Parul Yadav

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Summary

- Certified Salesforce Consultant with over 2 years of experience implementing and customizing Salesforce solutions across diverse clouds, including Einstein Copilot, Agentforce, Sales Cloud, and OmniStudio.
- Proficient at designing and developing LWC components, Apex triggers, Apex classes, and Apex integrations, delivering seamless end-to-end implementations.

Education

JECRC College   July 2019 - August 2023

Bachelor of Technology in Electrical Engineering (GPA: 8.28 / 10.00)   *Jaipur, Rajasthan*

Experience

Xebia   November 2022 - Present

Consultant   *Jaipur, Rajasthan*

- Worked on AI-driven Salesforce projects to enhance sales and customer engagement using Salesforce Einstein and OpenAI technologies.
- Contributed to the implementations of Sales Cloud, Service Cloud, Einstein Copilot, and Agentforce, streamlining sales processes and improving data insights.

Projects

Salesforce Agentforce Implementation | *Agentforce, Sales Cloud*   September 2024 - Present

- Designed a custom data filtration approach to identify referenceable accounts from opportunities, grounding the data in the Agentforce Service Agent.
- Implemented a generic use case to dynamically generate SOQL queries using the Model API.
- Summarized key records and configured next-best-action prompts to optimize sales and service processes.
- Utilized Agentforce to identify at-risk opportunities and categorize them effectively.

Open AI Integration | *LWC, Apex, Integration*   October 2024

- Automated case classification, spam detection, and email-based lead generation.
- Implemented sentiment analysis for case closure and developed an email summarization feature to provide concise overviews of support threads.
- Designed a chatbot to improve response times and enhance support quality.

Document Generation using OmniStudio | *Omnistudio, Net Zero Cloud, Education Cloud*   July 2024

- Automated PDF generation for business sustainability reports in the Net Zero Cloud.
- Applied skills in the Education Cloud to create dynamic forms for Student Applications.

Technical Skills

Salesforce Clouds: Agentforce, Experience Cloud, Net Zero Cloud, Salesforce CPQ, Work.com, myTrailhead(Enablement Sites), Sales Cloud, Education Cloud.
Languages: Apex, Javascript, SOQL, HTML5
Deployment Tools: ANT Migration Tool, Change Set, Bitbucket, JIRA

Certifications

- Salesforce Certified AI Specialist
- Salesforce Certified AI Associate
- Salesforce Certified Associate

Achievements

- Achieved **Trailhead Ranger** status, showcasing dedication to continuous learning on Salesforce Trailhead.
- Actively contributed to **Zarurat**, a social club that focuses on providing educational support to underprivileged students.