



# Dhruv Agrawal

Senior Salesforce Developer

- 📍 India
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## Profiles

- [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 Enhancemnent

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

BTech - Computer Science  
8.0 CGPA

August 2016 – April 2020

### Green Valley Sr. Sec School

12th Board - AISSCE  
92%

April 2014 – March 2016