

DUSHYANT SRIVASTAVA

Salesforce Technical Architect

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Noida, India



SUMMARY

I am a Salesforce Technical Architect with 9 years of experience in designing and implementing scalable Salesforce solutions. My expertise lies in Sales Cloud, Service Cloud, Experience Cloud, Omnistudio, and Integration. I have a proven ability to lead teams, conduct Proof of Concepts, and drive enterprise-level digital transformation, recognized for my contributions with the Achievers Award

EXPERIENCE

Sr. Technical Consultant

Salesforce

04/2022 - Present

Salesforce is a cloud-based software company that provides customer relationship management services

- Led the architectural design and implementation for large-scale Salesforce solutions
- Created Technical designs and best practices for scalable, high-performing systems
- Performed Proof of Concepts (POCs) for challenging technical requirements
- Mentored and guided cross-functional teams, ensuring best practices in Salesforce development and integration
- Defined and implemented best practices, performing code reviews and ensuring adherence to Salesforce architectural standards
- Coordinated CI/CD deployments, reducing release cycle time by 20%
- Key Projects: Connect Now (Australia) – Optimized customer onboarding and improved Digital Funnel efficiency, AGL (Australia) – Developed and streamlined Salesforce integration strategies for energy sector operations

PROJECTS

Various

Various projects leading to significant improvements in processes and integrations

- Designed and implemented an automated contract and order management system, reducing processing time by 40%
- Led API integrations with billing and ERP systems, ensuring high data integrity and scalability
- Refactored legacy code, optimizing platform performance by 25%
- Mentored junior developers, boosting team productivity and ensuring development best practices

EDUCATION

Bachelor of Engineering

Rajiv Gandhi Proudtyogiki Vishwavidyalaya, Indore Institute of Science & Technology

08/2012 - 05/2016

SKILLS

Agile	Apex	AWS	Azure
Confluence	CPQ	ERP	ETL
GCP	Git	JavaScript	Jenkins
JIRA	Middleware	REST	Salesforce
Scrum	Service Cloud	Soap	SOQL
SOSL	Visualforce	SOAP API	Gmail
Batch			

CERTIFICATION

Salesforce Certified Administrator

Salesforce Certified Platform Developer I

Salesforce Certified Platform Developer II

Salesforce Certified App Builder

Salesforce Certified Sales Cloud Consultant

Salesforce Certified Service Cloud Consultant

Salesforce Certified JavaScript Developer - I

Salesforce Certified Experience Cloud Consultant

Salesforce Certified Omnistudio Developer

Industries CPQ Developer

Manufacturing Cloud Accredited Professional

Salesforce Certified Data Architect

Salesforce Certified Sharing and Visibility Designer

Salesforce Certified Application Architect

Salesforce Certified System Architect

Salesforce Certified AI Associate

KEY ACHIEVEMENTS



Achievers Award

Recognized with the Achievers Award for outstanding contributions in the field of Salesforce solutions and digital transformation