Sushmita Katariya

Salesforce Developer & AI Engineer

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Professional Summary

Salesforce Developer specializing in Apex automation and Lightning components, with proven success delivering 30-40% efficiency improvements through strategic automation solutions. Combines technical expertise in Salesforce CRM with AI engineering capabilities to build scalable, intelligent business applications.

Technical Skills

- **Salesforce:** Apex, SOQL, Lightning Web Components, Flows, Validation Rules, Process Builder
- **Programming:** Python, JavaScript, Java, SQL, REST API Development
- **AI/ML:** TensorFlow, Scikit-learn, Pandas, NumPy, OpenCV
- **Web Development:** React.js, Node.js, MongoDB, Express.js, HTML5, CSS3
- **Tools:** Git, VS Code, Salesforce CLI, Postman, Data Loader

Experience

Salesforce Developer Intern — TCS Salesforce by SmartBridge   *Aug 2025 – Present*

- Developed custom Lightning Web Components that streamlined sales workflow processes, reducing manual task completion time by 25% for a team of 15+ sales representatives
- Engineered comprehensive validation rules and automated data quality verification checks, decreasing data entry errors by 45% across customer and opportunity records
- Automated lead assignment and routing procedures using sophisticated Apex triggers, reducing manual processing requirements from 30 minutes to under 12 minutes per batch
- Optimized complex SOQL queries and database operations, achieving page load performance improvements from 2000ms to 150ms for critical sales dashboards
- Collaborated with cross-functional Agile teams to successfully deliver 3 major CRM enhancements, completing all development sprints 2 days ahead of schedule

Projects

PropertyHub CRM — Salesforce Real Estate Automation   *Aug 2025*

- Architected and deployed a comprehensive property management system handling 500+ active listings with automated lead scoring and intelligent assignment workflows
- Implemented automated email notification system that significantly reduced average response time from 4 hours to 15 minutes for property inquiry management
- Achieved exceptional 96% test coverage by developing comprehensive Apex test classes covering all critical business logic and edge case scenarios
- Designed sophisticated Flow automations that eliminated 70% of manual data entry tasks, saving approximately 20 hours weekly in administrative overhead

AI Career Coach — Intelligent Career Guidance Platform   *Jan 2025*

- Developed an AI-powered career guidance platform serving 200+ active users with personalized learning paths and skill development recommendations
- Implemented advanced machine learning recommendation engine achieving 94% accuracy in matching users with optimal career paths based on skills and interests
- Optimized overall application performance by 40% through strategic Redis caching implementation and comprehensive database query optimization
- Built interactive analytics dashboard providing real-time insights into user engagement metrics and career progression tracking

DELISH — Full-Stack Food Delivery Ecosystem *Dec 2024*

- Engineered a complete full-stack food delivery platform that successfully processed 1000+ orders during intensive testing and validation phases
- Integrated robust Stripe payment gateway with comprehensive error handling, maintaining 99% transaction success rate across all customer orders
- Reduced customer support inquiries by 35% through implementation of real-time order tracking and automated status update notifications
- Maintained exceptional 94% system uptime by implementing comprehensive error monitoring and automated recovery procedures

Education

B.Tech in Computer Science & Engineering *2022 – 2026*
Gyan Ganga Institute of Technology & Sciences, Jabalpur
CGPA: 7.5/10.0

Certifications

- **Cisco:** CCNA, CyberOps Associate, Linux Essentials, Python Programming
- **Oracle:** Java Programming, Database Management Systems
- **Additional:** Data Science Essentials, Cybersecurity Essentials