DHRUV AGRAWAL

Senior Salesforce Developer | Salesforce Consultant

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PROFESSIONAL SUMMARY

Salesforce Certified professional and **IIT Bhilai Computer Science graduate** with **5+ years** of hands-on experience in **Salesforce development**, **consulting**, and end-to-end **solution architecture**. Proven expertise in **Apex programming**, **Lightning Web Components (LWC)**, **Sales Cloud**, **Service Cloud**, **Experience Cloud**, and **Field Service Lightning**. Demonstrated success in **client engagement**, **requirement gathering**, **stakeholder management**, and delivering **scalable CRM solutions** that drive business value. Strong track record of leading **Salesforce implementations** for Fortune 500 clients including **Amazon, Honeywell** and multinational enterprises.

CERTIFICATIONS

– **Salesforce Certified Platform Developer I** – Salesforce (March 2022)
– **Salesforce Certified Administrator** – Salesforce (March 2021)
– **Salesforce AI Associate** – Salesforce (March 2025)
– *Pursuing: Salesforce Platform Developer II, Salesforce Application Architect*

EDUCATION

Indian Institute of Technology (IIT), Bhilai	**Green Valley Senior Secondary School**
B.Tech. in Computer Science	12th Board - AISSCE (CBSE)
CGPA: 8.0/10	Percentage: 92%
August 2016 – April 2020	April 2014 – March 2016

CORE COMPETENCIES

Salesforce Clouds: Sales Cloud, Service Cloud, Experience Cloud, Field Service Lightning, Community Cloud

Development: Apex Classes, Apex Triggers, Lightning Web Components (LWC), Aura Components, SOQL, SOSL, Asynchronous Apex , Platform Events

Configuration: Custom Objects, Custom Fields, Page Layouts, Record Types, Validation Rules, Workflows, Process Builder, Flows, Approval Processes, Assignment Rules, Escalation Rules

Security: Profiles, Roles, Permission Sets, Permission Set Groups, Sharing Rules, OWD Settings, Field-Level Security

Integrations: REST API, SOAP API, Apex Callouts, MuleSoft, Azure AI, DocuSign, Platform Events, Change Data Capture

DevOps: Salesforce DX (SFDX), Git, GitHub, Bitbucket, Jenkins, Opsera, CI/CD, VS Code, Gearset

Data Management: Data Loader, Data Import Wizard, Duplicate Management, Data Migration

Consulting Skills: Requirement Gathering, Solution Design, GAP Analysis, Client Communication, Stakeholder Management, Technical Documentation, Agile/Scrum, SDLC

PROFESSIONAL EXPERIENCE

EPAM Systems – Amazon, Inc. (Bay Area) — May 2025 – Present
Senior Salesforce Developer / Technical Consultant — *8 months*

Project: Amazon Key for Business (KFB) – Salesforce Sales Cloud and Experience Cloud Implementation

– Salesforce Sales Cloud customization managing **complete sales pipeline** for Amazon's KFB products
– Architected and developed Experience Cloud portal achieving **50% faster** property processing and installation of Amazon Key's

– Designed custom objects, fields, and page layouts to track **end-to-end product lifecycle**
– Integrated Salesforce with Amazon internal systems using REST APIs for **real-time data sync**
– Implemented DocuSign integration enabling **100% digital contract execution**
– Built custom reports and dashboards providing **actionable sales analytics**
– Conducted code reviews and enforced **Salesforce development best practices**
– Optimized LWC components and SOQL queries reducing **page load time by 40%**
– Collaborated with cross-functional teams for **requirement gathering** and solution design

Technologies: Sales Cloud, Experience Cloud, Apex, LWC, REST APIs, DocuSign, SFDX, GitHub, CLINE, Amazon Q

LTIMindtree   August 2020 – February 2025
Senior Salesforce Developer   *4 years 7 months*

GenAI Chatbot – Service Cloud + Azure AI   January 2024 – February 2025
Client: Fortune 500 Conglomerate (Honeywell)

– Designed and developed **AI-powered chatbot** integrated into Service Cloud Case Record Page
– Built responsive UI using LWC, HTML, CSS achieving **98% user satisfaction**
– Integrated Azure AI via Apex REST callouts enabling **intelligent case routing**
– **Reduced average case resolution time by 30%** through automated responses
– Conducted **stakeholder workshops** to gather requirements and demonstrate solutions

Field Service Lightning Enhancement   April 2023 – December 2023
Client: Fortune 500 Conglomerate (Honeywell)

– Enhanced **Salesforce Field Service Lightning** for enterprise service operations
– Designed Flows and custom LWC components improving **technician productivity by 25%**
– Optimized Batch Apex and Triggers reducing **processing time by 50%**
– Implemented granular security model using profiles, permission sets, and sharing rules
– Performed **GAP analysis** and provided technical recommendations

ERP Data Cleanup – Data Migration   January 2022 – March 2023
Client: Technology and Manufacturing Company

– Developed Salesforce-based data cleanup application for **ERP integration**
– Migrated **2M+ records** using Data Loader and Batch Apex with deduplication
– Built real-time REST APIs achieving **40% reduction in data inconsistencies**
– Designed ETL processes for large-scale **data transformation and validation**

Master Data Management Hub – MuleSoft Integration   October 2020 – December 2021
Client: Multinational Media Company

– Implemented **Salesforce MDM Hub** as single source of truth for client data
– Designed optimized data model with fuzzy-search and **duplicate detection**
– Developed Aura components for **data governance** workflows
– Built **MuleSoft integration** flows for enterprise data synchronization
– Implemented Platform Events for **real-time notifications**

KEY ACHIEVEMENTS

– Delivered Salesforce solutions for **Fortune 500 clients** including Amazon and Honeywell
– Achieved **40% improvement** in data quality through automated cleanup processes
– Reduced case resolution time by **30%** using AI-powered Service Cloud implementation
– Improved system performance by **50%** through code optimization and best practices
– Successfully participated in **5+ end-to-end Salesforce implementations** across diverse industries