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, 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. * Experience in Sales Cloud and Service Cloud configuration, solution design, Lightning Integration, and RESTful integrations. * Hands-on experience as a Salesforce Administrator, managing users, profiles, roles, permission sets, workflows, backups, reports, data fixes, and more. * Built row custom actions using screen flows. * 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 like Batch class, Schedulable class, Future methods to meet specific business requirements. * Followed best practices while building Apex classes by optimizing code to respect Salesforce governor limits, ensuring efficient resource usage, bulkification of queries, and streamlined execution for high-performance and scalable solutions. * 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 using REST API 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. * Integrated Salesforce with ERP applications like SAP to ensure seamless data flow and consistency across platforms, enhancing operational efficiency and visibility. * Proficient in HTML, CSS, Javascript, jQuery, AJAX, and LWC frameworks. * Built Visual Force pages for generating custom quotes and sending emails with attachments. * Performed data mapping during the integration of Salesforce with other applications, ensuring accurate data synchronization and consistency across systems. * 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  **Statement of Comparibility issued by UK ENIC confirming equivalence of Bachelors of Engineering to UK standards.**  UK ENIC reference: 4002127710 |  |
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| 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 |  |
| CERTIFICATIONSalesforce Administrator 201Salesforce Platform Developer 1Salesforce PLATFORM APP BUILDERCopado Fundamentals 1 |  |
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