# Simran Chandna

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## Technical Skills

- **Salesforce Platform & Customization:** Apex (Classes, Triggers, Test Classes), Lightning Web Components (LWC), Visualforce, SOQL, SOSL, Flows, Process Builder, Validation Rules, CRM Analytics (Tableau CRM), Sales Cloud, Service Cloud, and Experience Cloud

- **Integrations & APIs: REST** API, SOAP API, Snowflake Integration.

- **Deployment & Integration:** Change Sets, ANT Deployment, Salesforce Data Loader, Workbench, Snowflake Integration, SOAP UI

- **Programming & Scripting:** JavaScript, SQL, SOSL, SOQL

- **Tools & Platforms:** Visual Studio Code, Git, GitHub

## Experience/Projects

**Optum, UnitedHealth Group**                                                    **August 2022 – Present**
*Salesforce Developer*                                                                      *Gurgaon, India*

- **Developed dynamic LWC pages**, completing Visualforce-to-LWC migration in a record 4 months
- Created scalable **Apex classes, triggers, and test classes with 95% code** coverage, ensuring stable deployments.
- Automated business logic using Flows, Validation Rules, and Process Builder, improving efficiency by 30%.
- **Automated data transfer from Snowflake to Salesforce,** processing 5,000 records daily, reducing manual ETL work by 90%.
- Built **CRM Analytics dashboards**, reducing reporting errors by 70% and manual efforts by 50%.
- Led end-to-end data migration, mapping and **integration of 200K+ records** from Snowflake to Salesforce CRM.
- Delivered **Knowledge Transfer sessions** to the ETL team, enabling 100% adoption of the new automation process.
- **Built an Einstein GPT chatbot** to answer business queries, saving 100+ hours/month.
- Proactively **debugged and resolved 50+ critical production issues**, ensuring minimal downtime and maintaining seamless business operations under tight deadlines.
- Acted as deployment expert, ensuring 24+ error-free releases across sandboxes and production environments.
- Conducted requirements gathering and designed scalable, compliant solutions, achieving 100% compliance.
- Collaborated on **Agile sprints**, consistently achieving 100% on-time delivery of CRM enhancements and fixes.

## Personal Projects

**E-commerce Website**                                                                      **Dec 2021 - Feb 2022**

- **Role:** Led JavaScript and backend development, implementing core shopping functionalities.
- **Tech Stack:** Python, Django, HTML, CSS, JavaScript
  Features: User authentication and guest checkout for seamless shopping.
  Integrated PayPal for secure payment processing.
**Outcome:** Created a user-friendly eCommerce platform managing products and orders.

## Achievements & Certifications

- Received a **Bravo Award** in recognition of designing and developing an Automated Data loading Process model for MDS MassHealth.
- Salesforce Platform Developer I [Certificate]
- 11-Week Workshop on Data Structures and Algorithms, Geeks for Geeks [Certificate]

## Education

**GBPUAT**                                                                      **Aug 2018 – July 2022**
*B. Tech. in Computer Science and Engineering*                                *Pantnagar, Uttarakhand*