briefed **20+ employees** on hygiene maintenance at the workplace for **3 months** and also Served at the senior escalation desk for **4 months**.
- Appreciated for ensuring the lowest attrition rate for the team in the whole organization

CERTIFICATIONS

Salesforce Certified Platform Developer I - [\[Link\]](#)

Salesforce Certified Associate - [\[Link\]](#)

Salesforce Administration and Development Training (Web-Shala) - [\[Link\]](#)

Customer Relationship Management (Great Learning) - [\[Link\]](#)

Cloud Computing Architecture (Great Learning) - [\[Link\]](#)

SKILLS

Programming Languages : Apex, LWC, Visualforce, Aura, SOQL, Triggers

Tools : VS Code, Change Sets, Workbench, Salesforce Data Loader, MS Office

Operating Systems : Windows 10/11

PERSONAL PROJECTS

Leave Management System

- Built an LWC-based system for leave applications with role-based approvals, reducing approval time by 30%.

School Data Manager

- Developed a Salesforce app to streamline student, parent, and staff data management, improving accuracy by 45%.

E-Commerce Self-Service Portal

- Created an Experience Cloud solution for secure customer data handling and self-service, boosting productivity by 35%.

EDUCATION

Madhya Pradesh Bhoj Open University

Bachelor of Arts - 6.62/10.0CGPA

Nov'19 - Sept'22

MP Nagar, Bhopal, MP, India