

Saleema PK

Salesforce Developer

Salesforce professional with strong communication skills and technical aptitude, dedicated to driving revenue growth, optimizing processes, and delivering exceptional customer experiences. Eager to contribute to a dynamic organization, build lasting client partnerships, and grow within the Salesforce ecosystem. **2xCertified/2 Super badges, 125 badges, & Ranger in Trailhead**



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WORK EXPERIENCE

Salesforce intern Impaqtive

Kochi-Kerala

six month training of Salesforce, including Admin and development of salesforce.

Project-HR recruiting app for Impaqtive

- Project aimed at automating recruiting stages using Salesforce. Implementing a recruiting app called 'Impact HR' for the recruiting team of Impaqtive. Job applicants can apply for a position within the app and track the status of their application. Both candidates and interview panels can log in. HR can schedule various levels of interviews and send emails to job aspirants through the app. Technical interviewers can update their availability for conducting interviews based on candidate availability.
- Involved requirement discussion with client and the whole team
- Involved in workflow discussion, design of entity diagram
- Worked on Email-to-Case functionality
- Worked on LWC for making CIS form
- Worked on flows for scheduling and reschedule of interview and sending mail to candidates.
- Worked on path settings and page layout
- Worked on Report and dashboard
- Assist the team member for making the community site Collecting the Candidate Information
- Coordinate with QA team for test execution.

Salesforce intern Amdrodd technologies private ltd

Three month training of Salesforce, including Admin and development of salesforce.

Project

- Project aimed to implement a Project Management tool in Salesforce & track the activities such as Employees attendance, apply for employee leaves, assign project to a project manager, track employees assigned to a project, track tasks assigned to an employee, mentors are assigned to junior employees and track the mentors for junior employees.
- Involved requirement analysis and design development. Worked on App builder management, dynamic forms, custom objects, workflow rules, email alerts, flows, validation rule, apex trigger, and LWC

EXECUTIVE SUMMARY

Introduction to Salesforce products: Sales Cloud, Service Cloud and Marketing Cloud.

Data modeling in Salesforce: Custom objects, fields, and relationships.

Data import/export techniques using Data Loader and other tools.

Data security and sharing settings.

Experienced in declarative tool development in Salesforce.

Hands on Experience in Apex, Apex trigger, Asynchronous Apex and Apex testing.

Experience in Building user interfaces with Visualforce pages.

Knowledge about Lightning Component Framework and building Lightning web components.

CERTIFICATES

Salesforce Platform developer 1

Salesforce Associate

IT Service Desk: Customer Service Fundamentals

Project management foundation

Google Data Analytics Professional Certificate(Pursuing)

EDUCATION

Master Of Technology

MES College of Engineering-Calicut University

Kuttipuram, Kerala

Courses

- Communication Engineering & Signal Processing Engineering.

Batchelor of Technology

KMCT College of Engineering-Calicut University

calicut, Kerala

Courses

- Electronics & Communication Engineering.

WORK EXPERIENCE

Business Analyst Abcon Safety Dubai

05/2022 - 03/2023

Achievements/Tasks

- Review and analyze contract terms, conditions, and requirements to ensure a clear understanding of client expectations.
- Work closely with legal and compliance teams to ensure business activities align with contractual obligations.
- Facilitate communication and collaboration between various teams involved in contract execution, including project managers, legal, finance, and operations.
- Act as a bridge between business and technical teams, ensuring alignment with project goals and contractual requirements.

Customer support executive Expo 2020

10/2021 - 03/2022

Dubai-UAE

Duties and responsibilities

- Collaborating with journalist and media organization who are visiting expo2020 Dubai.
- Dealing with enquiries about restricted events.
- Monitoring and logging the movement of hired media equipment.
- Monitoring and distributing expo media guest passes.

Business Analyst HSEI MIDDLE EAST LLC

11/2018 - 12/2020

Dubai-UAE

Duties and responsibilities

- Use CRM software to control whole communication from customer.
- CRM tool used for business development, communicate with client and attend meeting.
- Sending Quotation and follow-up , negotiation and close the deal
- Overseeing the customer service process, send quotation based on client requirement, close the deal.
- Transferring the call to managers or engineers based on clients' requirements.
- Make weekly report of sales, customer calls, complaints etc
- Handle customer complaints using ticketing system, and provide appropriate solutions, alternatives within the time limits , follow up to ensure resolution.
- Keep records of customer interactions, process customer accounts and file documents.

REFERENCES

To be furnished on request

LANGUAGES

ENGLISH



ARABIC



HINDI



MALAYALAM



INTERESTS

TRAVELLING

READING

WRITING