

PRACHI KASHYAP

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Salesforce Developer | Salesforce Admin | Frontend | Full-Stack | Software Engineer

EDUCATION

Master of Science in Computer Science (GPA 3.92), Portland State University Sept 2022 - Mar 2024
Bachelor's of Technology in Information Technology (CGPA 8.15), KIIT University, India July 2014 - Apr 2018

EXPERIENCE

Senior Salesforce Developer, Accenture, India Dec 2021 – July 2022

- Collaborated closely with web developers and database administrators within an agile framework, boosting customer satisfaction by 20% through enhanced user experiences.
- Developed and executed test classes, reducing defects by 30% and ensuring high-quality functionality.
- Implemented a testing strategy that improved efficiency by 40% and decreased defects by 20%, saving time and costs.

Salesforce Developer, Accenture, India May 2020 – Nov 2021

- Implemented an adaptive software development methodology, accelerating project delivery by 20%.
- Integrated CRM and Service Systems, reducing overhead costs by 30% and creating a user-friendly customer intake form, reducing completion time by 60%.
- Enhanced CRM functionality through stakeholder collaboration and automated testing, cutting manual testing by 30% and delivering comprehensive documentation.

Salesforce Developer, Accenture, India Apr 2018 – Oct 2020

- Configured Salesforce CRM data structures, including apps, objects, fields, and records; designed page layouts and compact layouts for optimal user experience.
- Developed and managed Salesforce reports (tabular, summary, matrix, joined) and dashboards; enforced data security with profiles, permission sets, roles, and sharing rules.
- Designed and implemented Salesforce automation with validation rules, process builder flows, and Apex triggers; proficient in data management with import wizards and data loader.
- Utilized SOQL and SOSL to optimize data retrieval processes for Salesforce.com objects such as Accounts, Contacts, Leads, Cases, Orders, and Products, resulting in a 20% reduction in data retrieval time.
- Collaborated with cross-functional teams to gather requirements and provided accurate project estimates that led to a 95% on-time project delivery rate.

PROJECTS

1. **Project: [PPE Detector](#)** Sept 2022 – Dec 2022

Overview: Developed a Personal Protective Equipment (PPE) web application with a focus on frontend and backend development, successfully creating a visually appealing and responsive interface. This led to a 40% increase in user engagement. Utilized **JavaScript, React, CSS, and Bootstrap** to optimize the app's functionality and design, effectively halving the page load time for users.

2. **Project: [Sentiment Analysis Tool](#)** Sept 2022 – Dec 2022

Overview: Developed a website using **Python and Streamlit** for analyzing customer reviews and tweets, effectively determining sentiment as positive or negative, thereby offering crucial insights to businesses. Enhanced the website with a focus on user-friendly design, leading to a 20% increase in user engagement and retention.

3. **Project: [Weather and Information App](#)** Sept 2023 – Dec 2023

Overview: Developed a web application using **Python, HTML, and API integration**, featuring real-time weather updates and geographic visualizations with Google Maps Geolocation, OpenAI, and OpenWeatherMap APIs. This blend of AI-generated content and dynamic weather data boosted user interaction. Also, implemented an adaptive design for cross-device compatibility, enhancing user satisfaction by 20%.

SKILLS

Languages: Java, Python, HTML, CSS, JavaScript, React, Node.js, Rust, C, Bootstrap

Database: SQL, NoSQL, PostgreSQL, MongoDB

Software: Salesforce, Copado, Jira, GitHub, GitLab, Mulesoft, Eclipse, Google Cloud Platform, Confluent, Postman

Salesforce: Sales, Service, Marketing and Community Cloud, SOAP and REST APIs, Outbound Messaging, Reports & Dashboards, Lightning Web Components, Visualforce Pages

CERTIFICATIONS

Salesforce Certified Admin, Salesforce Certified App Builder, Salesforce Certified PD1, Double star ranger