

PAKHI RAJPUT

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Results-driven Salesforce Developer with 4+ years of experience in designing, implementing, and maintaining Salesforce solutions. Skilled in Salesforce customization, integration, and automation for various industries, including beverages and finance. Proven expertise in delivering scalable solutions by collaborating with cross-functional teams and adhering to Salesforce best practices.

AREAS OF EXPERTISE

- ☞ Salesforce Customization: **Objects, Fields, Page Layouts, Record Types**
- ☞ User Management & Security: **Profiles, Permission Sets, Roles, Sharing Rules**
- ☞ Automation: **Workflow Rules, Process Builder, Flows**
- ☞ Reports & Dashboards: **Custom Reports, Data Analysis, Dashboard Creation**
- ☞ Salesforce Data Management: **Data Import Wizard, Data Loader, Duplicate Management**
- ☞ Tools: **Developer Console, Salesforce Classic, Lightning Experience, Salesforce CLI, Trailhead**
- ☞ Salesforce Technologies: **Apex, Apex triggers, Lightning Web Components (LWC), SOQL, SOSL**
- ☞ Integrations: **REST API, Postman**
- ☞ Tools & Platforms: **Financial Services Cloud, Service Cloud, Sales Cloud**

Professional Experience

Salesforce Developer | NTT Data | November 2022 – Present

Project: FSI Leverage

Overview: Contributed to a finance-related project focused on streamlining banking and financial operations.

Responsibilities:

- ☞ Designed and implemented Salesforce Financial Services Cloud solutions to enhance customer engagement and streamline processes.
- ☞ Developed **Apex classes, triggers, and Lightning Web Components (LWCs)** to meet complex business requirements.
- ☞ Integrated Salesforce with third-party financial tools using **REST APIs**, enabling seamless data exchange.
- ☞ Automated key workflows, such as loan application processing, using **Flows and Process Builder**, reducing manual effort by 25%.
- ☞ Created customized **reports and dashboards** for real-time financial insights, supporting informed decision-making.
- ☞ Collaborated with business analysts and stakeholders to ensure technical solutions aligned with business goals.
- ☞ Manage duplicate records, set up **data validation rules**, and regularly perform data cleaning tasks.
- ☞ Reduced loan processing time by 30% through effective workflow automation.

Salesforce Developer | HCL Technologies | December 2020 – October 2022

Project: Keurig Dr Pepper

Overview: Worked on Salesforce implementation for a leading beverage company in North America.

Responsibilities:

- ✧ Skills in Salesforce.com Administration including customizing and implementing **profiles, roles, security settings, sharing rules, applications, custom objects, custom fields, page layouts**.
- ✧ Designed a case management system to automate ticket assignments and improve resolution times by 25%.
- ✧ Automated business workflows using Apex triggers, Process Builder, and Flows, reducing manual intervention by 20%.
- ✧ Built a real-time **dashboard** in Salesforce to provide sales insights and forecast revenue trends, enabling data-driven decision-making.
- ✧ Built custom Lightning Components to address specific operational challenges.
- ✧ Oversee the import, export, and maintenance of data using **Data Loader**, ensuring data quality and consistency.
- ✧ Delivered end-user training and detailed technical documentation to support system adoption.

CERTIFICATIONS

- ✧ AWS Solutions Architect
- ✧ Red Hat Certified System Administrator (RHCSA)
- ✧ Salesforce Certified AI Associate

ACADEMIC QUALIFICATION

- ✧ Cleared B.Tech – Computer Science from HMR Institute of Technology and Management (IP University).
- ✧ Senior Secondary (12th) - Science stream from Kendriya Vidyalaya (CBSE).
- ✧ Higher Secondary (10th) - from Kendriya Vidyalaya (CBSE).