Abhishek

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PROFESSIONALSUMMARY

Salesforce Developer with 2+ years experience delivering impactful solutions. Skilled Apex,
in Lightning Web Components, APIs, and Sales Cloud.

WORK EXPERIENCE

MANRAS TECHNOLOGIES PVT LTD – Chandigarh, India
- Senior Associate Engineer-Salesforce   11/24/ Present
- Associate Engineer-Salesforce   11/2022 - 11/2024

TECHNICAL SKILLS

- Sales Cloud
- Good hands on over APEX, SOQL, SOSL, JavaScript
- REST APIs Integration
- LWC (Lightning Web Components)
- Salesforce Out of Box Features like Flow Builder, Assignment Rules
- Data Loader, Import Wizard, Postman

CERTIFICATIONS

- Salesforce Certified Platform Developer I   2024
- Salesforce AI Associate   2024

PROJECTS

COMMUNICAT-O: A Salesforce Messaging platform, enabling seamless communication across
SMS, Facebook, and WhatsApp within a shared inbox.

- Contributed over 3000 lines of code to enhance functionality.
- Integrated 5+ APIs, including Facebook, WhatsApp, Telegram, and Instagram, expanding platform outreach by 40%.
- Built multiple Lightning Components, Validations, Email Templates, Triggers, Flows, SOQL, and SOSL queries for optimal user experience and streamlined data processing.
- Successful implementation of Communicat-O led to a 30% reduction in response time and significantly improved customer satisfaction levels.

RELIGARE: Stock Market Listed Investment and Financial Company

- Streamlined communication with clients by integrating RML SMS API, achieving a 99% successful delivery rate.
- Utilized Apex Classes and Triggers to automate processes and ensure data accuracy.

EDUCATION

- **Bachelors of Technical Education**
  Kurukshetra University   July 2019 - June 2022

- **Diploma**
  Board Of School Education Haryana (BSEH)   Passing year - 2019

- **Matriculation**
  Board Of School Education Haryana (BSEH)   Passing year - 2016

ADDITIONALINFORMATION

- **Interests:** Technology, Blogging, Artificial Intelligence, Personal Finance, Fitness
- **Strengths:**
  - Strong Multitasking Abilities: Successfully managed multiple projects simultaneously.
  - Responsibility and Accountability: Ensured accuracy and efficiency in data management by implementing Apex Classes and Triggers, leading to process improvements and streamlined operations.
  - Continuous Learning: Stayed up-to-date with the latest industry trends and technologies, consistently seeking opportunities for professional development to deliver impactful solutions and maintain expertise in Sales Cloud and Service Cloud.
  - Adaptability: Successfully adapted to diverse project requirements and client needs, tailoring solutions to meet specific business objectives and contributing to successful project outcomes.
- **Languages:**
  - English
  - Hindi