Abhishek Bhalerao

Salesforce Developer | Salesforce Administrator

Contact: +91 9960329179

✉ abhishekbhaleyrao@gmail.com

.me https://trailblazer.me/id/abhaleyrao

PROFESSIONAL SUMMARY

Certified Salesforce Developer with **3** years of experience in **Salesforce development** and over 9 years of total professional experience. Skilled in Apex, Lightning Components, Lightning Web Components (LWC) and Salesforce administration. Adept at delivering custom solutions to enhance user experience and streamline business operations. Proven expertise in Sales Cloud, process automation and data integrity management.

CORE COMPETENCIES

- **Salesforce Development**: Apex Classes, Apex Triggers, Lightning Web Components (LWC), Aura Framework
- **Salesforce Administration**: Security Model, Custom Objects, Flows, Validation Rules, Process Builder
- **Tools**: Data Loader, Workbench, VS Code, SFDX, Change Sets, Data Import Wizard
- **Web Technologies**: HTML, CSS, JavaScript, SQL, XML, JSON

CERTIFICATIONS

Salesforce Certified Administrator	Platform Developer I Certificate
Salesforce Associate Certificate	Salesforce Certified App Builder
Salesforce Certified AI Associate	

PROFESSIONAL EXPERIENCE

Infosys

Technology Support Specialist (Salesforce Developer/Administrator)
January 2022 – Present | Pune, India

- Developed custom Salesforce solutions for a global food and beverage supplier, improving lead management by automating key processes.
- Implemented **Custom Objects**, **Validation Rules** and **Flows** to enhance system automation.
- Created **Dashboards** and **Reports** for better visibility of team performance and data accuracy.
- Built **Lightning Web Components** to improve user interaction and functionality.
- Configured security at the object, field and record levels to ensure data compliance.
- Worked closely with cross-functional teams to deliver high-quality solutions aligned with client expectations.

Infosys

Senior Process Executive (Fraud Data Analyst)
January 2016 – December 2021 | Pune, India

- Conducted data analysis to detect and mitigate fraud risks for key clients.
- Served as a Fraud Data Analyst in the Fraud Operations Team, investigating high-value handset orders in SAP and canceling fraudulent transactions.
- Updated fraud investigation details in SAP and maintained accurate databases in Excel.
- Created daily, weekly and monthly reports to track fraud trends and performance.
- Handled customer escalations and provided timely resolutions.
- Trained new team members and allocated tasks to ensure efficient workflow.

EDUCATION

Master of Computer Application from **Pune University** in the year of **2015.**
B.Sc. Computer Science from **Pune University** in the year of **2013.**

KEY ACHIEVEMENTS

- Spearheaded the development of automated Salesforce processes leading to a 20% improvement in lead assignment efficiency.
- Contributed to the successful deployment of Salesforce solutions across multiple regions, improving operational transparency and accuracy.
- Consistently received client accolades for delivering high-quality solutions within project deadlines.

TECHNICAL SKILLS

Technology / Development Languages : Apex, LWC, SQL, HTML, JavaScript, CSS, XML, JSON
Tools/ Applications : VS Code, Deployment tools – SFDX, Change sets, Workbench, Data Loader, Data Import Wizard, DataLoader.io

ADDITIONAL INFORMATION

- **Interests**: Trekking, Cycling, Travelling, Music
- **Appreciations**: Received numerous client appreciation emails for successfully handling complex requirements and maintaining adherence to deadlines.

I hereby declare that the Information given above is true and to the best of my knowledge.