**SOMNATH SHARMA**

**Technical Lead**

## PROFILE SUMMARY

I work as a Solution Lead with experience in working in communities and customization of Force.com Platform.

## EDUCATION

**2012**

**2008**

**2006**

B.Tech/B.E.

# KLE DR. M.S. SHESGIRI COLLEGE OF ENGINEERING AND TECHNOLOGY, BELGAUM, KARNATAKA



XIIth

# English

Xth

# English

## WORK EXPERIENCE

**Jan 2022 -**

**Present**

**Jun 2019 - Jan 2022**

**Nov 2017 - Jun 2019**

**Feb 2017 - Nov 2017**

**Jul 2013 - Feb 2017**

## Projects

Technical Lead

# Dover



Lead Salesforce LWC Developer,Solution Architect

Specialist

# Schneider Electric

Salesforce Lightning Web Component Developer

Advisory Consultant

# IBM In

Salesforce Aura Component Framework Developer

Consultant

# Wipro Technologies

Salesforce Developer with experience in working on Lightning community and Lightning Framework

Senior Software Engineer

# Mindtree

Salesforce Ligthning Developer



**PERSONAL INFORMATION**

**Email**

[somnath.sharma1690@gmail.com](mailto:somnath.sharma1690@gmail.com)

**Mobile**

(+91)----

**Total work experience**

10 Years 7 Months

**Social Link**

https://in.linkedin.com/in/somnath1690

**KEY SKILLS**

Apex SOQL SOSL

Triggers Salesforce CRM Customization Workflow

Lightning Web Components Html5

Salesforce Administrator Salesforce.com

LWC

Aura Framework Aura

JavaScript

Rest API Development Salesforce Integration



**Current**

# myDover Employee Portal

myDover is a comprehensive, one-stop solution built on the Salesforce platform, leveraging both Salesforce Service Cloud and Salesforce Experience Cloud to streamline internal processes.It consolidates information from multiple systems and sources, giving employees a centralized hub for HR, payroll case management, and other critical services.

Key Features of myDover:

* Streamlined Case Management: Employees can easily access and track HR and payroll-related cases, simplifying administrative processes and enhancing the employee experience.
* Integrated Communication Channels:A web chat feature allows employees to communicate directly with agents in real time, providing swift resolutions to inquiries.
* SMS notifications ensure that employees are promptly alerted whenever the status of their case changes, further improving engagement and transparency.
* Call Center Integration: Employees can also interact with agents via a fully integrated call center system, offering a more traditional support channel.
* Knowledge Management: Employees have access to a robust knowledge management system where they can search for relevant articles and resources to resolve issues independently.

This system is powered by Salesforce, and also integrates content stored in IT ServiceNow for a broader range of resources and solutions.

Recently, myDover was enhanced with the SMS notification feature, which alerts employees when there is a status change in their cases, adding a new layer of communication and real-time updates.

Beyond the myDover platform, Dover has also introduced a dedicated Learning Management System (LMS) portal.

This global LMS solution was developed in response to ServiceNow’s discontinuation of LMS support across Dover.

The new LMS provides a cohesive, scalable platform that supports learning and development initiatives across the organization,empowering employees with access to training modules, certifications, and continuous learning opportunities.

myDover, combined with the LMS portal, exemplifies Dover's commitment to enhancing employee experience by providing innovative, integrated solutions for everyday needs,whether it’s managing cases, accessing critical knowledge, or pursuing career development.

**OTHER PERSONAL DETAILS**

**City**

Bengaluru

**Country**

INDIA

**LANGUAGES**

HINDI

ENGLISH

## COURSES & CERTIFICATIONS

Salesforce Certified Administrator

SALESFORCE CERTIFIED PLATFORM DEVELOPER I

SALESFORCE CERTIFIED PLATFORM DEVELOPER II