YASH SHARMA

Software Engineer

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SUMMARY

Software Engineer with hands-on experience in Salesforce development, including Apex, Lightning Web Components (LWC), asynchronous Apex. Skilled in implementing custom triggers, automation to enhance business processes. Successfully delivered key projects involving Salesforce configurations such as permission sets, sharing rules, and email-to-case functionality. Proficient in Apex, Java, and database query languages like SOQL and SOSL. Certified Salesforce Administrator with expertise in AI technologies and development, demonstrating a strong ability to adapt to new tools and frameworks.

EDUCATION

DIT University
BTech (CSE) 2018-2022
CGPA - 8.5/10

SKILLS

Development Skills
- Hands on experience in developing Triggers
- Apex
- LWC
- Basics of Aura
- Async Apex
- Apex Testing
- Custom Metadata

Admin Skill
- Email to case
- Sharing settings
- OWD
- Profile
- Permission Sets.

LWC Skill
- LWC fundamental
- Scoped modules
- Salesforce Lightning Design System
- Lightning Messaging Service
- ShowToastEvent
- NavigationMixin
- Base Lightning Component
- Lightning Data Service (Wire Adaptors and Functions, Lightning Record Form Lightning Record View and Edit Forms)

- **Programming Languages** :
  - Java, Apex, C++

- **Database Language**
  - SOQL, SOSL, queryPlantTool

- **Platforms** : VS Code, Eclipse

CERTIFICATIONS
- Salesforce Certified Administrator
- Microsoft Azure Cloud
- Java (Basic) HackerRank
- Salesforce Certified AI Associate
- Salesforce Certified AI Specialist

PROFESSIONAL EXPERIENCE

Associate System Engineer

IBM | 2022 - Present

- **OFCOM - The Office of Communications, commonly known as Ofcom, is the government - approved regulatory and competition authority for the broadcasting and postal industries of the United Kingdom.**
  - **BAU (Business As Usual)**

This includes all the enhancements and new changes of different applications. It involves Hands on experience on developing Triggers, Apex Classes, Apex Text Classes, Apex batch, solving PMD issues, Email-to-case and proper impact analysis.

  - **LightningSR**

The objective of this project is to upload document in the corresponding object. Poc on ContentVersionObject.

  - **Online Safety Stakeholder Management Phase 2**

The objective of the project to store all meeting details occured between ofcom and Stakeholder user (ex:- Google, Gmeet). This includes LWC components which shows meeting record, participants etc . In Phase 2 it involves configuration of permission sets, OWD, Sharing rules, custom permissions validation rules, custom fields ,changes in LWC components, custom metadata, ApexTrigger.

Agentforce:
Created a bot and deployed on the commercial website
- Real-Time Tracking: Once a customer places an order, AgentForce can provide real-time updates regarding the status of the order. It can track shipments, alert the customer of any delays, and notify them when the order has been dispatched, is out for delivery, or has been delivered.
- Order History: Customers can query the bot to view their past orders, repeat purchases, or re-order previous items without needing to navigate through the entire website.
- Shipping Information: If the customer has any questions about the estimated delivery date, available shipping options, or delivery costs, AgentForce can quickly provide the necessary information.

- **Automated key features of the IBM Curam Upgrade Tool using Java, facilitating seamless database upgrades between versions.**

- **Managed SPM Curam properties, determining production values based on the category and nature of the properties.**