

# PRASANNA ANJANKAR

Salesforce Developer ♦ Nagpur, India

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## PROFESSIONAL SUMMARY

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**7x Salesforce Certified Developer with 2+ years** of experience working across **Service, Health, Sales and Experience Cloud**. Skilled in analyzing user stories and transforming requirements into robust and scalable implementations, and implementing them through customization and configuration. Worked in Agile methodology, actively contributing to sprint planning, development, and delivery of high-quality solutions. Strong in collaboration, problem solving, and ensuring business needs are met with secure, efficient, and user-friendly Salesforce implementation.

## SKILLS & TOOLS

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Technical Skills	Triggers, <b>Batch Apex</b> , <b>Queueable Apex</b> , <b>Flows</b> , <b>Lightning Web Components</b> , <b>REST API</b> , Platform Events, Salesforce Configuration and Customization, OmniScripts, Salesforce Object Query Language (SOQL), JavaScript, Java.
Salesforce Clouds	Sales Cloud, Service Cloud, Health Cloud, Experience Cloud
Tools	<b>VS Code</b> , <b>Jira</b> , <b>Git</b> , <b>GitHub</b> , Salesforce tools like Workbench, Salesforce Inspector, Salesforce DX, Data Loader.

## EXPERIENCE

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Senior Software Engineer

**Persistent Systems**

Sep 2023 - Present

*Pune, India*

- **Reduced the operational overhead by almost 30%** by streamlining workflows and improving data visibility using API integration, **Apex classes and LWC**.
- **Integrated external systems with Salesforce using the REST API** to ensure smooth data exchange.
- Designed and enforced **logging, error handling and retry mechanism using Apex**
- Developed Salesforce triggers using the **trigger framework (handler pattern)**. Implemented Async Apex and optimized SOQL queries to enhance functionality and ensuring seamless data flow.
- **Applied best coding practices** to ensure average code coverage of **90%** for **Apex test classes**.
- **Ensured security** by configuring Salesforce sharing rules, permission sets, and profiles.
- **Collaborated with clients** to gather requirements and resolve business challenges.
- **Enhanced user experience** by setting page layouts and lightning record pages.
- Performed deployment activities using **DevOps practices with git/GitHub and VS Code**

## EDUCATION

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Bachelor of Computer Technology, [Yeshwantrao Chavan College of Engineering](#) (CGPA - 8.63) 2019 - 2023

## PROJECTS

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**Patient Management for Radiology and Contact Center:** Built a Patient 360 dashboard enabling faster query resolution. Developed Batch Apex and Queueable Apex to sync Health Cloud data with Marketing Cloud for targeted campaigns ensuring governor limit compliance. Bridged RIS with Salesforce via REST API for real-time patient data. Configured Omni-Channel for live chat/voice handling and set up Experience Cloud for centralized knowledge management. Managed **Roles** and **Profiles**. Built and customized **Reports and Dashboards**

**Insurance Process and Hospital Services:** Automated insurance workflows. Established data synchronization between client's systems and Salesforce using REST API for real-time data, quote/proposal creation for insurance, patient verification. Created complex Custom Medical Questionnaire form using LWC to capture patient medical data. Built record-triggered/screen flows for Lead and Opportunity management, configured Salesforce Security, and added a third-party chatbot using Bring Your Own Chat (BYOC) for improved customer engagement.

## ADDITIONAL PROJECTS

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- **Devotee Management: Integrated Google Forms with Salesforce** to manage devotee contacts on Salesforce CRM and keep track of all the accounts of SSSO UK. Performed **data modeling** by creating **custom objects, fields and relationships** to support business process
- **Game Search:** Built a Salesforce Community site (Experience Cloud) to explore a wide variety of PC and browser games using LWC and API Key-based authentication, where the user can search games based on platform and category.

## CERTIFICATIONS

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- Platform Developer 2
- Platform Developer 1
- Salesforce Administrator
- JavaScript Developer 1
- Experience Cloud Consultant
- Platform App Builder
- AgentForce Specialist

## ACHIEVEMENTS

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- **Bravo - Team Award:** For excellent quality work done in delivering critical features on time.