SHRUTI JOSHI

Salesforce Developer

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Seeking a challenging position in an organization that will help me utilize my salesforce skills in CRM Space, learning things & enhancing overall efficiency of related activities.

EDUCATIONAL CREDENTIALS

Qualification	Institution	Grade	Year
Master of Computer Application (MCA)	National Institute of Technology, Kurukshetra, Haryana	8.9 CGPA	2021
Bachelor of Computer Application (BCA)	International Institute of Professional Studies (IIPS, DAVV), Indore	8.5 CGPA	2018
12th Standard	Keshar Vidhya Niketan, Indore	85.6%	2015
10th Standard	Keshar Vidhya Niketan, Indore	86%	2013

KEY SKILLS

- **SALESFORCE** - Lightning Web Components, Apex, Triggers, Aura, Process Builder, Flow Builder, Lightning App Builder, SOQL, DML, Asynchronous Apex, Test Classes, Sales Cloud, Service Cloud, Health Cloud, Codify - Salesforce AI Code Generator
- **TOOLS** - VS Code, GitHub, Data Loader, Workbench, ServiceNow, Developer console, Salesforce Inspector

PROFESSIONAL EXPERIENCE

Deloitte Consulting, USI   *Jul 2021 - Current*
Salesforce Developer   *Pune*

- Having 4+ years of expertise in Sales Cloud (Salesforce.com). Develop, test, and deploy custom code in Salesforce, including Apex classes, triggers, controllers, and Visualforce pages, to extend platform functionality and meet business requirements. Adhere to coding best practices and maintain high standards of code quality and performance.

- Collaborated closely with stakeholders and project team to gather and comprehend business requirements, crafting user stories, and actively participating in solution design for the project.

- Implemented custom solutions for client requirements by leveraging a combination of Apex Classes, Triggers, Schedulable Apex, Batch Apex, and Flows. Prioritized efficient data processing and optimized code to mitigate governor limit issues.

- I have demonstrated proficiency in customizing and configuring Salesforce to align with specific business needs by collaborating closely with stakeholders. Through my expertise in Apex programming and Visualforce development, I have developed robust and maintainable code to support diverse business functionalities. I have provided ongoing support for Salesforce applications, promptly addressing user-reported issues and implementing necessary enhancements to optimize system performance.

- Also was a part of Health and Optimization team under Jupiter where my role was focused on enhancing the Salesforce implementation by optimizing classes, batches, and triggers to adhere to best practices and maximize efficiency. I implemented various optimization techniques to maintain and improve system performance. Additionally, I utilized ReviewNow, Deloitte's internal tool for code review, to ensure the quality and effectiveness of my solution and code.

Deloitte, USI   *Jan 2021 - Jul 2021*
Intern, Salesforce Support Admin   *Pune*

- Interned as an Analyst, where my primary responsibility was to assist in the management and optimization of Salesforce systems. My role involved troubleshooting user issues, providing technical support, and ensuring that the CRM platform ran smoothly.

- Worked as a Salesforce Support Admin for Deloitte's internal project "Mercury CRM" platform based on Service Cloud and had a user base of 23000+ across US/USI.

- I successfully and promptly resolved close to 2500+ customer requests individually with zero escalations which involved issues related to data loads, user management, security settings, configuring profiles, permission sets and public group assignments.

- I have collaborated closely with cross-functional teams, including Salesforce developers and business stakeholders to ensure alignment between user needs and system capabilities. By serving as a liaison between users and technical teams, I have facilitated requirements gathering to fix 100+ Defects and new requirements through User Stories which helped timely resolution of user's issues.

CERTIFICATIONS

Salesforce Certified Platform Developer I
Salesforce Certified Administrator
Salesforce Associate AI
Salesforce AI Specialist
Salesforce Data Cloud Consultant

PERSONAL SPECIFICS

DOB: 7th August 1997
Hobbies: Painting, Crafting
Languages Known: English, Hindi