

Abhijeet Ojha

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OBJECTIVE

I am a certified Salesforce Developer with over 2+ years of hands-on experience in building, customizing, and optimizing Salesforce solutions. Skilled in leveraging the latest Salesforce features and integrations to solve complex business needs in CRM, data management, and automation. Eager to contribute technical expertise and a problem-solving mindset to dynamic projects, delivering stable, high-quality solutions that drive business success and improve user experiences.

PROFESSIONAL SUMMARY

- Proficiency in Salesforce CRM, Sales Cloud, Service Cloud, Experience Cloud and Field Service Lightning(FSL).
- Expertise in Apex (Triggers, Test Classes, and Asynchronous Apex).
- Strong proficiency in SOQL (Salesforce Object Query Language).
- Hands-on experience designing and developing Lightning Web Components (LWC) with HTML and Java Script to establish custom UI.
- Well versed in Salesforce Administration (Profiles, Permission Sets, Security Settings, Validation Rules, Approval Process and more).
- Experience in Salesforce Flows (Auto-Launched, Scheduled, Record Triggered, Screen Flows).
- Integration experience with external systems via APIs.
- Well versed in troubleshooting and debugging complex Salesforce Apex classes and applications.
- Hands-on experience with Visual Remote Assistant(VRA).
- Having an experience with Salesforce Deployments(CI and CD).
- Experience working in Agile scrum environment and experience in using project management tools like JIRA.

SKILLS

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|----------------------------------|---------------------------------|-------------------------------|
| • Salesforce CRM | • Field Service Lightning (FSL) | • Salesforce Administration |
| • Apex Triggers & Testing | • Salesforce1 Mobile App | • Sales Cloud & Service Cloud |
| • Lightning Web Components (LWC) | • JavaScript, HTML5, CSS3 | • Visual Studio Code |
| • Experience Cloud | • Integration And API | • GitHub |
| • Lightning Flows | • SOQL | • JIRA |

EXPERIENCE

WarpDrive Tech Works, Bengaluru, KA | Salesforce Developer

August 2023 - Present

- **Project: Salesforce Agri Supply Chain & Service Management**
 - Implemented a Salesforce-based Agri Business CRM solution to streamline customer interactions, supply chain processes, and service operations for agricultural products.
 - Designed and customized Salesforce data schema using Master-Detail, Lookup relationships, Formula Fields, Validation Rules, and Junction Objects to optimize workflows for the agri domain.
 - Developed and customized Experience Cloud Site to enable distributors, retailers, and farmers to track orders, access product information, and raise service requests seamlessly.
 - Developed custom Lightning Web Components (LWC), including a carousel effect on the distributor portal to showcase seasonal offers, enhancing user engagement and boosting promotions.
 - Developed Apex Classes, Triggers, and Asynchronous Apex (Future, Queueable, Batch) for automating order management, inventory tracking, and farmer engagement processes.
 - Automated critical business operations using Record-Triggered Flows, Scheduled Flows, and Screen Flows, enhancing efficiency across procurement, distribution, and after-sales service.
 - Designed and applied inbound and outbound integrations with GCP Big Query, SAP, KConnect, and React applications, ensuring seamless data flow across platforms.
 - Enforced Custom Settings, Custom Metadata, and Custom Labels to build scalable, configurable, and environment-agnostic solutions.
 - Optimized Apex and Flow logic to handle large data volumes, ensuring compliance with Salesforce Governor Limits.
 - Conducted unit testing and developed test classes to maintain >85% code coverage and ensure system reliability.
 - Performed deployments using Change Sets across environments (Dev → QA → UAT → Production), ensuring smooth releases.

- **Project: Salesforce Appliance Service Solutions**

- Implemented end-to-end Salesforce Service Cloud solutions to improve customer service and support for air conditioners, refrigerators, water coolers, and other appliances.
- Designed and developed the entire project structure from scratch, creating a strong Salesforce-based appliance service platform.
- Developed and managed custom solutions using Lightning Web Components (LWC), Apex Classes, Apex Triggers, and dynamic SOQL queries, ensuring optimized and efficient code for better performance.
- Executed asynchronous processing using Record Triggered Flows, Scheduled Flows, Auto Launched Flows, and Screen Flows to automate service operations and boost efficiency.
- Created the Salesforce data schema and defined object relationships to model appliance service workflows accurately.
- Configured application security and user access permissions through Profiles, Permission Sets, Roles, Organization-Wide Defaults (OWD), Validation Rules, Formula Fields, Page Layouts, and Lightning Record Pages to ensure compliance and secure data.
- Used Custom Metadata, Custom Settings, and Custom Labels to build configurable, scalable solutions.
- Integrated Salesforce with external systems through inbound and outbound API calls, allowing smooth data exchange and improving user experience.
- Participated actively in Agile ceremonies, including daily stand-ups and sprint planning sessions, contributing to timely milestone deliveries.

- **Project : Salesforce Real Estate CRM Solution**

- Build a user-friendly real estate CRM solution on Salesforce, making it easy for people to find and buy homes.
- Accumulated hands-on experience with Salesforce CRM, demonstrating proficiency in its various functionalities and modules.
- Designed schema using object relationships (Master-Detail and Lookup), Formula Fields, Validation Rules, and Junction Objects to optimize data structure and functionality.
- Created and automate business processes with Apex, Triggers and Salesforce Flows. Enforced security and sharing rules at the object, field, and record levels for users at various organizational levels, using OWD, Permission Sets, Profiles, Roles, Sharing Rules, Apex Sharing, and Record types.
- Developed Lightning Web Components for improved user interface.
- Handled Salesforce Governor Limits and optimized code for better performance and efficiency in the project.
- Demonstrated proficiency in developing and optimizing Asynchronous Apex code for efficient execution and enhanced performance.

- **Project : Partner Certification and Competency Management**

- Collaborating closely with clients to ensure solutions meet business requirements and interact seamlessly with stakeholders.
- Enhance existing features in project flow, adding new methods or logic in Apex classes (synchronous and asynchronous both), triggers, Visualforce pages and Lightning Web Components (LWC) to meet evolving business requirements.
- Debug and troubleshoot errors in this existing 20-year-old Salesforce project.
- Make modifications to existing Salesforce Flows and create new as per new business requirements.
- Manage updates in Custom Settings, Custom Metadata, and Custom Labels; create new configurations to align with specific requirements.
- Work diligently to incorporate new features while maintaining and improving the stability of the legacy system.

CERTIFICATION

- Earned the **Salesforce Platform Developer I certification(2023)**, demonstrating comprehensive knowledge and skills in building and deploying applications on the Salesforce platform.

HOBBIES

- Engaging in Video Games, Watching Movies, Traveling, Playing Badminton, and Table Tennis.

EDUCATION

Gandhi Institute for Education and Technology, Bhubaneswar, OD
B.Tech (Computer Science and Engineering)

August 2016 - December 2020
