

Deepak Sharma

Senior Salesforce Developer | 5+ Years | Remote

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Professional Summary

Salesforce Developer with **5+ years** of experience in development, customization, administration, and integration across **multiple Salesforce Clouds** — **Sales, Service, Community, Experience, and Nonprofit (NPSP)**. A **2x Salesforce Certified** professional (Administrator & Platform Developer I) with hands-on expertise in Lightning Web Components (LWC), Apex, Visualforce, and REST/SOAP APIs. Skilled in Salesforce-SAP Integration, SSO, Azure Logic Apps, and process automation using Flows, Process Builder, and Workflows. Strong understanding of security configuration, Agile methodologies, and end-to-end project delivery.

Certifications

- Salesforce Certified Administrator
- Salesforce Platform Developer I

Technical Skills

- Clouds Worked On: **Sales Cloud, Service Cloud, Community Cloud, Experience Cloud**, Non-Profit Success Pack (NPSP)
- Salesforce Development: Apex, Triggers, Batch Apex, Integration (SOAP/REST), Lightning Web Components (LWC), Aura Components, Visualforce, Flows
- Deployment & Release Management: Copado (CI/CD)
- ERP / External Systems: Acumatica (Integration & Process Understanding)
- Tools & Utilities: Postman, Force.com IDE
- Version Control & Project Management: Git, GitHub, JIRA
- Web Technologies & Database: HTML, CSS, JavaScript, SOQL, SOSL

Professional Experience

Oak Tree Software Pvt. Ltd. | Salesforce Developer | Nov 2019 – Present

- Designed and developed scalable Salesforce solutions using Apex, Lightning Web Components (LWC), Aura Components, and Visualforce.
- Integrated Salesforce with third-party systems such as SAP, PDF.co, and Azure Logic Apps using SOAP/REST APIs.
- Developed dynamic and interactive LWCs, including drag-and-drop functionality and resizing features for enhanced user experience.
- Automated complex business processes through Flows, Process Builder, and Workflow Rules, improving efficiency and reducing manual effort.
- Implemented and managed Salesforce security configurations, including Users, Profiles, Permission Sets, Role Hierarchies, and Sharing Rules.

Key Projects

1. Arrowquip (Manufacturing Sector)

Worked on Salesforce integration with Acumatica (MYOB) to streamline customer order synchronization and invoicing processes. Collaborated closely with the sales team to ensure smooth order processing and resolve data sync issues in real-time.

- Developed a unidirectional Salesforce–Acumatica (MYOB) integration to automate customer order syncing for invoicing.
- Created Reports, Dashboards, Flows, Triggers, and Lightning Web Components (LWC) to enhance business process visibility and efficiency.
- Supported Pardot form enhancements to capture website leads and integrated PDF Butler and Sign Butler for automated invoice generation and digital signing.

Technologies: Salesforce LWC, Apex, Flows, Reports & Dashboards, Pardot, PDF Butler, Sign Butler, REST APIs, Acumatica (MYOB) Integration.

2. Assessment Fund Management System

Worked on multiple fund management systems, primarily focusing on the Assessment Fund Project to streamline funding processes and improve configuration flexibility for business users.

- Designed the Assessment Fund architecture using Custom Metadata Types to enable dynamic configuration of UI labels and settings without code changes.
- Developed Lightning Web Components (LWC) for both internal and partner community users, ensuring intuitive and responsive user experiences.
- Delivered the solution as part of the MVP1 phase, adhering to Jira stories and business requirements.
- Implemented Flows and Approval Processes, and managed deployments using Copado, ensuring smooth component migration across Salesforce environments.

Technologies: Salesforce LWC, Apex, Custom Metadata Types, Flows, Approval Processes, Community Cloud, Copado, Jira.

3. Leela Project (Hospitality Industry)

Developed and customized a Salesforce-based event management solution for a leading hospitality client to manage event scheduling, tracking, and reporting through a unified portal.

- Designed and developed a Lightning Web Component (Full Calendar) with drag-and-drop and resizing functionalities for seamless event scheduling.
- Implemented Validation Rules, optimized SOQL queries, and customized Community Cloud portals for enhanced user experience and performance.

Technologies: Salesforce Lightning Web Components (LWC), Apex, SOQL, Validation Rules, Flows, Community Cloud (Experience Cloud), Reports & Dashboards, Salesforce CLI, Postman.

4. Aarti Industries (Manufacturing Sector)

Implemented a Salesforce–SAP integration to streamline customer and order management, automate workflows, and enhance visibility across departments.

- Integrated Salesforce with SAP for seamless customer and order data synchronization through REST/SOAP

web services.

- Designed and developed Lightning Web Components (LWC), Apex Classes, and Batch Apex to automate key business operations and ensure data accuracy.

Technologies: Apex, Batch Apex, LWC, REST/SOAP APIs, Named Credentials, SAP Integration, Sales Cloud, Service Cloud, Flows, Postman, Workbench.

5. United Nations Volunteers (UNV) – Non-Profit Sector

Developed and implemented a Salesforce-based volunteer management solution by integrating Microsoft Azure and customizing NPSP features to streamline global volunteer operations.

- Integrated Microsoft Azure Logic Apps with Salesforce to automate volunteer onboarding, tracking, and management workflows.
- Implemented Single Sign-On (SSO) for secure and unified user authentication across multiple systems.
- Customized Salesforce Nonprofit Success Pack (NPSP) modules and executed data migration from legacy systems into Salesforce.

Technologies: Salesforce NPSP, Azure Logic Apps, SSO, Apex, LWC, Data Loader, Reports & Dashboards, Flows.

Education

Bachelor of Engineering (Computer Science) **2015 - 2019**