
Professional Profile:

- Having professional **experience** of **2+ years** in **Salesforce CRM Tool & Technologies**.
- Knowledge and Experience on **Apex Programming** i.e., Apex Classes, Apex Triggers, Test Classes, Asynchronous Apex (Future Method, Queueable Apex, Schedulable Apex & Batch Apex).
- Knowledge and Experience on **Lightning Web Component** Framework i.e., HTML Templates, JavaScript Classes, Properties, Composition, Invoking Apex Method using Wire Adapter & imperatively, Events, Lightning Message Service Channel (Publish Subscriber Model), Lightning Data Service etc.
- Knowledge of **SOAP & REST** Integration Utilities SOAP Web Services, RESTful Web Services and HTTP Callouts.
- Knowledge on Salesforce Development and Deployment Lifecycle i.e., DevOps, Delivery Methodology – Waterfall & Agile, Environment and Release Management Strategy, Branching Strategy, CI/CD Strategy, Salesforce DX, Scratch Orgs and Environment Hub etc.
- Knowledge and Experience of Salesforce Out of the Box Capabilities i.e., Objects, Relationships, Page Layouts, Record Types, Sales Process, Support Process, Profiles, Permission Sets, Sharing Settings – Organization Wide Default, Sharing Rules, Manual Sharing & Apex Sharing, Data Management – Data Import Wizard, Workbench & Data Loader etc.
- Knowledge on Lightning Aura Component Framework i.e., Lightning Building Tool, Salesforce Lightning Design System, Lightning AppExchange, Lightning Bundles, Events – Component Event & Application Event, Lightning Data Service, Locker Service etc.
- Knowledge and Experience on Automation Processes i.e., Assignment Rules, Auto Response Rules, Escalation Rules, Workflow Rules, Process Builder, Approval Process, Lightning Flow etc..
- Knowledge and Experience on Sales Cloud end to end process including Campaign Management, Lead Management, Account & Contact Management, Opportunity Management and Quote Management etc.
- Knowledge and Experience on Service Cloud end to end process including Asset Management, Entitlement Management and Case Management etc.
- Knowledge and Experience on Community Cloud (Experience Cloud) including the Community Builder Setup, Partner Community and Customer Community etc.
- Comprehensive knowledge of Software Development Process using **Agile** and **Waterfall** methodologies, with thorough understanding of various phases like Requirements, Analysis, Design, Development and Testing

Skills:

- **Salesforce:** Lightning Web Components, Apex Class, Apex Triggers, Custom Metadata, Custom Settings, Apex Web Services, Batch Apex.
- **Tools:** Data Loader, Developer Console, GIT, Workbench, Import Wizard.
- **Languages:** Apex, JavaScript, HTML. CSS
- **Database Languages:** SQL, SOQL, SOSL.

Professional Experience:

Dream Tech, Dehradun, Uttarakhand, India

- Software Engineer (July 2022 – January 2024)

Certifications:

- Salesforce AI Associate
- Salesforce AI Specialist

Project Details:

Project 1: Benelux Domestic Business Capitals

Client: Confidential, Netherlands Client

Duration: September 2021 – till date

Project Description: The **Client** is a software company that designs and delivers enterprise software and ERP applications. This project handled all their Sales, Service & Self-Service applications using Salesforce Sales Cloud, Service Cloud & Community Cloud. Our client is used to selling their ERP Products and provide the Services to their Customer & Partners. We have Sales Application for Sales Reps, Service Console for Support Agents, and Community/Portal/Site/Experience for Customer & Partner Users. We have used LWC Framework to design custom User Interfaces in this Project.

Tools & Technology Used: Salesforce CRM Solution – Custom App & Communities, Apex, LWC, JIRA, DevOps, CI/CD Pipeline etc.

Roles & Responsibilities:

- Worked on Agile Development methodology and participated in daily SCRUM meetings, Sprint retros and Demos for progress reporting as well as task distributing.
- Interacted with different lines of business users for gathering requirements and prepared Technical Design Document for the business use cases.
- Built Apex classes, controller, test classes to meet the business requirements.
- Created various custom objects, record types, page layouts, profiles.
- Developed Lightning Component Framework and built Lightning component using aura framework.
- Hands-on experience with the GIT for deploying the code from one sandbox to another.
- Created approval process to automate the approval and rejection of the records.
- Worked extensively on Salesforce configuration (Objects, Fields, Workflow rules, workflow actions, Security, Validation rules, process builder, Flows).
- Worked on creating users for the customer & partner community.
- Worked on the page variation and different Navigation of the community based on the user profile.
- Involved in UNIT testing and Integration testing.

Project 2: Hospital Management (Training Project)

Client: (Training Project)

Duration: June 2021 – August 2021

Project Description: Scope was to create Hospital Management, Scheduler, Billing, Inventory and Reporting application that resides on the salesforce.com platform. The patient module provides functionality to create and edit patient's details. Assign doctors, nurses, rooms for procedures. The scheduler module provides the functionality to create and track appointments for the patients with doctors for consultation, surgery, etc. Doctors could specify their preferred working hours and the preferred procedures that they will do at those times.

Tools & Technology Used: Salesforce CRM Solution – Custom App & Communities, Apex & LWC

Roles & Responsibilities:

- Built Apex classes, controller, test classes to meet the business requirements.
- Created various custom objects, record types, page layouts, profiles.
- Developed Lightning Component Framework and built Lightning component using aura framework.
- Created approval process to automate the approval and rejection of the records.
- Worked extensively on Salesforce configuration (Objects, Fields, Workflow rules, workflow actions, Security, Validation rules, process builder, Flows).
- Worked on the page variation and different Navigation of the community based on the user profile.
- Involved in UNIT testing and Integration testing.

Education:

Bachelor of Computer Application

2017-2020

Vivek College of Education, Bijnor, Uttar Pradesh, India

Intermediate

2016

UP Board, Allahabad, Uttar Pradesh, India

High School

2014

UP Board, Allahabad, Uttar Pradesh, India