



Name: Rinjal Jain
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OBJECTIVE:

Salesforce developer with 2.5 years of experience in designing, implementing, testing, and deploying Salesforce solutions. Skilled in creating and implementing complex business logic and automation to elevate Salesforce functionalities. Dedicated to utilizing advanced Salesforce technologies to streamline operations and improve user experiences.

TECHNICAL SKILLS:

- Salesforce Admin and security model
- Apex Classes, Triggers, Batch Apex
- Lightning Web component, Aura
- Apex Integration and REST APIs, SOAP API
- Service Cloud , Sales Cloud
- SOQL, SOSL
- Visual Studio
- Workbench
- Data Loader
- JIRA, Confluence

WORK EXPERIENCE :

□ Salesforce-Developer| Principal Global Services

Pune – Aug 2022 – Current

- Designed and optimized Salesforce applications for maximum performance, focusing on high-volume, low-latency solutions. Crafted well-structured, reusable Apex code while ensuring compliance with Salesforce governor limits and implementing effective workarounds when necessary.
- Developed and implemented complex business logic and automation using leveraging APEX code Triggers, Classes, Components and Lightning Web components, Aura Frameworks SOQL, SOSL languages to enhance functionalities, experience in setting up and customizing Service & Sales Cloud.
- Optimized business processes by configuring custom objects, fields, Flow Rule, validation rules, Omni Channel and custom tabs. Enhanced reporting and automation with custom reports, dashboards, and email generation.
- Integrated Salesforce with other API-enabled Business Systems to streamline data flow between systems, enhance productivity and process automation across the organization using Salesforce API's
- Identified development scope from project documentation, collaborating with business analysts and leads to understand project requirements thoroughly.
- Performed the Scrum Master role, facilitating sprint planning, daily stand-ups, and retrospectives, ensuring timely delivery of project milestones and fostering team collaboration.

EDUCATION QUALIFICATION :

- Aug 2018 - May 2022
- Bachelor of Science : Electronics Engineering
- Ramdeobaba college of Engineering and Management, Nagpur MH

ACADEMIC PROFILE:

EXAMINATION	UNIVERSITY	YEAR OF PASSING	PERCENTAGE
X th std	M.S.B.S.H.S.E.	2016	88.6%
XII th std	M.S.B.S.H.S.E.	2018	70%
B.Tech	Nagpur University	2022	80%

CERTIFICATIONS:

- Salesforce Certified Platform Developer I
- Salesforce Certified Administrator
- Salesforce AI Associate

PERSONAL QUALITIES :

- Able to handle the pressure situations.
- Able to work individual as well as in group.
- Excellent communication skills in written and verbal.
- An efficient team player with strong leadership qualities.

ADDITIONAL ACHIEVEMENTS :

- Recognized and rewarded with “Customer Centric Award” for Q2 2024 in Principal Global Services.
- Rewarded twice with Monthly Spot Award in Principal Global Services.

DECLARATION :

I hereby declare that the above-mentioned information is correct and true to the best of my knowledge.

Place: Nagpur
Date: 08/01/25

Rinjal Jain