PUNEET GOYAL

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INTRODUCTION

6X Salesforce Developer with 2+ years of experience specializing in Salesforce Apex development, and Salesforce administration. Proficient in building custom applications and automating workflows on the Salesforce platform. Skilled in optimizing processes and developing scalable solutions to meet business needs, with a strong understanding of user experience and performance improvements. Dedicated to leveraging Salesforce capabilities to drive efficiency and growth in diverse business environments.

EDUCATION

Bachelor of Computer Science & Engineering

Baba Farid College of Engineering & Technology   Bathinda, Punjab **(**2018- 2022**)**

SKILLS

- Salesforce Admin
- Salesforce Apex
- Sales Service Cloud
- Salesforce.com Development
- Salesforce Sales Cloud
- Salesforce Lightning Web Components

EXPERIENCE

Senior Analyst   April 2024 - Present
Capgemini   *Noida, India*

- In my role as a Salesforce Developer on the SANOFI project, I am responsible for developing and deploying solutions to meet the latest business demands of the current market needs and developing incident resolution.
- Worked on SOQL, Apex Classes, Triggers, Flows, Process Builders, Workflow, Approval Process, Object & Relationship, Aura Components, Email Templates, Metadata and many other tools of configuration part.
- Deployed working functionality from one org to another org via VS code and change set (Workbench, Unit testing), Debugging codes.

Analyst   Sep 2022 - Mar 2024
Capgemini   *Noida, India*

- Deployed to a Salesforce project for SANOFI, utilizing my expertise in **Salesforce Apex and Salesforce Admin** to meet the business requirements.
- Worked on Apex Classes, Triggers, Flows, Process Builders, Workflow, Approval Process, Object & Relationship, Aura Components, Email Templates and many other tools of configuration part.
- Efficient domain knowledge and skill set to customize Service cloud, Reports & Dashboards, creating/debugging complex flows and migrating data via data loader

PROJECT

SANOFI. The Sanofi PTC Meteor Project is a service-based inquiry management solution provided by Sanofi, designed to streamline and enhance inquiry and order management processes. The core operations involve key components such as PQC (Product Quality Complaint), CS (Customer Service), and FA (Field Alert), with additional extensions to PMDA (Product Management Data Administration) and Order Management processes.

CERTIFICATIONS

- Salesforce Certified Platform Developer 1
- Salesforce Certified Platform Developer 2
- Salesforce Certified Administrator
- Salesforce Certified Associate
- Salesforce Certified AI Associate
- Salesforce Certified AI Specialist