



RACHIKA

SALESFORCE DEVELOPER

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EDUCATION

BACHELOR'S OF ENGINEERING AND TECHNOLOGY

(Information Technology)

SKILLS

Administration
Async and Sync Apex
Salesforce Einstein
SOQL
LWC Framework

CLOUDS

Service cloud
Field Service Lightning
Experience Cloud

CERTIFICATIONS



Salesforce Certified
Administrator

PROFESSIONAL EXPERIENCE

DEVELOPER (Salesforce Developer)

Company BangMetric

01/2023–Present

- Expertly crafted customized solutions for streamlining corporate processes using their understanding of Salesforce.
- Skilled in FSL and Service Cloud, work cross-functionally to develop, implement, and manage solutions that improve organizational effectiveness.

Experience

Jan 2023–Present

Salesforce Developer

I possess extensive experience in Salesforce development and integration. My proficiency includes the implementation of **Lightning Web Components (LWC)**, **apex classes**, **batch classes**, and **asynchronous methods**, **Governor Limits** showcasing a comprehensive skill set. With a deep understanding of Salesforce architecture and **best practices**, I am dedicated to delivering high-quality solutions that align with clients' business goals. I am eager to contribute my expertise to future projects and drive innovation in Salesforce solutions.

July 2022– December 2023

Salesforce Administrator(Internship)

As a Salesforce Administrator, I possess comprehensive expertise in all aspects of Salesforce administration, ranging from configuring and optimizing reports and dashboards to crafting complex **apex triggers**, **process builder**, **automation flows**, **object** setup. My proficiency extends to creating **validation rules**, **duplicate rules**, **workflow** managing **user profiles**, user management, and crafting precise **security and permission sets**, **OWD setup**, **data management**. With a deep understanding of Salesforce's capabilities like **community site**. I leverage these tools to streamline processes, enhance data accuracy, and empower teams to make data-driven decisions. My diverse skill set in Salesforce administration equips me to drive organizational efficiency and maximize the value of the Salesforce platform. these tools to streamline processes, enhance data accuracy, and empower teams to make data-driven decisions. My diverse skill set in Salesforce administration equips me to drive organizational efficiency and maximize the value of the Salesforce platform.



PROJECT EXPERIENCE



PROJECT DESCRIPTION:

In collaboration with a leading medical equipment provider, we implemented a comprehensive Salesforce solution to create a unified mobile platform. Our solution automates key processes for healthcare providers, streamlines field worker management, manages orders and assets, and controls inventory. By leveraging Salesforce's capabilities, we customized Sales Cloud for lead management, Service Cloud for customer service, Community Cloud for collaboration, and Field Service Cloud to optimize field operations. This comprehensive solution represents a significant advancement in the medical equipment industry.



RESPONSIBILITIES

- Implemented and customized Service Cloud functionalities, including case management and knowledge base integration and Einstein chat bot.
- Developed and optimized UI components for product management using Lightning Web Components (LWC) and Apex.
- Created automated workflows and processes within Service Cloud using custom flows to streamline operations.
- Provided ongoing support and maintenance for Service Cloud functionalities and UI components post-implementation.
- Collaborated closely with stakeholders to gather requirements and translate them into effective Salesforce solutions, driving project success and user satisfaction.

Skills

- Service cloud, Field Service Lightning, Salesforce flow, Lightning web component, Lightning message service, Pubsub, Apex Test Class, Wrapper class, Functional Testing , Platform Events, Asynchronous and synchronous apex, Salesforce Trigger.



PROJECT DESCRIPTION:

Our team developed an Event Management System utilizing Sales Cloud and Experience Cloud. This system enables efficient organization and management of events, including attendee and location information. Leveraging Sales Cloud, we provided robust functionalities for event planning and attendee tracking. Integration with Experience Cloud ensures a user-friendly interface for seamless communication, registration, and access to event details, revolutionizing event management for our clients.



RESPONSIBILITIES

- Conducted thorough analysis of project requirements to understand automation needs and integration points across Sales Cloud, Service Cloud, and Experience Cloud.
- Designed and implemented automation solutions using flows, triggers, and configurations tailored to the specific needs of the project.
- Configured Sales Cloud functionalities to optimize event planning, attendee management, and tracking processes.
- Implemented configurations within Service Cloud to enhance customer service and support capabilities related to event management.
- Executed configurations within Experience Cloud to create a user-friendly interface for event registration, communication, and access to event details.

Skills

- Salesforce Admin, profile and permission set, salesforce flow, report and dashboard, OWD, Role hierarchy, Assignment rule, Knowledge Article, case management, Community site, Data Loader, Sharing Rule, Field level security, work Flow Rules, Process Builder, Object customization.