

SURESH PARMAR

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SUMMARY

Salesforce Developer with 2.8 years of experience in designing and implementing scalable solutions on the Salesforce platform. Proficient in Apex, Lightning Web Components (LWC), REST APIs, and automation workflows. Skilled at collaborating with cross-functional teams, enhancing user experience, and optimizing business processes through innovative Salesforce solutions. Focused on delivering high-performance applications aligned with business goals.

TECHNICAL SKILLS

- Apex Classes, Apex Triggers, Visualforce, SOQL, SOSL, Async Apex
- Lightning Web Components (LWC), Aura Components, Lightning Flow
- REST API, Integration using Postman, JSON, XML
- Profiles, Permission Sets, Data Loader, Sharing & Security
- Tools: Git, VS Code, Workbench, Developer Console

PROJECTS

Mburs – Taxi Service Management Project

- Developed a Salesforce Experience Cloud portal for Mburs, a taxi service platform enabling Admin, Manager, Driver, and hybrid roles (Driver/Admin, Driver/Manager) to log in and manage trips efficiently.
- Implemented role-based dashboards and permissions to display relevant data to each user type.
- Built a dynamic Driver Dashboard using LWC and server-side pagination for real-time trip visibility.
- Integrated FullCalendar.js to visualize trips by date with hover and click interactions to show trip details such as mileage, route, and trip status.
- Managed trip workflows (Approved, Rejected, Disputed, Pending) using Apex and Flows for end-to-end process automation.
- Leveraged Apex, LWC, and Visualforce for backend logic and Experience Cloud customizations.

Outlook Integration Project

- Developed full email functionality (send, reply, forward, draft) integrated directly within Salesforce.
- Built an LWC-based interface providing an Outlook-like experience with editable drafts and conversation threads.
- Integrated ChatGPT-powered AI drafting to auto-generate email content suggestions.

- Implemented REST API synchronization between Salesforce and Outlook for real-time data consistency.
- Used Apex classes and Triggers for backend email automation and data processing.

Salesforce-HubSpot Integration

- Developed a bi-directional integration between Salesforce and HubSpot using REST APIs.
- Handled create, update, and delete operations for Contact records across both platforms with real-time sync.
- Implemented robust error handling and retry logic to ensure reliable data transfer.
- Achieved consistent data visibility between sales and marketing teams.

SOP – System Optimization Process

- Created a Trailhead-style internal learning platform to streamline employee onboarding.
- Developed custom LWC components to manage hierarchical learning paths (Folder → Journey → SubJourney → Process → Step).
- Added progress tracking, completion checkboxes, and visual indicators for enhanced user experience.
- Enabled self-learning and reduced manual training time through interactive, guided modules.

Recruitment Management System

- Built a Salesforce-based recruitment system to automate the hiring process end-to-end.
- Automated workflows for resume screening, interview tracking, and onboarding using Flows and Apex.
- Designed an LWC-based interface for recruiters with search, filter, and tracking functionalities.
- Improved hiring efficiency and reduced manual workload significantly.

EDUCATION

- **Master of Computer Applications (MCA)**
Acharya Motibhai Patel Institute of Computer Studies, Ganpat University (2021–2023)
- **Bachelor of Computer Applications (BCA)**
Smt. B.K. Mehta IT Center, BCA College (2018–2021)

CERTIFICATIONS

- Salesforce Platform Developer I (Achieved)
- Salesforce AI Associate (Achieved)
- Salesforce AI Specialist (Achieved)