



Paranj Sharma

Salesforce Developer with 6 years of experience in multiple Industries focusing on Salesforce Development on multiple clouds and solving business problems with technological solutions. When I am not working, you can find me travelling, hiking or playing any Sport .

CONTACT

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SKILLS

- Salesforce Multi-Cloud: Sales Cloud, Service Cloud, Field Service, Industry Cloud
- Support & Maintenance: Incident resolution, service requests, user management, performance tuning, configuration (profiles, roles, permissions), documentation
- Development & Customization: Apex, LWC, Aura, Visualforce, Flows, Omnistudio (OmniScripts, Flexcards, DataRaptors, Integration Procedures)
- Integrations: MuleSoft APIs, REST/SOAP, Outlook, Google Suite, SSO, SAP (via middleware)
- Deployment & Quality: Git, Copado, CI/CD, SonarQube (static code analysis), Workbench, Data Loader
- Methodologies: Agile, SDLC, Code Reviews, Unit Testing, Release Management

EXPERIENCE

Senior Salesforce Developer Tech Mahindra

- 12/2022 - Current
- Working as Senior Salesforce and Vlocity Developer on building Salesforce
- Provide L3 Salesforce support for Sales & Service Cloud, troubleshooting incidents, analyzing root causes, and delivering permanent fixes.
- Created lightning web components for implementing custom functionalities and screens
- Built a complete order process guided flow using vlocity omniscript and LWCs.
- Worked on solutioning the story, handling the business requirements.
- Ensured code quality through unit testing and static analysis (SonarQube); contributed to CI/CD deployments via Copado
- Worked on Multiple Salesforce Implementations in both large and small teams.
- Created the email functionality for the client based on their requirement for different products
- Using flow for Email triggers and integrations.
- Using APEX, Visualforce, Rest API, Flows, CPQ, Configurations & Customizations.

Salesforce Developer Accenture

- 08/2019 - 12/2022
- Delivered application support and customizations on Sales, Service, and Field Service Clouds.
- Created flows and automation for system notifications and email triggers.
- Created and configured omniscript action elements such as DataRaptors, Integration Procedures, Remote Action, Set Values etc
- Worked on Salesforce support tools like workbench, Data Loader, Salesforce Inspector
- Created a new product for client using Vlocity Product Console and salesforce product modelling
- Created Orchestration plan for changing the submitted orders status from InProgress to Completed & Activated (Order management)
- Created and customized attributes and attribute category using Vlocity Product Console
- Using LWC, APEX, AURA, Rest API, Flows, CPQ, FSL Configurations & Customizations
- Conducted post-release monitoring, incident resolution, and

preventative measures to enhance platform stability.

CERTIFICATIONS

- Salesforce Certified Platform Developer I
- Salesforce Certified App Builder
- Salesforce Certified Administrator
- Salesforce Omnistudio Developer
- Copado Fundamentals 1.

INDUSTRY EXPERIENCE

- Telecom, Banking, Finance, Real Estate, Energy Provider.

PROJECTS

Automobile Client (Sr. Salesforce & Team Lead)

- Worked on configurations, Customization, and Integrations.
- With the help of Experience cloud and LWCs, build complete webpages for customer vehicle ordering portal
- Development, unit testing, test support and post-production support for all functionalities developed.
- Worked extensively on Apex classes, Test classes, Triggers, and Integrations.
- Worked on extensively on LWC for developing the customer experience journey for product ordering.
- Worked on the designing of User stories.

Sales and Communication Client (Sr. Salesforce & Vlocity Developer)

- Working as Senior Salesforce and Vlocity Developer on building Salesforce
- Worked on solutioning the story, handling the business requirements.
- Developed Stories Independently including building Custom Components using LWC and business processes on omniscrypt using omnistudio
- Works on Code Reviews, and refractored the clients apex test classes in a release.
- Responsible for checking apex class and the quality during every releases
- Created the email functionality for the client based on their requirement for different products
- Using flow for Email triggers and integrations.
- Using APEX, Visualforce ,Rest API, Flows, CPQ, Configurations & Customizations.
- Developed custom solutions on both sales and service cloud.

Communication based Client (Salesforce & Vlocity Developer)

- Customized standard objects such as Accounts, Quotes, Order, Pricebooks and Products
- Using flow for Email triggers and integrations
- Created and configured omniscrypt action elements such as DataRaptors, Integration Procedures, Remote Action, Set Values etc
- Worked on Salesforce support tools like workbench, Data Loader, Salesforce Inspector
- Created a new product for client using Vlocity Product Console, EPC, CPQ and salesforce product modelling
- Created Orchestration plan for changing the submitted orders status from InProgress to Completed & Activated (Order management)

- Created and customized attributes and attribute category using Vlocity Product Console
- Using LWC, APEX, AURA, Rest API, Flows, CPQ, FSL Configurations & Customizations

EDUCATION

2019

Bachelor of Technology Electronics & Communication
JECRC - Jaipur, RJ

2015

Senior Secondary PCM
SVM Public School - Jaipur