

RAGINI GAURAV

Salesforce Developer

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Seeking a challenging position in an organization that will help me utilize my salesforce skills in CRM Space, learning things & enhancing overall efficiency of related activities

EDUCATIONAL CREDENTIALS

Qualification	Institution	Grade	Year
BTech(CSE)	Manipal University Jaipur	9.61 CGPA	2021
XII(Intermediate)	Satyam International School - CBSE Board	88.6%	2016
X(High School)	St. Karen's High School - CBSE Board	10 CGPA	2014

KEY SKILLS

- **SALESFORCE** - Data Model, Salesforce Security, Process Builder, Flow Builder, Lightning App Builder, SOQL, DML, Apex, Triggers, Asynchronous Apex, Test Classes and LWC
- Salesforce Order Management System and Salesforce Omni Channel Inventory
- Titan ISV - for dynamic web forms
- **TOOLS** - VS Code, BitBucket, Github, Data Loader, Workbench, JIRA, Developer console

PROFESSIONAL EXPERIENCE

Deloitte Consulting, India

Salesforce Developer

Nov 2021 - Current

Hyderabad

- Collaborated closely with stakeholders and project team to gather and comprehend business requirements, crafting user stories, and actively participating in solution design for the project.
- Implemented custom solutions for client requirements by leveraging a combination of Apex Classes, Triggers, Schedulable Apex, Batch Apex, and Flows. Prioritized efficient data processing and optimized code to mitigate governor limit issues.
- Developed various user-friendly forms utilizing Titan ISV and its seamless integration with the Salesforce platform. Additionally, designed and executed a comprehensive multi step custom approval process, with a focus on establishing formal agreements between the World Health Organization (WHO) and external organizations for collaborative endeavors.
- Led the development of Track Changes functionality, a feature aimed at enhancing the form review process for users, using Titan, Salesforce Flows and Apex Classes. It enabled users to easily monitor and review modifications made to forms, thereby improving transparency, accuracy, and collaboration within the workflow.
- Developed proficiency in Apex development, Flows, and LWC within the Salesforce Order Management Product, encompassing both standard and customized solutions. Created functionalities that optimized various stages of the order lifecycle, including order capture, fulfillment, shipping, payment processing, and services, tailored specifically to meet the requirements of an US client in B2C commerce business.
- Created functionality to assist Customer Service Representatives (CSRs) in placing corporate orders through CSV uploads. Leveraged Batch Apex and Schedulable Apex to automate the creation and fulfillment of these bulk orders.

- Did POC and successfully delivered Omni Channel Inventory module, which was first-of-their-kind implementations in B2C practice, through customization of Out-Of-The-Box flows and APIs. It enhanced the inventory management with real-time visibility across channels and optimizing operational efficiency. Developed routing logic for inventory reservations, facilitating order fulfillment from optimal locations based on inventory availability and recipient proximity.

Capgemini, India

Intern, .NET Developer

Jan 2021 - Apr 2021

Bangalore

- Interned as an Analyst, developing a Banking system project using .NET. Utilized Web API for Admin and Customer functionalities, and Microsoft Identity Provider for robust Authentication and Authorization.

CERTIFICATIONS

Platform Developer I
Salesforce Certified Administrator

PERSONAL SPECIFICS

DOB: 9th April 1998

Hobbies: Painting, Crafting

Languages Known: English, Hindi