

# SHASHISHEKAR CHAVHAN

Bangalore India

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## Professional Summary

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A Salesforce Developer with 3 years of hands-on experience building and launching scalable solutions that actually make a difference. I've worked extensively with Apex, Lightning Web Components (LWC), Flows, and Experience Cloud. I enjoy solving complex problems, integrating with third-party systems, and streamlining workflows. I was also part of Salesforce Center of Excellence (CoE) efforts, helping teams follow best practices and stay ahead of the curve.

## Experience

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### Capgemini (Associate Consultant, Salesforce Developer)

August 2024 – Present

#### *Discount Tire - Found It lower*

Bangalore, Karnataka

- Created a flow to retrieve details which are coming from ROME API for customers, tires, Vehicle and store details if they found a lower price on other platforms.
- Created the "Found it Lower" app, including a flexi page (displayed flow details), queues, case assignment rules, presence status for agents and supervisors, and built multiple email templates to negotiate price details with customers.
- Created roles and permission sets for agents and supervisors.
- Developed a flow that allows agents to assign cases to themselves from a list view button when the cases are in new status.
- Created a Salesforce report for supervisors to track all the agents' work.
- Successfully launched the Release 1 project live for agents and supervisors to use.

### Capgemini (Associate Consultant, Salesforce Developer)

March 2023 – Present

#### *Discount Tire - Appointments, Work Order Management and Center of Excellence*

Bangalore, Karnataka

- Using Lightning Web Components, created custom 15-minute duration slots for the start and end time of customers while creating appointments. Designed and implemented a new Appointment Store setup based on the client's FIGMA design using LWC, Apex, and triggers.
- Integrated features such as column sorting and modal pop-ups for adding and removing preferred stores to improve user interaction and enhance customer retention.
- Managed work order processes to ensure efficient service delivery for cars, including tracking service progress and updating customers.
- Linked work order management with multiple integrations to retrieve vehicle information, tire size, customer details, and bay availability.
- Led the Salesforce Center of Excellence (CoE) to drive best practices, governance, and innovation across the organization.
- Monitored and evaluated the performance of Salesforce solutions, recommending improvements and optimizations as needed, including refreshing all sandboxes after each release in the project and monitoring the platform.

### Capgemini (Senior Analyst, Salesforce Developer)

August 2022 – February 2023

#### *Discount Tire - Fleet Portal Update Project*

Bangalore, Karnataka

- Developed new functionalities like password change, fleet card download, and user validations using Apex, LWC, Visualforce pages, and Apex classes.
- Configured multiple Salesforce orgs with custom objects, fields, permission sets, and validation rules.

- Customized Salesforce CMS to display data on Experience sites using Lightning Web Components (LWC).
- Improved Experience Cloud usability and behavior through extensive work and feature enhancements.
- Created and customized LWC settings for component-specific configurations in the Experience Builder.
- Managed content in Salesforce CMS, personalizing materials like images, documents, and news in the builder.
- Enhanced Salesforce components' functionality using CSS while maintaining reusable code.
- Maintained Confluence docs for team reference and conducted demos for alignment with project objectives.
- Successfully launched the project live for customers to use.

## Education

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### PES University

Aug. 2018 – May 2022

*Bachelor of Technology in Electronics and Communication Engineering*

*Bangalore, Karnataka*

## Technical Skills

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**Key Skills:** SF Admin, Apex, Apex Test, Triggers, LWC, Integration, SOQL, Sales Cloud ,Experience cloud, Service Cloud, Debugging.

**Developer Tools:** VS Code, Workbench, Salesforce inspector, Jira ,Copado, Postman.

## Certifications

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- Salesforce Certified Associate
- Salesforce Certified Platform Developer 1
- Salesforce Certified Administrator
- Salesforce Certified Data Cloud Consultant
- Salesforce Certified AI Specialist
- Salesforce Certified AI Associate
- Agile Software Development