Ankur Sharma

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PROFESSIONAL SUMMARY

A 2x Salesforce Certified professional with 3 years of experience in Salesforce Administration and Development. Skilled in configuring and customizing Salesforce solutions to meet business needs, with hands-on expertise in Salesforce Sales and Service Cloud. Proficient in analyzing, designing, and optimizing business processes while implementing scalable solutions. Strong track record of driving user adoption, implementing best practices, and delivering tailored configurations to enhance functionality and efficiency.

CERTIFICATIONS

- ▶ Salesforce Certified Platform Developer I
- ▶ Salesforce Certified Associate

SKILLS

- ▶ Developed Salesforce Application using visual force page, Apex class, and Controller with standard & custom object.
- ▶ Hands-on Administration Configuration, Apex triggers, and classes, Test Class, flows.
- ▶ Hands-On Salesforce Service Cloud.
- ▶ Hands-on experience with Salesforce Lightning for customizing reports and dashboards
- ▶ Integrated Salesforce with third-party applications.
- ▶ Hands-On Salesforce E-commerce Cloud Configuration.
- ▶ Hands-On Salesforce Experience Cloud And its template.
- ▶ HTML, CSS, JavaScript, SQL

EXPERIENCE

Zehntech Technologies Pvt. Ltd Indore, Salesforce Developer

Worked as a Salesforce Developer responsible for designing, developing, and implementing customized Salesforce solutions to enhance business processes. Collaborated with cross-functional teams to deliver high-quality CRM solutions within tight deadlines.

July 2022 - December 2024

- ▶ Successfully delivered two client projects, including a comprehensive Service Cloud implementation for Case and Request Management and an ADP API integration for seamless HR data synchronization.
- ▶ Hands-on flows and workflows & test classes, Profile and Roles
- ▶ Develop different visual force pages along with extensions and controllers.
- ▶ Hands-on Administration setup, Apex triggers, and classes, Visualforce Controller
- ▶ Integrated Salesforce with third-party applications like REST/SOAP APIs to streamline operations.
- ▶ Created dynamic Lightning components to enhance user experience and improve system performance.

Zehntech Technologies Pvt. Ltd Indore, Intern Junior Software Engineer

December 2021 - June 2022

Joined as a Junior Software Engineer (Intern) focusing on Salesforce development and administration. Received comprehensive training in Salesforce technologies, web development, and database management. Developed hands-on skills in implementing and customizing Salesforce solutions while gaining proficiency in web technologies and programming fundamentals.

- ▶ Training of Salesforce Administration & Development
- ▶ Gained expertise in **HTML**, **CSS**, and **JavaScript** for building dynamic and responsive web pages.
- ▶ Developed interactive UI components to enhance the user experience.
- ▶ Worked with **SQL** to design, query, and manipulate relational databases.
- ▶ Explored Salesforce integrations using REST and SOAP APIs.
- ▶ Practiced using third-party tools like **Data Loader** to import and export data.

EDUCATION

Lakshmi Narain College Of Technology, Bhopal, MP — Master of Computer Applications (MCA)
Marwar Business School, Gorakhpur, UP - Bachelor of Computer Applications (BCA)

Project Details :

- **Puah- Case and Request Management:**
  - The Puah Project is a Case Management System. In this project, Salesforce creates a case according to the client's details & Case type. Each agent's skills are defined, which are of different types. The case is then assigned to the agent based on its type, and the agent works on it accordingly. During the call, the agent stores all the information about their client.
  - We used Salesforce's Service Cloud for managing cases and requests. Along with that, we utilized a variety of tools and technologies including Custom object, Apex classes, Visualforce pages, flows, triggers, JotForm Integration and more to improve the functionality and performance of our system.

- **ADP Integration with Salesforce :**
  - ADP, a leading payroll and attendance management platform, was seamlessly integrated into Salesforce, enabling efficient management of attendance and payroll directly within the Salesforce ecosystem. This integration streamlined processes and improved operational efficiency for HR and administrative tasks.
  - We utilized Apex classes and triggers to develop the integration, automating data processing and storage in Salesforce. Additionally, we set up weekly schedules to ensure that data was consistently and seamlessly stored in Salesforce at regular intervals.

- **Talentgrupee Web App :**
  - Talentgrupee is a remote hiring service provider that simplifies the hiring process. With its innovative platform, we streamline the entire recruitment workflow, making it easier for businesses to find and hire top talent. In addition to traditional hiring, Talentgrupee offers enhanced functionalities such as "Hire a Talent," "Hire a Team," "Start a Project," and "Apply as a Talent," providing a comprehensive solution for both employers and job seekers.
  - To develop this web app, we utilized Salesforce Experience Cloud, Lightning Web Components (LWC), and Apex classes. These technologies enabled us to create a seamless and efficient platform, ensuring a user-friendly experience for both employers and job seekers. The integration of Experience Cloud allowed us to build a collaborative environment, while LWC and Apex ensured high performance and customization, meeting the unique requirements of the remote hiring process.

- **HealthCare360 App :**
  - HealthCare360 is a comprehensive healthcare management application designed to streamline patient care, doctor management, appointment scheduling, and billing processes. The application aims to centralize healthcare operations, improve communication between patients and healthcare providers, and optimize the overall management of health-related services.
  - Developed HealthCare360, a comprehensive healthcare management app using Salesforce (Apex, LWC), integrating Zoom for online appointments and JSPDF for invoice generation. Streamlined patient and doctor management, appointment scheduling, and billing processes. Automated workflows and reporting for enhanced efficiency and user experience.