Riya Shukla
Salesforce Developer

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PROFESSIONAL EXPERIENCE

Cubastion Consultancy Pvt. Ltd. | April-2022 to Present
Project – KIA Motors Demo | July 24 to Present
(Experience Cloud + Marketing Cloud)

- design and deployment of Customer dealer portal to provide dealers real-time insights of campaign, support, and training materials
- Work with Sales teams to customize Email Template for specific region to ensure the customer engagement.
- Used Marketing Cloud analytics tools to track campaign performance and show it in dashboard

Project – Bharti Airtel | March 24 to July 24 Onsite
(Service Cloud)

- Created reports for the specific user with the filters and show it in dashboard
- Configured users, roles, profiles, and permission sets to ensure appropriate access levels for Organization Hierarchy
- Created and customized custom objects and fields
- Configured record types, page layouts, and Lightning Record Pages to provide meaningful view of every employee

Project – Salesforce Monitoring | July 23 to March 24
(Sales Cloud)

- Implemented a dashboard that displays real-time KPI and status updates on various Objects like custom and standard (Create , Update , Deletion).
- Performance monitoring for page load time , Query performance , Component load time
- Created charts using chart.js in static folder for visual presentation of Login attempts and history tracking

Project – COC Fuso Mitsubishi Truck & Corporation Ltd. | Jul 22 to Jul 23
(Sales Cloud)

- Worked on customization for the dashboards for the data of customers as well as dealers.
- Created KPI to show real time data and the reports of the tickets and added filters like 24hours , 7 days , 30 days
- created customized list views for the drill down functionality using lightening styling component

PROFESSIONAL EXPERIENCE

White Hat Junior | march 2021 – to July 2022

Trainer (Web Development / Salesforce Frontend)

- Conducted coding training sessions for individuals and groups of varying skill levels.
- Designed and delivered curriculum for various programming languages and web technologies.
- Worked with clients to identify their training needs and develop customized training programs.

EDUCATION

Dr. Shakuntala Misra National Rehabilitation University | 2016– 2020

Bachelor in Computer Science and Engineering

- CGPA: 8.3
- Created a real estate business site
- created an android app for library management system

SKILLS

Lightening Web Component	Apex	Flows
Visualforce	Salesforce Lightning Platform	SOQL & SOSL
JavaScript	HTML & CSS	Apex Triggers
GIT Desktop	Postman	Journey Builder

CERTIFICATES

AI Associate
Salesforce

Web Development
Ahead Ads

Android Workshop
IIT delhi

AI Specialist
Salesforce