

Arun Sharma

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PROFESSIONAL SUMMARY

Salesforce Developer | 2x Certified | 3 Years of Experience

- Experienced Salesforce Developer with 3 years of proven expertise in designing, developing, and optimizing Salesforce solutions. Proficient in **SDLC**, **Apex Classes**, **Lightning Web Components** (LWC), Aura Components, Apex Batch Classes, **REST Integration**, VisualForce, SOQL, and SOSL.
- Demonstrated ability to analyze, design, and streamline business processes, with extensive experience in Sales Cloud and Service Cloud implementations.
- Currently enhancing FedEx's digital engagement by integrating Sprout Social with Salesforce, improving customer interactions and operational efficiency

CERTIFICATIONS

- Salesforce Certified Platform Developer 1
- Salesforce Certified JavaScript Developer
- Certified SAlFe Practitioner
- Certified SAlFe DevOps Practitioner

TECHNICAL SKILLS

- **Custom Development** : Apex Triggers, Batch Processes, Lightning Web Components, Aura Components ,SOQL, Rest Integration
- **User Interface** : VisualForce, HTML ,CSS, SLDS
- **Scripting Language**: JavaScript
- **Configuration**: Automation with Flows, Web Agent Chat ,Queues , Case , Record Types, Page Layouts, Omni-Channel
- **Deployment Tools** : Github, Change Sets, Developer Workbench

PROFESSIONAL EXPERIENCE

Mphasis, Salesforce Developer

16th August 2021 – Present

Project Highlights

- Engaged in FedEx's Booking and Tracking Application, leveraging Salesforce technology to enhance operational efficiencies.
- Collaborated on projects aiming to transform FedEx's logistics operations across the UK, Europe, and America, supporting over 2000 users.
- Designed and developed custom Salesforce solutions using Apex, VisualForce, Aura, and Lightning Web Components (LWC) to address unique business challenges and enhance user engagement.
- Spearheaded the integration of Sprout Social with Salesforce, analyzing social media analytics and digital footprints to enhance sales strategies using managed packaged and salesforce admin functionalities
- Implemented Google Chat Translation API, fostering global communication by enabling real time translation, which reduced response time by 25% and enhanced user experience for international clients by 35%

EDUCATION

Rungta College of Engineering and Technology

Bachelor of Technology in Computer Science Engineering — 69%