

Satyajeet Dhanwate

Salesforce Developer at Krios Info Solutions Pvt.Ltd.

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📍 Pune

Profile

Passionate IT Professional with 2.7 years of experience as a Salesforce Developer. Skilled in Salesforce Lightning Web Components (LWC), integrations, and Apex triggers. Proficient in developing and customizing solutions on the Salesforce.com ☑ platform to meet diverse business needs.

Education

Pune, India

Bsc(Computer Science), Savitribai Phule Pune University

Skills

**Lightning Web Component(LWC),
Integration, Apex Triggers, Flows,
Administration.**

Security Model, Batch Apex, Change Set,
Visualforce Page

Certificates

Platform Developer 1 • JavaScript Developer 1 • AI Associate • Associate

Projects

1) Sales and Service Cloud Implementation for Fleet Management Company

Implemented Salesforce Sales and Service Cloud to streamline the driver onboarding journey for a leading fleet management company. This project involved integrating Salesforce with Ameyo, a third-party CTI tool, to enhance customer interactions and automate workflows.

Responsibilities:

- **CTI Integration:** Developed a two-way integration with Ameyo to enable seamless call management.
- **Call Automation:** Configured workflows to automatically dial and route calls to available agents based on predefined conditions.
- **Task Automation:** Designed and implemented logic to create tasks in Salesforce based on call disposition and sub-disposition statuses, ensuring accurate tracking and follow-up.
- **Customization:** Customized Salesforce objects, fields, and processes to meet client-specific requirements.

- **Troubleshooting:** Resolved integration issues and ensured smooth communication between Salesforce and the CTI system.
- **Collaboration:** Worked closely with the client and other stakeholders to gather requirements, perform testing, and deliver the solution on time.

Key Achievements:

- Improved operational efficiency by automating call routing and task creation.
- Enabled better tracking of customer interactions, enhancing the agent experience and customer satisfaction.
- Successfully delivered the project within the stipulated timeline while ensuring high quality.

Tools & Technologies: Salesforce Sales Cloud, Service Cloud, Apex, Lightning Web Components (LWC), Ameyo (CTI), Flows, Workflows.

2) Sales Cloud Implementation for a Manufacturing Company

The client is a prominent manufacturer of water tanks, as well as steel and aluminum bottles, offering a diverse product portfolio tailored to regional and zonal requirements. As part of the Sales Cloud implementation, we developed custom logic, validation rules, and specialized components to align with the client's unique business processes. The project also encompassed managing multiple lines of business—including high purchase volume, low purchase volume, and distributors—leveraging advanced tools and technologies to streamline operations and improve efficiency.

Role & Responsibilities:

- Designed and developed new features, conducted unit testing, and delivered demos to the client team.
- Deployed features to QA, UAT, and Pre-Production sandboxes.
- Performed defect analysis, troubleshooting, and resolution to ensure smooth functionality.
- Managed data uploads and ensured data integrity across environments.