

GAGAN GARG

Salesforce Developer

Contact



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Panchkula

About Me

Motivated Salesforce Developer with expertise in CRM Analytics, Salesforce CPQ, and data integration. Skilled in creating scalable solutions, optimizing business processes, and delivering user-centric designs.

Skills

- Sales Cloud
- CRM Analytics
- CPQ
- Apex
- LWC
- Flows
- Data Migration



Education

- Bachelor of Computer Applications
Punjab University 2017 - 2020
- Masters of Computer Applications
Chandigarh University 2021 - 2023



Certifications

- Salesforce Certified Administrator
- Salesforce Certified AI Associate
- Salesforce Certified Platform Developer I
- Salesforce Certified CPQ Specialist
- Salesforce Certified CRM Analytics and Einstein Discovery Consultant
- Salesforce Developer Course
Certificate of Completion by LearNowX



Experience

- **Grazitti Interactive**
Software Engineer Jul 2023 - Present
 - Developed scalable Salesforce solutions for Sales Cloud, CPQ, and CRM Analytics to improve workflows and user experiences.
 - Designed dynamic interfaces with Lightning Web Components (LWC), focusing on performance and integration.
 - Automated processes and customized Salesforce with Apex to enhance operational efficiency.
 - Delivered end-to-end solutions, managing tasks and meeting deadlines effectively.
 - Collaborated with teams to gather requirements and translate them into impactful Salesforce customizations.
- **Cloud Analogy CRM Specialist Ltd.**
Salesforce Developer Feb 2023 - Jun 2023
 - Completed Salesforce training from scratch, gaining a strong understanding of Salesforce structure, objects and various clouds.
 - Gained hands-on experience with basic Apex, Salesforce admin functionalities and SOQL to enhance platform knowledge.
 - Worked on small projects involving Salesforce administration and Lightning Web Components (LWC), applying learned concepts to real-world scenarios.

Projects:

Project Name: Dataflow Refactoring and Recipe Implementation

Project Description: Optimized Salesforce CRM Analytics by converting a large, complex master data flow into smaller, efficient recipes based on client requirements. Analyzed and restructured the data flow logic into individual recipes, ensuring timely delivery and accuracy through detailed unit testing.

Roles and Responsibilities:

- Analyzed and understood complex data flow logic to restructure the existing data flow into smaller, more efficient recipes.
- Developed and implemented multiple recipes to optimize CRM Analytics performance and meet client requirements.
- Performed comprehensive unit testing to ensure the accuracy, reliability, and efficiency of the new recipes and data transformations.

Project Name: Dynamic Dashboards for Enhanced Visualization

Project Description: Built dynamic dashboards in Salesforce CRM Analytics with real-time data updates using dynamic binding to consolidate field values into a single column. Applied filters and conditional formatting for enhanced visualization and actionable insights.

Roles and Responsibilities:

- Designed and developed interactive dashboards using Salesforce CRM Analytics.
- Utilized dynamic binding to consolidate multiple field values into a single column for streamlined analysis.
- Configured filters to enable real-time updates of data based on varying field criteria.
- Implemented conditional formatting to enhance data visualization and user understanding.
- Collaborated with stakeholders to ensure the dashboards met analytical and operational requirements.
- Tested and optimized dashboard performance for seamless user experience.

Project Name: Salesforce to Slack Communication Automation

Project Description: Integrated Slack with Salesforce using Flow to automate message delivery to Slack channels based on business triggers. Streamlined communication, improved team collaboration, and ensured real-time updates.

Roles and Responsibilities:

- Configured and enabled Slack in Salesforce, integrating it with Salesforce Flow for seamless communication.
- Developed flow logic to send automated messages to Slack channels based on predefined triggers and business rules.
- Provided training and documentation for end users to effectively use the Slack integration.

Project Name: CPQ Foundation Implementation and Configuration

Project Description: Implement the foundational CPQ functionalities and configurations.

Roles and Responsibilities:

- Manage and resolve CPQ-related tickets, providing customized solutions.
- Customize and streamline quote templates for client requirements.
- Design and deploy automated order creation to accelerate order management in Salesforce.
- Set up products, including both bundled and standalone options, to accommodate a variety of offerings.

Project Name: Strategic Pricing Solutions & Customization

Project Description: Develop and implement advanced pricing models and rules within CPQ.

Roles and Responsibilities:

- Quantity-Based Pricing with Picklist Selection.
- Parent-Child Quantity Configuration for Bundles.
- Bundle Product Pricing Excluding Child Product Prices.
- Custom SKU Quantity with Fixed List Price Adjustment.
- Volume-Based Discount Scheduling.
- Create and implement price and product rules for complex scenarios.

Project Name: Data Migration & Legacy System Integration

Project Description: Streamline CPQ data migration and legacy system connectivity with Salesforce.

Roles and Responsibilities:

- Migrate legacy CPQ information into Salesforce CRM.
- Develop and implement custom scripts to improve CPQ features.
- Ensure smooth data transition for clients migrating from legacy systems.

Project Name: Additional CPQ Functionalities & Sales Cloud Integration

Project Description: Integrate CPQ enhancements and other Salesforce capabilities.

Roles and Responsibilities:

- Discount Column Control: Hide the discount column in order forms with a 0% discount.
- Picklist Quantity Customization: Enable product quantities as configurable picklist values.
- Handling Record Trigger Flows and CPQ Issue
- Design a Quote Template in Sales Cloud
- Implement dynamic components for the Salesforce community.

Project Name: Sales Cloud Development & Process Automation

Project Description: Sales Cloud Development and Automation improves sales efficiency by leveraging cloud solutions and automation to optimize workflows, foster collaboration, and accelerate the sales cycle.

Roles and Responsibilities:

- Developed record-triggered flows aligned with best practices for handling advanced automation scenarios.
- Integrated business rules into validation checks and automated processes to ensure consistent and efficient operations.
- Utilized custom settings to conditionally bypass validation rules for particular flows, ensuring seamless process execution.

Project Name: Experience Cloud Development

Project Description: Implemented a subscription model in Salesforce for an AI product, utilizing Experience Cloud development to enable clients to activate and manage their subscriptions. Configured processes to handle license key validation, subscription activation, and access expiration based on client requirements.

Roles and Responsibilities:

- Designed a dynamic key generation process integrated with Salesforce for efficient subscription handling.
- Built Apex logic to validate license keys for secure product access.
- Automated user permission revocation on subscription expiry.
- Built a customer-facing home page in Experience Cloud for license key activation and subscription management.