**DHEERAJ SINGH BISHT**

+61480599488 | [dheerajsingh78677@gmail.com](mailto:dheerajsingh78677@gmail.com) | [LinkedIn](https://www.linkedin.com/in/dheeraj-singh-bisht-34a494156) | [GitHub](https://github.com/dheeraj78677)

# OBJECTIVE

Highly skilled and certified Salesforce Developer with over five years of experience designing, developing, and deploying innovative, user-centric solutions. Proven expertise in integrating cloud technologies, optimizing business processes, and enhancing user engagement. Seeking an opportunity to put my knowledge into action, contribute to impactful projects.

# SKILLS

**Frontend Development:** HTML, CSS, JavaScript, React, Lightning Web Components (LWC), Aura Components.

**Backend Development:** JAVA, Apex, Python, REST, SOAP APIs, Serverless architecture.

**Cloud Technologies:** Salesforce CRM, AWS, PeopleSoft.

**DevOps & Integration:** Package.XML, ANT, Change Sets, Copado.

**Middleware:** Dell Boomi.

**Security:** Web Application Security, Salesforce OWD, Validation Rules, Sharing Rules.

**Database Management:** SOQL, SOSL, SQL.

**Soft Skills:** Teamwork, Communication, Problem-Solving, Analytical Thinking.

**Certifications:** Salesforce Certified AI, Salesforce Certified Associate, Salesforce Service Cloud Consultant,

Salesforce Sales Cloud Consultant, Salesforce Administrator, Flosum Certified Professional, CloudSense Q2C 401 Certified, Salesforce Certified Platform Developer I.

# ACADEMICS

# RMIT University, Australia | July 2023 -June 2025

*Master of Information Technology*

**University of Mumbai, India | Aug 2014 – Jun 2018**

## Bachelor of Electronics and Telecommunication Engineering

# WORK EXPERIENCE

**Wipro | Oct 2021 – Jun 2023**

## Salesforce Consultant, ACG (Aging Care Giver)

## Automated CI/CD pipelines using ANT and Package.XML, boosting deployment efficiency by 9%.

## Customized Service Cloud workflows to improve customer satisfaction and staff productivity.

## Integrated Salesforce with third-party systems using REST APIs, WSDL, and outbound messages to ensure seamless data flow.

## Designed and deployed a scalable middleware layer via Dell Boomi, enhancing system performance by 3% and isolating integration logic for greater security

## **Achievements**: Reduced manual deployment errors, improved integration stability, and contributed to faster ticket resolution cycles

## **Deloitte USI** **| Dec 2020 – Oct 2021**

## Business Technology Analyst, Uplink (World Economic Forum)

* Built interactive Community Cloud portals using Lightning Web Components and Einstein Analytics, enhancing stakeholder engagement
* Conducted root cause analysis and authored detailed technical documentation to support long-term solution sustainability.
* Designed and implemented workflows, triggers, and validation rules while aligning with Agile sprint cycles.

**Achievements**: Increased platform usability and client satisfaction, achieving 100% sprint delivery rate and reducing post-deployment defects.

**Infosys| Jun 2018 – Dec 2021**

Senior System Engineer, (Telstra, LTFS (Larsen & Toubro Financial Services), Allstate Insurance)

 Optimized CPQ processes for Telstra using Salesforce and CloudSense, reducing operational bottlenecks and aligning technical deliverables with business goals

 Automated loan processing workflows for LTFS via Apex batch jobs, increasing efficiency by 25%

 Customized loan management modules with tailored layouts, security controls, workflows, and triggers to streamline operations

 Refactored and unit-tested critical components to boost code maintainability and system reliability

 Delivered scalable Salesforce solutions using Apex, Web Services, Lightning Components, Visualforce, and APIs for Allstate Insurance  
**Achievements:** Enabled faster loan approvals, reduced manual intervention, and consistently delivered client-ready releases ahead of schedule

**PROJECTS**

**TeachTeam – Academic Recruitment Web Platform**  
*Full-Stack Developer* | React, Next.js, TypeScript, Node.js, Express, PostgreSQL, GraphQL  
Mar 2025 – Jun 2025

* Developed a full-featured tutor recruitment and course allocation platform with separate portals for Tutors,Lecturers, and Admins.
* Built frontend interfaces using Next.js + Tailwind CSS with role-based dashboards, application workflows, and ranking insights.
* Designed and implemented RESTful and GraphQL APIs using Express and TypeORM with PostgreSQL for backend data handling.
* Developed an Admin Dashboard with course assignment, candidate management, and report generation features.

**Voltage Training Club (VTC) – Mobile Fitness App**

*React Native | AWS Amplify | Stripe | DynamoDB | Expo | TypeScript*  
**Role:** Full Stack Developer & Scrum Master | Mar 2025 – Jun 2025

**Responsibilities:**

* Developed core features: trainer-client matching, workout programs, and Stripe payments.
* Integrated AWS services: Cognito (Auth), S3 (storage), DynamoDB (data), Lambda (backend logic).
* Implemented real-time chat using Stream.io and built dynamic program creation flows.
* Managed source control (GitHub) and UI design collaboration via Figma and Trello.