

# PRITI JOGI

## Salesforce Developer

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### CAREER OBJECTIVE

Experienced Salesforce Developer with **2.7 years** of hands-on experience in **Salesforce.com** and **Force.com**, committed to delivering innovative solutions that maximize user experience and client satisfaction. Aspiring to join a progressive organization where I can leverage my expertise in Salesforce development to contribute to transformative projects.

### PROFESSIONAL SUMMARY

- Worked on various **Lightning Web Components** related project responsibilities.
- Strong exposure to Lightning Web Components (**LWC**) programming.
- Expertise in **integrating** Salesforce with external systems and applications using various **integration tools** and **methodologies**, including **REST** and **SOAP APIs**, and custom integration solutions.
- Expertise in **debugging**, **testing**, and conducting **SIT** (System Integration Testing) and **UAT** (User Acceptance Testing) to ensure robust and efficient solutions aligned with client requirements.
- Proficient in **Agile methodology** and **Scrum** practices, contributing to iterative development cycles and collaborative development.
- Experienced in preparing **high-level** and **low-level documentation**, including design documents, technical specifications, and test plans.
- Hands-on experience with Lightning Web Components (**LWC**), including the implementation of Lightning Web Tabs to reduce clicks and **improve navigation**.
- Strong knowledge of Salesforce **Lightning UI**, **Lightning programming**, and **Salesforce Lightning Design System (SLDS)**, with the ability to create Lightning Apps using **SLDS**, **Lightning App Builder**, and **Lightning Components**.
- Proficient in **Salesforce CRM features**, including **flows**, **profiles**, and **permission sets**.
- Strong understanding of Apex programming, including **Triggers**, **Apex classes**, **Apex Scheduler**, and **Batch classes** for developing custom functionalities.
- Well-versed in **SFDC Security and Sharing Model**, including **Organization-Wide Defaults (OWD)**, managing **sharing settings**, and data access.
- Proficient in **SOQL** and **SOSL**, with knowledge of **Governor Limits** to ensure efficient database interactions.
- Experienced in creating custom **reports** and **dashboards** tailored to business requirements, providing actionable insights.
- Hands-on experience with **Data Loader** and **Data Import Wizard** for efficient data management and migration in Salesforce.
- Experienced in providing **end-user training**, ensuring smooth adoption and effective utilization of developed solutions.
- Experienced in Salesforce **CRM development**, specializing in **customization** and **configuration** using **Apex** and **Force.com**, including the design of **custom fields**, **reports**, **record types**, **page layouts**, and **report folders**.

### TECHNICAL SKILL

- **CRM Salesforce Configuration:** Salesforce Classic, Salesforce Lightning, Process Builder, Flows, Validation Rules, Profiles, Permission Sets, and Sharing Rules, Custom Metadata, Custom Settings.
- **Force.com Technology:** Apex Classes, Test Classes, SOQL, SOSL, Lightning Pages, Triggers, Custom Objects, Web Services, Flows, Dashboards, Reports, Asynchronous Apex (Batch Apex, Future Methods, Queueable Apex), Salesforce Governor Limits.
- **Salesforce Lightning:** Lightning Web Components (LWC), Salesforce Lightning Design System (SLDS), Lightning App Builder, Lightning Flow Builder, Salesforce Console Log.
- **Integration & APIs:** REST API, SOAP API, Postman, JSON, Custom Integration Solutions, Salesforce Connect, Named Credentials.

- **Version Control & Collaboration:** Git, GitHub, Continuous Integration/Continuous Deployment (CI/CD) with Salesforce DX.
- **Data Management Tools:** Data Loader, Data Import Wizard.
- **Development Tools:** Visual Studio Code, Salesforce Developer Console, Salesforce CLI, SFDX, Chrome DevTools.
- **Tools:** Freshdesk, JIRA (for bug tracking and issue management).

## CERTIFICATIONS

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- Salesforce Certified **Platform Developer I (PD 1)**
- Salesforce **AI Associate** Certification

## PROFESSIONAL EXPERIENCE

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- **Vittech Pvt Limited, Pune**  
**Associate Software Engineer** (Nov 2023 to Present)
- **DANA TM4 Pvt Limited, Pune**  
**Salesforce CRM Support** (Jul 2022 to Sept 2023)

## PROJECTS

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### **Project 1 : Order Application System (Team Size : 8)**

**Role :** Salesforce Administrator and Developer

**Client :** Great Eastern Life Insurance (Singapore)

**Description :** Developed a comprehensive : Order Application System on Salesforce, integrating product search, cart management, and order processing to enhance the customer experience and streamline internal operations. Implemented automation and external system integration for efficient order handling and real-time updates.

#### **Roles and Responsibilities :**

- Order Application System - Designed and implemented a **Salesforce-based** Order Application system with features like **product search, cart management, and order processing**.
- Custom Interfaces : Developed **LWCs** for order details, delivery information, and order management actions.
- Automation : **Automated notifications, order updates, and approvals** using Salesforce tools.
- Integration : Integrated external systems via APIs and platform events for seamless **data exchange**.
- Community Experience : Built Salesforce Community components for **order tracking** and **customer support**.
- Data Management : Configured **custom objects** and **generated reports** for order insights.
- Validation Rules : Ensured data accuracy through **validation rules**.
- Internal Support : Enabled **case management** and **order updates** for internal users.
- Training & Compliance : Delivered **user training** and ensured adherence to **Salesforce best practices**.

### **Project 2 : Application CRM Support (Team Size 9)**

**Role :** Salesforce Administrator

**Client :** Dana TM4

**Description :** As a Salesforce Administrator at Dana TM4, Implemented and maintained Salesforce CRM to streamline manufacturing, sales, and service processes. Customized the system to manage customer relationships, track production orders, and integrate with ERP for real-time inventory management. Ensured data accuracy, automated workflows, and provided support and training to improve efficiency and decision-making across departments.

#### **Roles and Responsibilities :**

- Configured Salesforce to manage production orders, track inventory, and support **sales** and **service** operations.
- Integrated Salesforce with ERP systems to synchronize production schedules, inventory levels, and supply chain data.
- Automated workflows for **production approvals, order management, and notifications** to improve efficiency.
- Performed **data imports**, cleansing, and audits to maintain accurate **production** and **sales records**.
- Managed **user roles, profiles, and permissions**, ensuring secure access to critical production and sales data.
- Monitored **production orders** and **inventory**, ensuring timely updates and order fulfillment.

- Provided **training** and **support** to **users** across departments to enhance system adoption and resolve issues.
- Managed system updates, upgrades, and maintenance to ensure smooth **Salesforce operations**.
- Ensured **data security** through **role-based access control**, audits, and compliance with industry regulations.

### EDUCATION DETAILS

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Year of Passing	Board / Degree	Name of the School / University	Percentage / CGPA
2021	Electronics and Communication Engineering	Rashtrasant Tukdoji Maharaj Nagpur University	8.16
2016	HSC	L. J. K. College, Gondpipari	56.62 %
2014	SSC	Raje Dharmarao High School, Ashti	81.40 %

### PERSONAL DETAILS

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**Name:** Priti G. Jogi

**Date of Birth:** 13/01/1998

**Nationality:** Indian

**Address:** Bhosari, Pune 411039

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