

Simon G

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SUMMARY

Accomplished Salesforce Developer with over 7 years of experience in Salesforce CRM, specializing in configuration, development, deployment, and system design. Proficient in Sales Cloud, Service Cloud, and Lightning Platform, with expertise in creating Visualforce Pages, Lightning Components, Apex Classes, Triggers, and managing Reports and Dashboards. Skilled in leading cross-functional teams, data migration, REST API integrations, and Agile Scrum methodologies. Adept at designing custom objects, workflows, and security models to deliver scalable solutions for business growth.

EXPERIENCE

Senior Salesforce Developer

Oct 2022 – Present

Tata Consultancy Services (TCS)

India

- Led a team of developers in delivering Salesforce solutions, including custom objects, Lightning Web Components (LWC), and Apex triggers to enhance business processes.
- Coordinated with cross-functional teams to implement REST API integrations, moving case records to external systems like Amazon S3, optimizing data management.
- Designed and automated business processes using Flows, Process Builder, and Batch Apex, improving operational efficiency.
- Created dynamic Reports and Dashboards to provide actionable business insights for stakeholders.

Salesforce Developer

May 2018 – Sep 2022

Wipro

India

- Developed Visualforce Pages, Apex Classes, and Triggers to support Sales Cloud and Service Cloud implementations, collaborating with a team of 10+ developers.
- Configured workflows, validation rules, and approval processes to streamline business operations.
- Utilized Data Loader and Data Import Wizard for efficient data migration and management.
- Collaborated with cross-functional teams to gather requirements and deliver customized Salesforce solutions.

TECHNICAL SKILLS

CRM: Salesforce (Sales Cloud, Service Cloud, Field Service Lightning)

Languages: Apex, Java, C, JavaScript, HTML, CSS, jQuery

Salesforce Technologies: Visualforce, Lightning Aura Components, Lightning Web Components (LWC), Apex Classes, Triggers, Workflows, Process Builder, Lightning Flows, Approval Processes, Reports, Dashboards

Databases: Force.com

Tools: VS Code, GitHub, Bitbucket, Data Loader, Salesforce Inspector, Postman

Methodologies: Agile Scrum

Operating Systems: Windows XP/7/8/10

PROJECTS

VeriFone FSL (Field Service Lightning) | *Salesforce, LWC, REST API, Team Size: 14*

- Guided a team of 14 in developing Field Service Lightning solutions, managing objects like Work Orders, Service Appointments, and Assets for electronic payment systems.
- Implemented REST API integration to move old case records to Amazon S3, using Batch Apex for efficient processing.
- Created LWC components for tables, quick actions, and pagination, enhancing user experience and data navigation.
- Designed custom metadata and settings to support scalable configurations and automated processes with triggers.

Ritz-Carlton Yacht Collection (RCYC) | *Sales Cloud, Service Cloud, LWC, Team Size: 11*

- Led a team of 11 to implement Sales and Service Cloud solutions, creating custom objects, fields, and LWC components for file management and opportunity tracking.
- Developed Flows and triggers to automate lead conversion, email-to-case, and entitlement processes.
- Integrated external systems using REST API for inbound and outbound data exchange, enhancing operational efficiency.
- Created dynamic dashboards and reports to monitor user engagement and business performance.

Estee Lauder Companies | *Salesforce, Batch Apex, Flows, Team Size: 12*

- Coordinated a team of 12 to design custom objects, fields, and validation rules to support cosmetics business processes.
- Utilized Batch Apex and Schedule Apex to migrate and manage large datasets, including case records.
- Created Record-Triggered and Schedule-Triggered Flows to automate business processes and ensure data integrity.
- Developed reports and dashboards to provide insights into customer and product data.

CERTIFICATIONS

- Salesforce Platform Developer I (PD1)

EDUCATION

JNTU Ananthapur

B.Tech in Mechanical Engineering

2010 – 2015

Ananthapur, India