

# Muskan Chouhan

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## PROFESSIONAL SUMMARY

I am 2x Salesforce Certified. Salesforce developer and administrator with experience in building custom applications. Skilled in Salesforce configuration, data management, and user support. Proficient in creating reports, dashboards, and workflow automation to streamline business processes. Strong problem-solving and communication abilities, with a track record of collaborating with cross-functional teams to deliver solutions that meet business objectives. Seeking to leverage my skills and expertise to contribute to the success of a dynamic organization.

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## WORK EXPERIENCE

### Previous Company Detail -

Job Title: Salesforce Developer and Administrator  
Company Name: Cloudiate Information Technology  
Year of Experience: 1 May 2021 to 11 Aug 2024

### Current Company Detail –

Job Title: Salesforce Developer and Administrator  
Company Name: Oak Tree Software  
Year of Experience: 12 Aug 2024 to Current

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## SKILLS

Programming Languages: Apex, Aura, JavaScript, LWC.  
Scripting Language: HTML, CSS, Bootstrap  
Salesforce Administration: Workflow, Process Builder, Flow, Approval Process, Sales Process, Profiles, OWD  
Tools/IDE: Force.com, Data Loader, VS Code, Developer Console, Microsoft Office  
CRM Tools: Salesforce.com

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## PROJECTS

### PPES (Pardada Pardadi Educational Society)

Dec 2023 – July 2024

#### Salesforce Developer

Pardada Pardadi Educational Society is a non-profit organization based in India. We (Cloudiate PVT. LTD.) have developed a business management system on Salesforce. This system covers the business areas of donation management, sponsorship management, student performance management, and microfinance management. In this project, I am doing Development work like Creating Apex class, Trigger, Flow, etc. Involved in building schema that defines the relationship between objects. Worked on the development and maintenance of the different phases of the project. I worked on aura component design for some custom lightning pages using slds classes.

### Ordway

July 2022 - Jan 2024

#### Salesforce Administrator and Tester

Ordway is a smart billing and revenue automation platform for growing businesses that simplifies how you price products, send invoices, collect payments, recognize revenue, and much more. It is based on CPQ (ConfigurePrice & Quote). It is a sales tool for companies to provide accurate pricing with any given product configuration scenario. In this project, we get the ticket from JIRA. The client provides us with the description

of the tickets and we test the tickets. If we have any queries regarding the tickets we can directly communicate with the client, with the help of comments. We test standard functionalities and client scenarios. We checked the integration of Ordway to Salesforce for using the Ordway functionalities. In this project we are doing the following types of testing:

- 1. Regression Testing
- 2. End-to-end Testing
- 3. Unit Testing

In Salesforce Administrator work - Custom setting, permission set, reports etc.

Finezza

July 2021 - Jan 2022

Salesforce Administrator and Developer

Finezza provides a lending lifecycle management platform and Credit Evaluation Services. We (Cloudiate Pvt Ltd) are developing two Salesforce-managed packages that will enable organizations using Salesforce to use Credit Evaluation Services provided by Finezza. These Salesforce App Exchange Apps will communicate between Finezza and Salesforce through APIs.

In Finezza we have two managed packages one is DICE and the second is Precisa. The DICE package uploads student-related documents like Adhar cards, pen cards, bank statements, etc. And In the precisa package, we uploaded bank statements. In this project, I designed multiple LWC components like the homepage. I worked on Standard functionalities like Data Modeling, Field Creation, and Profile level access. In Lwc I worked Chid to parent communication using custom events, Parent to child communication, and unrelated component communication.

PW(Pristine Water)

Oct 2023 – June 2024

Salesforce Administrator

Pristine Water is a leading electro-chlorination system manufacturer & amp; supplier that caters to Indian and global markets for water treatment through electrochemistry. We (Cloudiate PVT. LTD.) have an Inventory management system on the Salesforce platform. I worked on various standard functionalities workflow, validation, process builder, page layout, user, profiles, permission set, custom setting, reports, and dashboards. In deployment, deploying data from dev org to QA and QA to production org, data loader & data import wizard to export and import data. In Apex, Create triggers to perform automation as per the scenarios and write test cases for many Apex classes. Responsible for the maintenance of the system by handling every request of the client to date.

Support Solutions

Aug 2024- Present

Salesforce Developer

We (Oak tree team) Created community site in salesforce. I am working on Configured Case Record Types to manage different case categories (e.g., Technical Support, Product Defects, Customer Issues). Develop some screen flows, give some permissions, creating custom pages (LWC), write batch classes.

| EDUCATION                        |             | CERTIFICATIONS                                                       |
|----------------------------------|-------------|----------------------------------------------------------------------|
| Master of Computer Application   | 2021 - 2023 | Salesforce Certified Administrator<br>Certificate ID: 3538660        |
| RGPV Bhopal                      | 82%         |                                                                      |
| Bachelor of Computer Application | 2018-2021   | Salesforce Certified Platform App Builder<br>Certificate ID: 3938071 |
| Vikram University, Ujjain        | 74%         |                                                                      |
| Higher Secondary School          | 2017-2018   |                                                                      |
| MPBSE, Bhopa                     | 81.40%      |                                                                      |
| High School                      | 2015-2016   |                                                                      |
| MPBSE, Bhopa                     | 84.66%      |                                                                      |