Utkarsh Srivastava

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Profile

Experienced Salesforce professional with over 3.3+ years of expertise in Apex, Aura, and Lightning web components. A collaborative team player known for delivering software solutions that meet evolving business needs. Renowned for reliability, adaptability, and a results-driven mindset. Adept at optimizing CRM systems and enhancing user experiences through problem-solving skills. Proficient in software development, testing, and deployment, with strong communication, collaboration, and technical documentation abilities. Seeking a full-time position to further expand my skill set and contribute to organizational success.

Experience

SYSTEMS ENGINEER – SALESFORCE DEVELOPER | TATA CONSULTANCY SERVICES | SEPTEMBER 2021 – PRESENT

· Built custom user interfaces and enhanced existing user experience with Lightning components
· Developed complex custom solutions using Apex, Aura, VF, LWC, and JavaScript to implement business logic and achieve customer satisfaction
· Delivered front-end and back-end architecture and functionality by translating development requirements.
· Reduced system downtime and user issues by promptly resolving complex Salesforce errors while handling support tickets related to the front end and back end, resulting in improved system stability and performance
· Optimized day-to-day operations through the creation of workflows, approval processes, triggers, process builders, and flows to automate business processes
· Developed and maintained 2 Salesforce integrations with third-party web services and APIs.
· Instrumental in end-to-end implementation of solutions with a focus on translating business requirements into functional requirements
· I have experience implementing 3 end-to-end projects (2 in Salesforce Lightning and 1 in Salesforce Classic)
· Salesforce Administration experience with applications having 3000+ users from the US, UK, and South Korea
· Improved data quality by implementing validation rules and customizing page layouts in Salesforce.
· Engineered Salesforce ecosystem using combination of configuration, data integration and custom development approaches for platform.
· Enhanced collaboration across teams by implementing Salesforce Chatter, leading to improved project coordination and execution.
· Proved successful working within tight deadlines and a fast-paced environment.
· Managed and optimized Salesforce security settings, ensuring data protection and compliance with industry regulations
· Collaborated with vendors and external partners to enhance Salesforce functionality and integration

Education

· **B. TECH(HONORS). IN COMPUTER SCIENCE AND ENGINEERING | AUG 2021 | RAJ KUMAR GOEL INSTITUTE OF TECHNOLOGY, GHAZIABAD, UTTAR PRADESH | CGPA 7.7**
· **INTERMEDIATE. IN SCIENCE | MAY 2016 | SPRINGER PUBLIC SCHOOL, GORAKHPUR, UP**
· **HIGH SCHOOL. IN SCIENCE | MAY 2014 | VIRENDRA NATH GANGULY MEMORIAL SCHOOL, GORAKHPUR, UP**

Relevant Projects

Project 1 | 2021 – 2024
· Contributed to the Front-End using Aura and LWC, as well as the Back End utilizing Apex for the Lightning Application.

Project 2 | 2021 – 2024
· Executed two data integrations for the Lightning Application from third-party systems employing Python scripts and APIs.

Project 3 | 2021 – 2024
· Enhanced the Front End with Visualforce and the Back End using Apex for the Classic Application.

Skills & Abilities

· SFDC Administration & Development
· Salesforce Lightning (AURA)
· Apex (Classes & Triggers)
· Asynchronous Apex
· Lightning Web Component (LWC)
· Salesforce APIs

· Salesforce Automation
· Html & CSS
· Java
· JavaScript
· ServiceNow & Jira
· GitHub & Jenkins

Certifications

· Salesforce Certified Associate
· Salesforce Certified AI Associate
· Salesforce Certified Administrator
· Salesforce Certified Platform Developer I
· Web Development Training in HTML, CSS, Bootstrap, SQL, and PHP

Accomplishments

· 5x On the Spot Awards, Tata Consultancy Services, for delivering complex projects with tight deadlines.
· On the Spot Team Awards, Tata Consultancy Services, for collaborating and helping other teams.
· I got 2x appreciation from customers and an applause award from senior management for the quality of my work.
· Performance Band A, Tata Consultancy Services, for two consecutive years 2022-23, 2023-24.