

Jayakumar Sahu

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Summary

- Salesforce Developer proficient in designing, developing, testing, documenting, and deploying business solution on the salesforce platform.
- Apex & LWC Proficiency: Skilled in developing Triggers, Apex Classes, Lightning Web Components (LWC).
- Practical knowledge of salesforce Object Query Language (SOQL) and Salesforce Object Search Language (SOSL).
- Third-Party Integrations: Proven experience in integrating Salesforce with external systems via REST API and web services.
- LWC & UI Development: Expert in building modern, responsive user interfaces using Lightning Web Components (LWC) and leveraging JavaScript, HTML, and CSS.
- Salesforce Administration: Extensive experience managing user setups, profiles, custom objects, workflow rules, and performing complex data transformations.
- Proficient in building business process automations, Flows.
- Declarative Salesforce Solutions: Advanced skills in creating validation rules, and Formatting.
- Data Migration & Configuration: Skilled in data migration using Apex Data Loader, and deploying solutions using Salesforce best practices.
- Salesforce Ecosystem: Up-to-date with Salesforce releases, governance limits, and performing upgrades to maintain system integrity and security
- Hands-on Experience with Salesforce security model and maintaining data integrity best practices.
- Comprehensive knowledge of Salesforce analytics including Reports, Dashboards, Bucket Fields, and Reporting Snapshots.
- Experienced in leveraging Salesforce CRM to streamline business processes, enhance customer relationships, and drive organizational growth.
- Experienced Mentor: Good track record of mentoring employees to develop skills, achieve career growth, and enhance performance.
- Strong communication skills, enabling clear and effective information exchange.

Skills

- Salesforce Apex Triggers
- Lightning Web Component (LWC)
- Flows
- Salesforce Security model
- SOQL&SOSL
- Integration-Rest API
- Salesforce analytics
- HTML
- CSS
- JavaScript
- Java

Work Experience

Tata Consultancy Services

Aug 2020 – Aug 2024

Process Mentor

- Acted as Process Mentor for 4 years in the training team, guiding new joiners and trainees through structured onboarding and learning modules.
- Delivering Constructive Feedback: Provided actionable feedback to team members, contributing improvement in individual performance metrics and fostering a culture of continuous learning and skill enhancement.
- Conducted regular training sessions on tools, processes, and best practices to ensure skill development and role readiness.
- Automated dashboard publishing via email, ensuring timely updates to management and stakeholders.

Education

Rani bai Agnihotri college of Computer and Information Technology
MCA

Aug 2013 – Jun 2017

Bajaj College of Science
Bachelor of Science (Computer Science)

Jun 2017 – May 2020

Project Work

- **HR Management System:** Designed and implemented a comprehensive HR Management System on the Salesforce platform for a large banking client to streamline employee lifecycle management, automate training workflows, track historical employee data, and manage sensitive financial integration such as payroll, bank account details, and credit card assignment.
Tools & Technologies: Salesforce Sales Cloud, Apex, LWC, SOQL, Flows, Reports & Dashboards, REST APIs

Residential society management application: Developed a Salesforce-based application to digitally manage the day-to-day operations of a residential society. The solution centralized society member records, staff information, maintenance billing, and visitor tracking, enhancing transparency, automation, and communication between residents and the management committee
Tools & Technologies: Salesforce Platform, Apex, LWC, SOQL, Flows, Reports & Dashboards.