Simran Nandla
Salesforce Developer

Objective:

Motivated and results-oriented Salesforce Developer with hands-on experience in crafting, developing, and deploying customized solutions within the Salesforce ecosystem. Proficient in Apex, Lightning Components, and Salesforce integrations. Eager to contribute my expertise to a dynamic organization, driving business growth through innovative Salesforce solutions.

Professional Highlights:

- 3 years of expertise in Salesforce development, encompassing Apex classes, Apex Triggers, and Lightning Web Components.
- Proficient in crafting complex SOQL and SOSL queries across various standard and custom objects, utilizing Visual Studio Code with Salesforce-enabled plugins.
- Adept at Salesforce administrative tasks including Object creation, Field management, Profile setup, Role assignments, Page Layout design, Email Templates, Approvals, Validation Rules, Reports, and Dashboards.
- Skilled in automation tools such as Flow Builder, Workflow ensuring streamlined business processes.
- Quick to adapt to new techniques, tools, and methodologies, staying ahead of industry trends.
- Use tools Like Developer Console for developing Apex classes,Tiggers
- Proficient in using migration tools like Ant, GitLab, Gearset, and Change Sets for efficient code deployment.

Key Responsibilities:

- Worked extensively with Salesforce standard objects like Account, Contact, Opportunity, Lead, Case, User, and managed Reports and Dashboards.
- Developed, enhanced, and maintained Validation Rules, Custom Workflows, Apex customizations, Custom Objects, Tabs, Fields, Formula Fields, Record Types, and Email generation to meet application requirements.
- Implemented robust security and sharing rules at the object, field, and record levels, and established roles for support agents and managers.
- Created various user profiles and configured permissions based on organizational hierarchy.
- Managed API integrations and web services using Apex web services and REST API.
- Conducted thorough analysis of Apex Classes and Apex Triggers.
- Successfully migrated data from legacy systems to Salesforce CRM using Data Loader and Data Import Wizard.

- Collaborated with Marketing Cloud.
- Designed and implemented a streamlined e-refund system for the Salesforce Service app, leveraging Flow, Lightning Web Components (LWC), Site Pages, and Email functionalities for an improved user experience.
- Worked with CPQ.
- Created visually appealing Lightning Web Components with CSS and Design parameters.
- Deployed code from Dev Sandbox to Test Sandbox and Production Org.

ORGANIZATION DETAILS
Organization Name: Getset Infosol Pvt Ltd (June 2021 - Till Date)
Designation : Salesforce developer

Project Experience:

Service Project:
- implementation of a Salesforce Service project, focusing on enhancing customer support processes, case management, and service automation to improve customer satisfaction and efficiency.
- Designed and developed an electronic refund system within the Salesforce Service app to streamline refund processes.
- Utilized Lightning Web Components (LWC) to create a modern and responsive user interface, enhancing the user experience.
- Leveraged Salesforce Flow for process automation to reduce manual work and increase process efficiency.
- Implemented Site Pages to facilitate customer interactions and streamline the refund request process.
- Additionally, created a custom solution using Platform Events to automate case creation. Developed a flow that triggers when an API call generates a Platform Event, initiating the creation of a corresponding case in Salesforce. This innovative approach improved response time and accuracy in handling customer requests.
- Collaborated on the setup and customization of Email-to-Case and Web-to-Case functionalities, enabling seamless case creation from incoming emails and web submissions.
- Conducted troubleshooting and root cause analysis for issues related to Email-to-Case and Web-to-Case. Investigated cases where these features were not functioning as expected, identifying and addressing the underlying reasons for the discrepancies.
- Implemented necessary configuration changes and process improvements to ensure the smooth operation of Email-to-Case and Web-to-Case, resulting in improved customer support and quicker case resolution.
- Worked on API integrations to fetch order details and facilitate the creation of return orders. Conducted troubleshooting for APIs that were not functioning correctly, identifying and resolving issues affecting order processing.

- Managed Knowledge Articles within Salesforce to provide valuable resources for support agents. Developed and organized Knowledge Articles to improve case resolution times and enhance customer self-service capabilities.

Healthcare Projects:
- Developed object relationships to streamline data management and improve data accuracy.
- Automated processes using custom metadata, reducing manual effort and increasing efficiency.
- Implemented validation rules to maintain data integrity.
- Configured page layouts and record types for a user-friendly interface.
- Utilized email services to create automated notifications for stakeholders.
- Created Lightning Web Components (LWC) to enhance performance and user experience in healthcare applications.

Real Estate Projects:
- Designed a comprehensive user interface (UI) using Lightning Web Components, resulting in a modern and visually appealing application.
- Established sibling component relationships to improve data flow and user interactions.
- Integrated with third-party systems via REST API to enhance data quality and provide a more comprehensive real estate solution.

Marketing Cloud Email Campaign:
- Collaborated on a Marketing Cloud project focused on creating and executing daily email campaigns to engage and inform customers.

CPQ Project :
- Played a key role in a CPQ project, specifically focusing on Quotes, Product Bundles, Product Configuration, Product Rules, Price Rules, Quote Documents, and Quote Templates.
- Collaborated with cross-functional teams to design and implement CPQ solutions to meet business requirements.
- Configured Quote generation processes, ensuring accurate pricing and configurations.
- Developed custom Quote Templates for consistent and professional documentation.
- Worked on Product Bundles and Product Configuration to offer flexible and customizable product offerings.
- Implemented Product and Price Rules to automate complex pricing calculations, reducing errors and improving quote accuracy.

Certifications:
- **Salesforce Certified Platform Developer I**
- **COPADO CERTIFIED FUNDAMENTALS I**

Courses:
- Zero to Hero in Lightning Web Components (Udemy)
- Salesforce Development Training for Beginners (Udemy)
- Salesforce Integration with External Systems
- Salesforce CPQ: Salesforce CPQ Basics for Admins
- Debugging Salesforce for Admin's & Developers

EDUCATION :

- Diploma in Computer Engineering

Vallabh Budhi Polytechnic, Ethan, Gujarat

Passing year : 2017
- 10th Standard

Sanskar bharti High School, Navsari

Passing year : 2014