

SHUBHAM MAKWANA

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SKILLS

Salesforce Development	Salesforce Platform Development, Apex, Lightning Web Components (LWC), Flows, Salesforce Implementation & Customization, salesforce Admin, Custom Objects, Triggers, salesforce CPQ, Health Cloud.
Tools & Technologies	SQL, Power BI, Looker Studio, Mix Panel, Google Analytics
Certifications	Salesforce Platform Developer I, Salesforce Associate

PROFESSIONAL EXPERIENCE

Salesforce Developer Jun 2022–Sep 2024
Canopus Infosystems Pvt Ltd *Indore (M.P.), India*

Responsibilities:

- Designed and deployed customized triggers that streamlined lead qualification processes, resulting in a 25% reduction in response time to customer inquiries and improving customer satisfaction ratings by 15%.
- Conducted a thorough analysis and redesign of 12 Lightning Web Components, leading to a substantial improvement in accessibility features that increased product usability for 100+ users with diverse needs.
- Developed and deployed custom web services for integration between Salesforce and external systems.
- Managed Salesforce security, including roles, profiles, and sharing rules, ensuring data integrity and compliance.
- Performed unit testing, system integration testing, and user acceptance testing (UAT).
- Provided technical support, resolving complex issues related to Salesforce applications.
- Authored comprehensive documentation for system configurations, processes, and user guides.

PROJECTS EXPERIENCE (at Canopus Infosystems Pvt Ltd)

Salesforce Developer

- Customized and enhanced the Salesforce portal with Lightning Web Components (LWC), Flows, and Apex, resulting in a 20% improvement in user interaction efficiency.
- Aligned custom objects with specific business needs, streamlining processes and boosting efficiency by 15%.
- Created specialized Salesforce modules aligned with operational requirements, resulting in a 95% user satisfaction rate post-implementation.

Salesforce CPQ Developer

- Tailored Salesforce CPQ for billing, product bundles, and pricing structures, ensuring alignment with business req.
- Refined quoting and billing processes, enhancing accuracy and increasing operational efficiency by 20%.

Salesforce Health Cloud Developer

- Modified Salesforce Health Cloud to align with organizational needs, enhancing overall system functionality by 25%.
- Designed tailored solutions to streamline healthcare processes and elevate user experience.

Power BI Developer

- Migrated Tableau dashboards to Power BI, resulting in a 30% improvement in reporting speed and data accuracy.
- Configured dashboards with DAX, implemented critical measures, and integrated SharePoint data for enhanced real-time reporting.

Looker Studio Developer

- Created secure, comprehensive dashboards for the flight app with Looker Studio, boosting administrative reporting accuracy by 25% and improving operational effectiveness.
- Extracted data using SQL and integrated dashboards into admin portal, enhancing security features and data integrity.

EDUCATION

Master of Computer Application (MCA)

Gyanodaya Institute of Professional Studies, Neemuch(M.P.)

2019 - 2021