



Dhruv Agrawal

Senior Salesforce Developer

📍 India
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Profiles

[in dhruv-agrawal](#)

[dhruv16](#)

Skills

Salesforce Development

Apex, Lightning Components, LWC, SOQL, SOSL

Data Management

Data loader, Data Wizard

Tools & Platforms

GitHub, Bitbucket, Jenkins, SFDX, Opsera

Integrations

Apex Rest, Postman

Certifications

Salesforce Administrator

Salesforce
March 2021

Salesforce Platform Developer 1

Salesforce
March 2022

Summary

Certified Salesforce professional with 4+ years of experience in Salesforce Lightning development and the complete software development lifecycle (SDLC). Proficient in custom development, configuration, integration, and process automation to deliver scalable and efficient Salesforce solutions.

Experience

LTIMindtree

Senior Salesforce Developer

August 2020 – Present

Remote

- Involved in all phases of SDLC: discovery, design, planning, estimation, implementation, deployment, and maintenance.
- Managed direct client interactions, addressing queries and ensuring customer satisfaction.
- Conducted code reviews, impact analysis, and root cause analysis to maintain high code quality.
- Designed custom objects, developed Apex triggers, classes, and flows for complex business processes.
- Configured Salesforce applications using fields, page layouts, validation rules, workflows, process builders, and approval processes.
- Created customized business solutions with Apex controllers, batch Apex, schedulers, SOQL, and SOSL.
- Developed responsive and efficient user interfaces using Lightning Components and screen flows.
- Integrated Salesforce with external systems using Apex integration for seamless data exchange.
- Utilized GitHub, Bitbucket, and CI/CD tools like Jenkins and Opsera for version control and deployments.
- Designed and implemented robust security models using profiles, roles, permission sets, and sharing rules.

Projects

GenAI - Salesforce Azure AI

March 2024 - present

- Developed an AI-powered chatbot integrated into Salesforce, leveraging Azure AI for natural language processing and machine learning.
- Automated case resolution processes, reducing average resolution time by 30% and improving customer satisfaction scores.

NEX - HBT Enhancement

April 2023 – March 2024

- Enhanced an enterprise-level Salesforce Field Service Lightning application to improve on-site service delivery and operational efficiency.

ERP Data Cleanup

January 2022 – March 2023

- Developed a Salesforce-based data cleanup app to standardize, deduplicate, and cleanse ERP data for enhanced accuracy and integrity.
- Built real-time integration APIs to synchronize cleaned data across multiple systems, reducing data inconsistencies by 40%.
- Utilized batch processing and advanced SOQL queries for efficient data operations on large datasets.

Master Data Management - MDM

October 2020 – December 2021

- Implemented a Salesforce MDM Hub as a single reference point for all client-related information, featuring an optimized data model, automated notifications, configurable fuzzy search, validation and transformation rules, and integration flows using MuleSoft.

Education

Indian Institute of Technology, Bhilai

August 2016 – April 2020

BTech - Computer Science

8.0 CGPA

Green Valley Sr. Sec School

April 2014 – March 2016

12th Board - AISSCE

92%