

# Astha Jain

## Salesforce Developer

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### WORK EXPERIENCE

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Accenture | Packaged App Development Analyst

Nov-2020 - Present

Salesforce Developer for Global Retail Chain:

- Specialized in Service Cloud, Apex, Triggers, and configurations.
- Ensuring seamless functionality, and performed RCA and debugging for production issues, actively fixing and documenting resolutions in FSD.
- Collaborated with the Salesforce product team to address and mitigate high-impact issues in the production environment, collectively devising improved approaches and fixes.

Salesforce Developer in Hospitality Project:

- Developed Lightning flows, pages, Lightning web components, and Apex classes/triggers, incorporating Batch jobs and REST API integrations.
- Facilitated deployment using Copado within the technical account management team, ensuring efficient deployment processes.
- Conducted debugging and troubleshooting via debug logs, generating detailed reports.

TCS Foundation Initiative | Innovator at Digital Impact Square

Jan 2020 - Jul 2020

- Leading innovative digital solutions for ASD therapies via research, stakeholder engagement, and exploring solutions for ADHD.
- Responsible for the entire solution lifecycle, from design to agile SDLC execution, with a focus on stakeholder management and delivering compelling client communication and presentations.

### EDUCATION

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JECRC University , Jaipur

Jul 2016 – Jun 2020

Bachelor Of Technology , Computer Science - CGPA 9.18

### SKILLS AND CERTIFICATES

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- **Salesforce Development** – Salesforce Service cloud ,Apex, Lightning web component, Salesforce lightning component,Customization ,Automation, Integration, Security, Testing/Debugging
- **Soft Skills:** Communication, problem-solving, Agile/Scrum
- **Language** : Apex programing, Python, JavaScript ,HTML
- **Certificate** : Platform Developer -1, Salesforce System Administrator, Trailhead Ranger

### OTHER ACHIEVEMENTS AND PERSONAL INTERESTS

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- **Accenture Star Performer Award:** Recognized for outstanding performance.
- **Team Recreation Coordinator:** Led PPA activities for 70+ team members.
- **JU Hack Quest 2019:** Managed operations for a 24-hour hackathon with 90+ teams.
- **Smart India Hackathon 2019 Coordinator:** Guided teams under Govt. of India and AICTE.
- **Interests** : Chess , Sketching , Singing