

SAURABH PATIL



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ABOUT ME

Results-driven Software Developer specializing in Salesforce CRM development with expertise in Apex, LWC, and third-party API integrations. Skilled in Sales Cloud, Service Cloud, Experience Cloud, and FSC to optimize workflows and enhance user experiences. Experienced with Generative AI, Einstein Copilot, and Prompt Builder to drive business growth and efficiency.

EDUCATION

2022

Dr Babasaheb
Ambedkar Technological
University, Lonere

Bachelor of Technology (B.Tech)

Completed B.Tech in Mechanical Engineering in 2022 with a strong interest in technology. Gained hands-on experience in Java, C, and C++ while exploring various technological domains during this time.

PROJECTS

4 Months

RecruiterPro

- Developed RecruiterPro, a Salesforce app for automating candidate sourcing and selection.
- Enhanced recruitment efficiency with integrated objects and automated notifications.

1 Months

SkynetWeather App

- Developed SkynetWeather using Salesforce, Apex, and LWC to provide real-time weather updates via third-party API integration.
- Enhanced user experience with customizable alerts and a dynamic interface.

10 Months

GPT.AI

- Developed GPT.AI using Salesforce technologies like LWC, Apex, Flow, ConnectAPI, and Experience Builder, enabling secure and automated responses with an engaging user experience.
- Integrated Salesforce Prompt Builder and Einstein Generative AI for intelligent multilingual support (50+ languages), along with text-to-speech, speech-to-speech, and speech recognition for seamless interaction.

7 Months

Einstein AI Chatbot for Intelligent Customer Interactions

- Developed an Einstein AI chatbot to automate customer interactions, reducing support queries by 30% through intelligent, real-time responses. Created custom Einstein Copilot actions to optimize agent workflows and automate routine tasks, enhancing overall self-service efficiency.

9 Months

Farmers insurance (farmers.com)

- Worked on Service Cloud to implement Web-to-Case, Email-to-Case, and Phone Integration. Developed LWC for call handling, created chat functionalities, and integrated Einstein Bots to enhance customer support and streamline case management.

CERTIFICATION

- Salesforce Certified Administrator (SCA)
- Salesforce Certified Platform Developer I
- Salesforce Certified platform developer II
- Salesforce Certified Javascript Developer I
- Salesforce certified AI Associate
- Salesforce Certified AI Specialist
- Salesforce Certified Data Cloud Consultant
- Salesforce Certified Service Cloud Consultant
- Agile Development Specialization
- EF Solo

LANGUAGES

- English
- Hindi
- Marathi

SKILLS

- Salesforce.com Administration
- Salesforce.com Development
- Salesforce GenAI
- Agentforce
- Prompt Engineering
- Salesforce CRM
- LWC
- Apex
- Salesforce Marketing Cloud
- Salesforce Testing
- Salesforce Einstein Copilot
- Salesforce Sales Cloud
- Salesforce FSC Cloud
- Salesforce Service Cloud
- Salesforce Experience Cloud

EXTRA CURRICULAR

NSS

Enthusiastic NSS volunteer fostering village growth via social and environmental initiatives. Committed to community empowerment.

Community Volunteer - Team Ashwamegh

I was a proud member of TEAM Ashwamegh, a go-kart racing team during my college Years. As a mechanical engineer, I contributed my skills to enhance the performance of our racing machines.