Kajal Agarwal

Salesforce Developer

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TECHNICAL SKILLS

- Salesforce Admin
- Sales Cloud
- Service Cloud
- Apex Triggers
- SOQL/SOSL
- Field Service Lightning
- Einstein Analytics
- API Integrations
- Lightning Flows
- LWC/Aura
- JS/HTML/CSS
- Code Vault(GIT)
- Async Apex
- Change Set
- Copado(Deployment)

EXPERIENCE

Cyntexa Labs Private Limited ↗ — Jaipur, India

Software Developer — 01/07/2024 – ongoing

Associate Software Developer — 01/06/2022 – 30/06/2024

Freelancer ↗ — Jaipur, India

Software Developer — 02/05/2021 – 01/03/2022

EDUCATION

S.S. Jain Subodh P.G. Mahila Mahavidyalay — 2019 – 2022

Bachelor of Computer Applications — *Jaipur, India*

PROJECTS

Online Gas service provider — Sales/Service Cloud, FSL, API Integration, Apex, — 07/07/2023

- The client, a Gas service provider, manages customer details on their platform but relies on paper-based processes for Technician service assignments.
- Configure FSL package in the Salesforce org to facilitate service management.
- Create flows for the creation and updating of FSL objects such as Service Appointment, Work Order, and Work Order Line Item.
- Set up the FSL mobile app for technicians to efficiently manage service tasks. Configure flows within the mobile app to guide technicians through different service processes.
- Implement lead management processes using Ninja forms to seamlessly integrate lead data into Salesforce.
- Develop a Lightning Web Component (LWC) for a custom dashboard, providing a centralized view of key performance indicators and service metrics.
- Generate various reports to analyze service performance, technician efficiency, and customer satisfaction.

Online health service provider — Sales/Service Cloud, API Integration, LWC, Apex, Aura — 16/01/2023

- The client is an Online Health service provider, assigns Psychiatrists to its customers. They have a dedicated team to handle different types of case. The team needs to be notified of the different steps of the case.
- Configured different actions on different time intervals for a specific case, used the entitlement and milestone functionality of the service cloud.

- Created LWC and aura components to show all the cases to the provider in dashboard format.
- Implemented functionality to ensure that any new data entered through the portal is automatically saved in Salesforce, enabling real-time updates and reducing data duplication.
- Implemented dynamic functionality where new questions are shown in the UI based on the user's response to a previous question, enabling a personalized user experience and reducing data input errors.

CTI Integration: — Sales Cloud, Service Cloud, API Integration, LWC, Admin   04/08/2022

- The client is a business processing outsourcing(BPO) firm in the United States. The business requirement of the project was that the client wanted to handle the lead from a different platform.
- Configured the Twilio account and Salesforce org to enable communication between the two platforms.
- Implemented CTI (computer-telephony integration) to manage incoming and outgoing calls from different platforms in Salesforce.
- Implemented click-to-dial functionality in the LWC component to enable users to dial calls directly from Salesforce.
- Configure setup for users to receive calls in Salesforce, including setting up phone numbers and configuring call routing.
- Implement call logging and reporting to enable users to track call history and performance metrics.

Tibco Integration — Sales Cloud, API Integration   10/06/2022

- The client is a Non-Profit Organization that takes donations from different organizations. The business requirement of the project was to Store the client's data in multiple platforms and databases and requires end-to-end synchronization.
- Installed and configured Tibco middleware software to enable communication between multiple platforms and databases.
- Set up a Salesforce Org and authenticate with Tibco by installing and configuring the Salesforce connector.
- Installed the ODBC driver for MySQL and set up the ODBC connector in Tibco to enable communication with the MySQL server.
- Implemented Tibco Flows to map fields between Salesforce and MySQL and ensure accurate and complete data synchronization.

CERTIFICATIONS

- Salesforce Certified Associate
- Salesforce Certified AI Associate