Kunal Jaiswal

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Salesforce developer

Salesforce Developer with **4 years of experience** designing and developing custom applications, integrating external systems, and collaborating with sales and marketing teams . Exceptional skills in Apex, Visualforce, Lightning Web Componnets , and web services, with a strong commitment to delivering high-quality solutions and providing excellent technical support. Proven track record in improving customer engagement on experience sites by 25% and increasing sales revenue by 15%.

WORK EXPERIENCE

Salesforce developer

Royal Dutch Shell • Bengaluru, Karnataka, India • 04/2022 - Present

Shell Energy Project is a digital-first B2C utilities business was set up to supply electricity & CO_2 compensated gas to households Netherlands.

- Implemented Salesforce Communities with LWC, Apex, VIocity, Salesforce Configuration, CPQ , Aura components . This was used by 10k+ users in the Netherlands for their billing, payment and much more.
- Improved data accuracy by 40% and reduced data entry errors by 50% by integrating Salesforce with external systems using web services and APIs, resulting in increased operational efficiency and customer satisfaction.
- Integrated Salesforce with external systems using web services and APIs, improving data accuracy by 40% and reducing data entry errors by 50%. Collaborated with the sales team to create custom reports and dashboards, providing real-time insights into sales performance and increasing sales productivity by 20%.
- Played a pivotal role in a collaborative team of 15+ developers, ensuring the delivery of business requirements by coordinating with fellow developers.
- Have good knowledge on version control , deployment from VS Code via git to github , copado , change set .
- Created and maintained documentation for Salesforce development processes and followed best practices.

Salesforce developer

Capgemini India • Bengaluru, Karnataka, India • 12/2020 - 04/2022

Leading global consulting and technology services firm, delivering innovation and excellence in digital transformation solutions.

- Led initiatives in Sales Cloud, utilizing Lightning Web Components, Aura components, and Apex integrations with Price FX, a third-party CPQ.
- Achieved a remarkable 30% reduction in cognitive complexity through meticulous code optimization, enhancing project efficiency.
- Increased customer engagement data by 30% through implementation of Segment data analytics, resulting in better and improved customer satisfaction.
- We built an external stylesheet and deployed it in heroku and used the external stylesheet on the experience site. This helped to make the UI more customer driven and increased customer engagement by 30%.
- Implemented Salesforce security measures such as profiles, permission sets, and field-level security and moved previously built functionality from apex to Flows .

CERTIFICATIONS

Salesforce Sales Cloud Consultant • 01/2024 - Present
Expierence Cloud Consultant • 08/2022 - Present

Salesforce Omnistudio Consultant • 01/2022 - Present
Salesforce Platform Development 1 • 05/2021 - Present
Salesforce Omnistudio Developer • 05/2021 - Present
Salesforce Administrator • 10/2020 - Present

SKILLS

- **Salesforce Configuration:** Profile, Permission Set, Salesforce Work flow Automation, Record Sharing, Flows, Process Builders
- **Salesforce Development:** Apex, Integration, Lightning Component, Lightning Web Components, Visualforce Component
- **Salesforce Cloud:** Energy & Utilities Cloud, Experience Cloud, Sales Cloud
- **Salesforce Omnistudio :** Flex cards, Dataraptor, Integration Procedures, Omniscripts, Calculation Matrix, CPQ
- **Salesforce Data Management :** Import wizard, Dataloader, workbench
- **Version Control:** Git, GitHub
- **Programming language :** Python, Javascript
- **API Testing Tool:** Postman
- **Optimization:** Code review and quality assurance, Performance optimization
- **Soft Skills:** Communication and Interpersonal Skills, Adaptability and Flexibility, Time Management and Prioritization, Teamwork and Collaboration
- **Interests:** Continuous Learning, Open Source Collaboration Problem Solving and Analytical Thinking

PROJECTS

API Integration between Salesforce and Quickbooks

Personal Project

- Created contacts and tickets from salesforce to Quickbooks using Authentication via OAuth 2.0.
- Technology Used - Apex , Flows , LWCs ,Visualforce Page Custom Metadata

API Integration between Salesforce and Google events

Personal Project

- Created google events in my gmail account with the help of Salesforce integration to google events and Authentication via OAuth 2.0 with Implicit code
- Technology Used - Apex , Flows , LWCs ,Visualforce Page Custom Metadata

Self portfolio , Alaram Clock , Currency Convertor , BMI Calculator

Personal Project

- Using Expierence cloud create a self porfolio displaying all my acheivements , awards cerification , work expierence .
- Technology used - LWC , LWR ,LWC OSS , salesforce data model , apex , salesforce configuration , Third Party APIs.

https://shell-7c.my.site.com/

EDUCATION

Bachelor of Technology in Electrical and Electronics

K.I.E.T Group of Institutions • 05/2016 - 09/2020