

Nikhesh Agarwal

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Objective

Aiming for a role as a Salesforce Developer that will allow me to utilize my skills in software engineering principles and best practices while working on projects that are both challenging and rewarding.

Experience

- 360 degree cloud technology** 28/03/2024 - Present
Salesforce developer
 - Designed and developed the functionality on the product as according to the clients requirement.
 - Aided in the integration of third party application with Salesforce which helped to fetch the response and perform the actions.
- Cloud Analogy** 18/10/2021 - 18/10/2023
Salesforce developer
 - Developed and customized the e-commerce application using apex, lightning web components and triggers.
 - Collaborated with the business team to gather the requirements for new functionalities and leading to the successful implementation of new functionalities.
 - Integrated Salesforce with external system through REST APIs.

Education

- Lakshmi Narain College of Technology** 2019
Bachelor of Engineering
7.2 CGPA
- Christ The King College** 2015
Senior Secondary School
62%
- Christ The King College** 2013
High School
59%

Skills

- Service Cloud
- Apex triggers
- Lightning web components
- Salesforce Integration
- SOQL
- Workbench
- Data loader
- Flows
- Process builder
- Omni channel and routing
- Chatbot
- Debugging code

Projects

- **Chatbots**

Created multiple Chatbots like Facebook bot, WhatsApp bot, Web Bot to satisfy the customers with the basic questions and if needed customers can chat with live agent at the same time. Utilized an External API Endpoint to get the real time data of the customer order.

Technology used in this are:-

- Einstein Bot
- Routing Configuration
- Apex classes
- Channels
- Automation
- Embedded Service

- **BI Integration**

Created REST API to get the data from the external system. Performed actions on the recieved data and developed identifier from the data to upsert data on behalf of this.

Technology used in this are:-

- Apex classes
- Workflow rules

- **Vendor Center**

This is a Self sign up form which allows the seller to sell their product in Jumia after submitting some required information. When the seller provide the required information then the lead is created which is containing the provided information. When the lead gets converted to account and it creates the contact and kyc data with the mapped field from lead.

Technology used for this are:-

- Apex classes
- Flows
- Validation Rules

- **360 Verify The Email**

360 Verify The Email is a comprehensive email verification and phone verification solution designed to enhance the data accuracy in salesforce enviornments. It validates the email address and phone numbers in real-time by checking the syntax that improves the communication efficiency. This product offers the several ways through which we can verify the email and phone numbers such as through automation, buttons and batch process.

Technology used for this are:

- Apex class
- Custom buttons
- Flows
- Rest Api Integration

Certifications

- Platform developer 1

Interests

- Listen to music
- Reading novels

Strength

- Quick learner
- Responsible
- Initiative
- Self Motivated
- Adaptable