

# Shubham Singh

Salesforce Developer

## Profile Summary

- Salesforce Developer with approx. **2.5+ Years** of experience in implementing and configuring **sales cloud**, **service cloud** and **Experience Cloud**.
- Has experience in Salesforce Development like apex programming, Testing and debugging, Integration of Salesforce with external applications using REST API and SOAP API, Process Automation tools, LWC, Aura framework and Experience cloud.
- Developed workflow rules and defined related tasks, time triggered tasks, email alerts, field updates to implement business logic.
- Managed salesforce application user profiles, roles, permissions, generating security tokens, validation rules.
- Hands on experience in writing queries using SOQL and SOSL in Apex Classes and Triggers.
- Experience working with APIs to integrate with legacy or third-party systems.

## Qualifications & Courses Completed

- Bachelor of Technology - Computer Science, 2021
- Administrator certification
- Platform developer 1 certification



## Projects

### Divorce Handling and Counselling

**Cloud** - sales cloud

**Role** - Develop survey functionality to send mail with form links to campaign members to fill form. Uses a JotForm tool.

Stores responses in response objects and links to campaign members with attached pdf.

## **Survey Feedback Form.**

**Cloud-** sales cloud

**Role-** Develop survey form, Send form link to multiple users. And store the output on the sales cloud object.

And export the form details in external Excel sheet.

## **Order Management System (e-commerce platform) B2C**

**Cloud-** Experience Cloud

**Role-** Create the e-commerce platform Digital Experience app. Products are stored on the sales cloud and by using the Experience Cloud we publish the products on the web and we use the Payment Method. We used apex and LWC.

## **Customer 360 Present User Data in Dashboard.**

**Cloud-** Sales Cloud

**Role-** Using Totango/ Tableau and connected to salesforce Org and present the user data in report and Dashboard. Using Lightning Report and Dashboard.

## **Experience, Roles & Responsibility**

- Company settings (fiscal year, business hours, currency management, default settings).
- User, Role, Profile, Organization-wide defaults, Role hierarchies, Sharing rules, Manual sharing, Permission Set and Permission Set Group.
- Object, field, page layout, record type, Compact layout object relationship, junction object, formula, validation rule, matching and duplicate rule.
- Report, Dashboard, Custom report type.
- Data Loader, Data Import Wizard, Salesforce Inspector.
- Licenses, Sandbox, Salesforce Org Edition, Deployment to Production.
- Class and methods, Collections, DML, Database Methods, Apex Trigger, Governor limits, Asynchronous Apex, Test classes, Apex best practices
- SOQL, SOSL
- Experience Cloud.

## Technical Expertise

- **Salesforce:** Apex Controllers, Apex Classes, Apex Triggers, Aura Components, Apex Web Services, SOQL, SOSL
- **Integration:** REST API Integration, AppExchange connectors, Zapier.
- **Community:** Customer Portal, Partner Portal.
- **Salesforce Tools:** Tabealu, Heroku, Totango , Planhat, Salesforce CLI, Scratch Org.