PRIYANKA VENKATESH

SENIOR SALESFORCE DEVELOPER WITH 5+ YEARS OF EXPERIENCE IN IT

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OBJECTIVE

Highly skilled Salesforce Developer with 4+ years of dedicated experience in Salesforce development and 5+ years of overall professional experience. Proficient in Apex, Visualforce, Apex web services (REST), and Lightning Web Components. Strong problem-solving abilities with a proven track record of delivering high-quality solutions. Committed to continuous improvement and staying updated with the latest Salesforce technologies. Experienced in Sales Cloud, Service Cloud, Salesforce Commerce Cloud, and Consumer Goods Cloud. Quick learner with a passion for learning new technologies and tools.

EXPERIENCE

Dhee Services - Senior Salesforce Developer
Location – Remote
From – 11/2023 To - Present

- Proficient in Salesforce Commerce Cloud (formerly Demandware) and B2B Commerce applications.
- Managed Salesforce B2C/B2B Commerce administration, delivering high-quality, scalable solutions for Business to Consumer eCommerce clients.
- Expertise in Custom Object Design, Workflows, Approval Processes, APEX Triggers, and Classes Development.
- Skilled in Lightning Conversion and Component Development, Web Services, API integrations.
- Experience in Sales Cloud and Service Cloud configuration, solution design, Lightning Integration, and RESTful integrations.
- Proficient in HTML, CSS, Javascript, jQuery, AJAX, and LWC frameworks.
- Hands-on experience as a Salesforce Administrator, managing users, profiles, roles, permission sets, workflows, backups, reports, data fixes, and more.
- Led Consumer Goods Cloud solutions (Salesforce Retail Application) development and implementation, optimizing sales and distribution processes.
- Worked across Salesforce clouds including Sales, Service, Commerce Cloud, Consumer Goods Cloud, and Experience Cloud.
- Designed and implemented custom Apex classes and triggers to meet specific business requirements.
- Developed Lightning Web Components (LWC) for responsive and user-friendly interfaces.
- Utilized CI/CD processes, Copado, and GIT for automated testing, build automation, and deployment, ensuring faster and reliable software releases.
- Collaborated with stakeholders to gather and analyze requirements, translating them into effective technical solutions.

- Integrated Salesforce with external systems for seamless data flow and communication.

IQVIA - Salesforce Developer
Location – Bengaluru
From – 12/2019 To – 10/2023

- Developed custom Apex classes and triggers to automate complex business processes, reducing manual efforts and improving data accuracy.
- Designed and developed Lightning Web Components (LWC) to create dynamic and responsive user interfaces, resulting in improved user experience and increased productivity.
- Developed Lightning Web Components (LWC) within Salesforce Experience Cloud to extend the platform's capabilities and provide a seamless user interface.
- Integrated external systems with Salesforce using REST API web services, ensuring data synchronization and seamless user experience.
- Enhancements & configuration changes as per requirement using deployment tools like GIT and Copado.
- Led the implementation and optimization of Copado CI/CD processes for Salesforce development, significantly reducing deployment times and improving code quality.
- Conducted thorough testing and validation of Salesforce customizations and configurations after each release to identify and address any issues or compatibility concerns.
- Worked closely with stakeholders to prioritize and implement new features and enhancements introduced in each OCE (IQVIA Salesforce app) release, aligning them with business requirements.
- Implemented Salesforce configurations such as custom objects, fields, validation rules, workflows, and Process Building automation to automate and streamline business processes.
- Experience with tools like JIRA, Confluence, DTK.

Cognizant Technology Solutions - Engineer Trainee
Location – Bengaluru
From - 01/2019 To - 09/2019

- Worked as Network Engineer, troubleshooting and solving technical issues for clients. Worked on Citrix receiver. Worked on RDP, Putty tool, and servers.

EDUCATION

Bachelor of Engineering: Computer Science
SVCE, Vishveshwarya Technical University
Bengaluru, IN - 07/2014 - 06/2018

SKILLS & TOOLS

- Lightning web Components (LWC)
- Apex Triggers

- Asynchronous Apex
- Salesforce Configuration
- Salesforce security model
- Salesforce Integration (REST API)
- Experience Cloud
- Salesforce Sales Cloud
- Flows
- JavaScript
- HTML
- CSS
- Object-Oriented Programming
- Agile/Scrum Methodologies
- Problem-solving and Troubleshooting
- Copado
- Jira and Confluence
- VS code
- Salesforce CLI
- GIT
- AWS

CERTIFICATION
- SALESFORCE ADMINISTRATOR 201
- SALESFORCE PLATFORM DEVELOPER 1
- SALESFORCE PLATFORM APP BUILDER
- COPADO FUNDAMENTALS 1