

# Akash Ramesh Sabale

## Certified Salesforce Developer

Pune, Maharashtra, India | +91-8390369574 |

[akashsabale110@gmail.com](mailto:akashsabale110@gmail.com) | LinkedIn: [www.linkedin.com/in/akash-sabale-05269b219](https://www.linkedin.com/in/akash-sabale-05269b219)

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### Career Objective:

Leverage 4+ years of Salesforce development expertise to design scalable, automation-driven solutions that improve business efficiency, customer satisfaction, and sales growth at an innovative organization.

### Professional Summary:

- Experience in Salesforce development, specializing in Salesforce CRM administration, customization, and development.
- Expertise in **Salesforce Lightning Web Components (LWC)**, **Apex**, **SOQL**, **Visualforce**, **Sales** and **Service Cloud** implementations.
- Proven track record of implementing custom objects, workflows, validation rules, dynamic forms, and page layouts to meet unique business needs.
- Experienced in troubleshooting, debugging, and deploying Salesforce changes across multiple environments.
- Adept at gathering and analyzing requirements, collaborating with stakeholders, and delivering high-quality solutions.
- Strong understanding of Agile and Scrum methodologies, ensuring efficient project execution and timely delivery.

### Education:

- **Bachelor of Engineering** – Savitribai Phule Pune University, **CGPA- 8.96**
- **HSC** – Maharashtra State Board, Percentage- **73.23%**
- **SSC** – Maharashtra State Board, Percentage- **92%**

### Skills:

#### **Salesforce Development:**

Apex Classes/Triggers, Lightning Web Components (LWC), Visualforce, SOQL, SOSL, Salesforce APIs (REST/SOAP)

#### **Salesforce Configuration:**

Custom Objects, Validation Rules, Flows, Dynamic Forms, Profiles & Permission Sets, Reports & Dashboards

#### **Cloud Expertise:**

Sales Cloud (Lead & Opportunity Management, Forecasting), Service Cloud (Case Management, Entitlements, SLAs)

#### **Tools & Platforms:**

Visual Studio Code, Salesforce CLI, GitLab, Postman, Workbench, Data Loader, Flosun, Change Sets, Debug Logs, Salesforce Error Monitoring, Apex Replay Debugger

#### **Methodologies:**

Agile, Scrum, Code Reviews, Unit Testing, CI/CD best practices

**Project & Team Skills:**

- Strong understanding of **Agile** and **Scrum** methodologies for collaborative project execution.
- Experience in conducting **Code Reviews**, ensuring adherence to Salesforce best practices.
- Skilled in creating technical documentation and conducting **End-User Training** sessions

**Experience Summary:**

**Salesforce Developer**

**Tata Consultancy Services, Pune**

*July 2021 – Present*

**Key Projects:****Service Cloud Optimization | CRM Support -**

- Developed and maintained **Apex classes, triggers, and Visualforce pages** to extend and optimize Salesforce functionality.
- Engineered advanced **Lightning Web Components (LWC)** to boost application efficiency and data processing.
- Customized Service Cloud features, including **Entitlement Processes, SLAs, and Email-to-Case**, streamlining service workflows and improving response times.
- Conducted root cause analysis for production issues and deployed timely fixes to maintain seamless functionality.
- Optimized SOQL queries and leveraged tools like **Workbench** and **Data Loader** for effective data management.
- Used Custom Labels and Static Resources efficiently to build functionalities
- Assisted in testing and deploying Salesforce changes across development, staging and production environments.
- Streamlined customer service by implementing SLAs, reducing case escalation rates by 20% and improving response times by 25%
- Reduced escalation rates by implementing proactive entitlement processes and service milestones.

**Sales Enhancement -**

- Working on **Sales Cloud** to enhance its functionalities, focusing on building new business logic and automating key processes to improve sales performance.
- Implemented custom objects, fields, and workflows to streamline sales processes and improve data accuracy.
- Developed advanced **Apex logic and Lightning Web Components (LWC)** to add new functionalities and enhance the user experience.
- Collaborated closely with sales teams and stakeholders to gather requirements and translate them into scalable technical solutions.
- Ensured system optimization through robust testing, debugging, and deployment across environments.
- Provided ongoing support and training to sales teams to maximize the benefits of the enhancements.
- Participated in code review to ensure code quality, maintenance and coding standards for best practice.
- Dedicated to delivering high-quality feature within tight deadline, ensuring on-time project completion and customer satisfaction.

### **Certifications:**

- Salesforce Certified Platform Developer - I
- Salesforce Certified Associate
- Salesforce Certified AI Associate
- Salesforce Certified Administrator
- Salesforce Certified Agentforce Specialist
- Salesforce Certified Data Cloud Consultant
- Salesforce Certified Platform App Builder
- Salesforce Certified Service Cloud Consultant
- Copado Certified Fundamentals-I: Metadata Pipeline Certification
- Microsoft Certified Azure Fundamental

### **Achievements:**

- **Salesforce Optimization:** Reduced ticket resolution time by 25% with efficient workflows
- **Custom Development:** Delivered scalable LWC solutions
- **Automation:** Improved operational efficiency through process automation
- **Team Collaboration:** Recognized with 'Star Team Award' for seamless project delivery
- **Certifications with Distinction:** Achieved multiple Salesforce certifications within record timelines
- **Client Recognition:** Recognized by clients for a 99% bug-free deployment within tight deadlines.
- **Special Initiation Award:** Honored for outstanding contribution during project initiation phase.
- **On the Spot Award:** Appreciation from client to design quick workaround and fix, on the production issue.
- **Learning Achievement Award:** Honored for completing maximum Salesforce certifications in a year