

SHANTANU JOSHI

Hinjewadi, Pune 411057

☎ 9764780335

✉ shantanujoshi1602@gmail.com

🌐 [linkedin.com/in/shantanujoshi-sfdeveloper](https://www.linkedin.com/in/shantanujoshi-sfdeveloper)

Experience

Cognizant Technology

June 2022 – Present

Salesforce Developer

Pune, India

- **Salesforce Code Troubleshooting and Resolution:** Developed robust custom Apex Triggers to Identify, Analyze, and Resolve defects, ensuring rapid fixes and improved CRM performance.
- **JIRA Story Implementation:** Translated JIRA stories into custom code enhancements by designing Apex solutions and LWC components, delivering timely feature updates and resolving Salesforce issues.
- **Salesforce Flow Development:** Developed and optimized Salesforce Flows to automate processes, enhancing functionality and improving operational efficiency.
- **Automated Chatter Tagging Flow:** Developed a custom Flow that tags Account aligned users through territory in chatter comments, splitting tags into groups of 25 to bypass Salesforce limitations.
- **Root Cause Analysis and Code Optimization:** Performed in-depth analysis of defects and Developed corrective Apex solutions to prevent recurrence, ensuring optimal Salesforce performance.
- **Technical Collaboration with Cross-Functional Teams:** Partnered with product managers and business analysts to convert requirements into custom Apex and LWC development, delivering impactful Salesforce enhancements.
- **Salesforce Configuration and Customization:** Developed custom configurations using Apex, Custom Metadata, Custom Settings, Formulas and Validation Rules to tailor Salesforce functionality in line with user requirements.
- **Process Automation and System Optimization:** Engineered automated solutions using Apex triggers, custom logic to streamline tasks and reduced manual workload by 30% by implementing automated workflows.
- **ServiceNow Integration Development:** Engineered Apex-based solutions to address ServiceNow incidents, automating data integration and resolving functionality issues through customized API calls and enhancements.

Technical Skills

- **Salesforce Technologies:** Apex Classes, Lightning Web Components, Apex Triggers, Batch Classes, REST API, JSON, OAuth, External Services, Governor Limits, Visualforce
- **Salesforce Tools:** Flow, Workflow Rules, Validation Rules, Formulas, Workbench, Salesforce Inspector, Data Loader, Reports and Dashboards, Process Builder
- **Database:** SOQL, SOSL, Bulk API
- **Development/Deployment Tools:** Salesforce Developer Console, VS Code, Git, Salesforce CLI, Copado
- **Cloud Platforms:** Salesforce Service Cloud, Salesforce Sales Cloud, Salesforce Experience Cloud, Salesforce Data Cloud
- **Certifications:** Salesforce Platform Developer I, Salesforce Administrator, Salesforce AI Associate, Salesforce AI Specialists, Salesforce Platform App Builder, Salesforce Data Cloud Consultant

Projects

- **Zoetis Application:** Designed and implemented comprehensive Salesforce development solutions to modernize a CRM environment. Developed and Deployed Apex Triggers improving automation by 40% and classes to automate critical business processes while ensuring robust data integrity. Leveraged Lightning Web Components (LWC) and Visualforce to create responsive, user-friendly interfaces, and engineered Salesforce Flows to orchestrate complex business logic. Enhanced system configurability by implementing Custom Settings and Custom Metadata. Additionally, deployed advanced Validation Rules and Formula fields to enforce data accuracy and meet evolving business requirements.
- **Lightning Data Table Inline Editing Using LWC and Apex:** Developed a dynamic Lightning data table using Lightning Web Components (LWC) and Apex. This enhancement allowed users to update multiple records simultaneously, streamlining data management and improving overall efficiency.
- **Automated Contact Count Using Apex Trigger:** Implemented an Apex trigger that automatically calculates and updates the number of contacts associated with each Account. This solution ensured real-time data accuracy and integrity, enabling informed decision-making while maintaining a robust CRM environment.

Education

Smt.Kashibai Navale College of Engineering(SKNCOE)

June 2018 – June 2022

Bachelor of Computer Engineering; CGPA: 9.46/10.0

Pune, India

Maharashtra State Board

June 2017 – June 2018

H.S.C 83.69%

Ahmednagar, India

Maharashtra State Board

June 2015 – June 2016

S.S.C 84%

Ahmednagar, India