

SUMMARY

Certified Salesforce Developer with around 3 years of experience in user management, workflow automation, and custom reporting. Proficient in Apex and Lightning Web Components, blending declarative and programmatic approaches to optimize business processes. Skilled in data management, troubleshooting, and integrating Salesforce with third-party applications to drive efficiency.

TECHNICAL SKILLS

- **Salesforce Administration:** Proficient in managing **Sales Cloud** and **Service Cloud**, including **user roles, permissions, custom objects, approval process** and **validation rules**.
- **Automation:** Developed and optimized processes using Salesforce **Process Builder, Flows, and Workflow Rules** to automate tasks and improve efficiency.
- **Data Migration & Management:** Expertise in Salesforce **Data Loader, Data import wizard, SOQL, SOSL** and data cleaning processes to ensure accurate data migration and integrity.
- **Salesforce Development:** Good knowledge in **Apex, Visualforce, Lightning Web Components (LWC)**. Knowledge in building custom applications, triggers, and batch jobs.
- **Integration & Customization:** Integrated Salesforce with third-party applications, enhancing CRM functionality and improving system performance.
- **Reports & Dashboards:** Experienced in creating custom reports and dashboards in **Salesforce, Power BI**, and to provide actionable insights.
- **Data Analysis:** Skilled in **SQL (Mysql, SQL Server), Python (Pandas, Matplotlib)**, and **Excel** for data analysis, reporting, and identifying trends to drive business decisions.
- **Incident Management (Jira):** Monitored and resolved incidents to ensure system stability and **SLA** compliance.

PROFESSIONAL EXPERIENCE

Software Engineer

LTIMindtree | *Mar 2023 - Present*

- **Architected and Implemented Scalable Salesforce Solutions:** Collaborated with cross-functional teams to design and deploy optimal Salesforce architectures, ensuring alignment with business needs and contributing to enhanced scalability and performance.
- **Led Change Management for Continuous Improvement:** Established and managed a structured release process for Salesforce changes, enabling seamless updates and new feature rollouts that aligned with business priorities and minimized downtime.
- **Developed Custom Salesforce Solutions with Apex and Visualforce:** Created customized solutions by developing robust Apex classes, Visualforce pages, and Lightning Web Components (LWC), supporting critical business functions and facilitating data-driven decisions.
- **Enhanced Integration Capabilities:** Integrated Salesforce with external applications using both real-time and asynchronous methods, enabling seamless data flow and communication across systems to optimize customer interactions and data accessibility.
- **Drove Key Business Decisions with Custom Solutions:** Leveraged advanced Visualforce and Apex to develop tailored solutions, directly supporting key business requirements and enabling efficient decision-making processes across teams.

Software Engineer Trainee

LTIMindtree | *September 2022 – March 2023*

- Supported Salesforce operations for a mid-sized business, managing users across multiple departments. Customized Salesforce by creating custom fields, objects, and applications to meet evolving business needs.
- Developed SQL scripts to support seamless data migration, ensuring minimal downtime and data accuracy during transitions.
- Ensured timely execution of regular system audits, Salesforce releases, and upgrades, minimizing downtime and system issues.
- Integrated third-party applications with Salesforce, enhancing platform functionality and user experience. Assisted with Salesforce Lightning adoption and optimized its features for a smoother user experience.
- Collaborated with senior developers to resolve incidents and ensure system stability through ServiceNow. Learned to develop reports and dashboards in Salesforce, aiding stakeholders in visualizing key metrics.

Software Engineer Intern

Mindtree | *March 2022 – June 2022*

- Collaborated with the development team to build responsive, user-friendly interfaces using Angular, increasing user engagement by 15%.
- Assisted in developing RESTful APIs, optimizing backend data exchange, and ensuring seamless integration with front-end systems.
- Performed data cleansing and preprocessing to ensure data accuracy in SQL and MongoDB, contributing to more reliable reporting and insights.
- Implemented real-time data updates and notifications in web applications, improving user experience and application responsiveness.

CERTIFICATIONS

- Salesforce Certified Administrator
- Data Analytics
- Full Stack Developer - LTIMindtree

EDUCATION

Bachelor of Technology

72%

Sastra University | *July 2018 – June 2022*

High School

87%

Maxwell Matric Higher Secondary School | *June 2016 – April 2018*
