

[Sharvari S Doijode](#)

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Summary:

- Salesforce Professional passionate about making technology work for people, focusing on clear communication, staying curious, and fostering growth through genuine connections and collaboration
- 3x Certified: Administrator, Platform Developer I, AI Associate
- 2 years' experience in the areas of Application Maintenance and Development
- Received Top Rating for year-end employee review
- Earned a 'STAR' Award for outstanding performance and contribution to the team
- Delivered prompt solution that averted a major production issue impacting 700+ sales reps
- Increased operational efficiency by enhancing existing modules and creating new technical documentations
- On the journey to upskill myself with AI concepts and tools

Education:

Master of Science, Computer Engineering, Syracuse University, Syracuse, New York.

August 2023 - May 2025

Course work - Advanced Data structures and Algorithms, Object Oriented Design, Introduction to Database Management.

Bachelor of Engineering, Electronics, Mumbai University, India.

August 2017 - June 2021

Course work - Computer Organization and Architecture, Cyber security, Advance Networking Technologies.

Technical Skills:

Salesforce Expertise: Salesforce Administration, Salesforce development, Batch Apex, Triggers, SOSL, SOQL, Lightning Web Components, Visualforce, Approval process, REST/ SOAP API, Flows, Data Security, Sales Cloud, Service Cloud, Community Cloud, Salesforce Customization, Configuration, AI, Agentforce.

Programming & Databases: C++, Java, JavaScript, MySQL, SQLite, HTML, CSS, OOP.

Tools: GitHub, Jira, Copado, Salesforce CLI, CI/CD, Lucid Chart, Agile Methodology, SDLC.

Certifications:

[Salesforce certified Platform Developer I](#) (2327164) | [Salesforce Certified Administrator](#) (4005568) | [AI Associate](#) (5271878)

Experience:

Sr. Software Engineer (Salesforce Developer)

Capgemini Technology Services India

August 2021 - June 2023

- Applied the knowledge of Community Cloud along with Salesforce platform skills to enhance registration process in the Community portal, which lowered incident count from 15-20 to 2-3 per month, and improved system performance and efficiency by 85%.
- Designed a custom case visibility solution using lookup fields and filtered related lists, ensuring only authorized users could access sensitive records, reducing unauthorized access by 90%.
- Resolved high-priority deployment issue within 2 hours impacting 700+ Sales representatives restoring their ability to record sales interactions.
- Collaborated with SAP and Web Methods team to address a recurring issue impacting 85% of Account Creation through deep analysis of integrations and payload monitoring with cross-functional teams.
- Leveraged knowledge of Batch Apex, SOQL and Approval Process to completely automate 'License cleanup activity', thereby cutting licensing costs by a significant amount, resulting in an overall 75% increase in operational efficiency and also clearing up technical debt of the organization.
- Developed a multi-step LWC form with dynamic templates for onboarding a new country, integrating Apex for data processing, custom objects for translations, and automated PDF generation. This reduced onboarding time by 40%, improved data accuracy by 30%, and enhanced user experience and efficiency.
- Involved in various stages of Software Development Life Cycle (SDLC) including analysis, requirement engineering, development, and deployment.