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Toronto ON

Skills

- Apttus CPQ
- Sales Cloud
- Service cloud
- Salesforce CPQ
- Field Service Lightning
- Loyalty Management
- JIRA, Copado, GIT
- Apex | Triggers
- Visual Force
- SOQL | Flows
- Salesforce Aura Lightning Framework
- Conga Document Generation
- LWC(Lightning web components)
- Chatbot Integration
- Zuora Integration
- JIRA | DEVOPS
- COPADO | FLOSUM | GIT
- Conga X-Author
- Postman, Data loader, VS code.
- Remote site setting.
- Sharepoint integration.

Education And Training

06/2017

Bachelors of Technology:

Computer Science

National Institute of Science And Technology

Certifications

- Salesforce Platform Developer 1
- Salesforce Administrator
- Salesforce Platform App Builder
- Salesforce Certified Heroku Architecture Designer

Linked In

- <https://www.linkedin.com/in/sonali-sahu-003324ab>

Sonali Sahu

Summary

Results-oriented Salesforce Developer with over 6.5+ years of experience in the field and a strong record of client satisfaction. Adept at explaining complex data systems to various audiences. Superior knowledge of Salesforce Development and Admin with great coding, debugging and project management abilities. Accomplishes project goals consistently with elegant, scalable code. Works great with team members under Agile and Scrum frameworks.

Experience

Brillio - Salesforce Lead Engineer

02/2024 – Present

- **Client: Leaf home**
- Developed custom solutions and extensions for Salesforce field Service Lightning (FSL) platform and Loyalty Management using Apex, Visualforce, Lightning Components, Flows, and JavaScript to meet specific business requirements and enhance field service operations.
- Understanding of Salesforce security best practices, including role hierarchy, profiles, permission sets, and Apex sharing and sharing settings to ensure data privacy and compliance with regulatory requirements.
- Implemented loyalty program features such as tiered membership, rewards catalog, and personalized offers and Dynamic Points Engine (DPE) to manage and calculate loyalty points dynamically based on customer transactions and behaviors.
- Developed and managed Transactional Journals to ensure accurate recording and tracking of all loyalty-related transactions.
- Configured and customized FSL objects, including Work Orders, Skill and Work type, Service Appointments, Assets, and Service contracts and Service Territories, Operating Hours, Service resources, Contract Line Items and Entitlements, Cases and Scheduling policy to meet client requirements.
- Designed and implemented custom solutions using Field Service Lightning to streamline work order management, asset tracking, territory, Field service mobile App and Field service scheduling and optimization by Dispatcher Console with Gantt chart and Scheduling Optimizer.
- Collaborated with cross-functional teams, including business analysts, architects, and administrators, to gather requirements, design solutions, and ensure successful delivery on time.
- Worked closely with stakeholders and end-users to gather feedback, iterate on solutions, and drive continuous improvement and innovation in FSL implementations.
- Worked on Salesforce enhancements and bringing existing code into best practices including security, scalability, and Salesforce limits.
- Did requirement and code analysis to complete enhancements required in client system efficiently.
- Delegated daily tasks to team members to optimize group productivity.

- Coached and mentored junior developers, sharing best practices and coding standards.
- Project Management with Team Leading, Problem Solving, Conflict Resolution, Teamwork and Collaboration, Adaptability, Critical
- Conducted code reviews and implemented coding standards, ensuring high-quality and maintainable code.
- Estimated work hours and tracked progress using scrum methodology.

Brillio - Salesforce CPQ

08/2023 – 01/2024

• **Client: Zendesk**

- Created approval processes for quotes, contracts, and discounts including approval criteria, approval steps, escalation rules, and notification workflows to ensure compliance, governance, and accuracy in quote approvals.
- Designed and implemented subscription management processes, including billing schedules, renewal automation.
- Analyzed existing code and find the optimal solutions for the requirement mentioned in helpdesk tickets.
- Did admin/dev work as and when need to achieve the requirement.

Brillio - Salesforce Developer

02/2023 – 07/2023

• **Client: Box**

- Performed analysis and coordinated with other developers to design and code systems.
- Analyzed code and corrected errors to optimize output.
- Created fields, objects, validation rules, Workflow, Rules, Salesforce advanced approval process, Reports, Dashboards, Custom labels, Approval processes, Batch apex, lightning web components.
- Optimized Complex apex classes and test classes as well.
- Zuora integration with salesforce.
- Designed and developed Lightning Components and LWC for custom user interfaces and enhanced user experience within the Salesforce platform.
- X-author conga template creation and modification.
- Integrated Salesforce with Third-Party application with REST/SOAP API.

Brillio - Salesforce Developer

05/2022 – 02/2023

• **Client : Confluent**

- Product and service configuration with Price rules, Order forms, Quote templates, Approval Rules, Product rules, Attributes, Contract, Bundle Configuration, Option Constraints, QCP Scripts, QLE experience, Subscriptions.
- According to business requirements, created products, priced them, and validated them on the cart page.
- X-author conga template creation and modification.

IBM - Salesforce Developer

Bangalore

04/2021 - 05/2022

- **Client:** British Petroleum
- **Job Responsibilities:** Configuration of email to case setup, creation of fields, process builder, custom labels, custom metadata, LWC (Lightning web components). Different APIs payloads for connecting with salesforce from Mulesoft. Developed Apex classes to interact with components and attain functionality.
- Built Platform Events and Implemented Salesforce File Connect to integrate with SharePoint.
- Working knowledge on Remote site setting.
- Involved in fixing production code bugs and assisting end users for production issues.
- Prioritized work effectively and handled multiple competing demands.
- integrated Salesforce with third-party applications

Tata Consultancy services - System Engineer -Salesforce

Bangalore

03/2018 - 04/2021

- **Client:** GE Healthcare
- Product and service configuration with constraint rules, attribute rules.
- Created bundle products, price list and pricelist line-items then migrated using X-Author Data Migration tool, Data loader.
- Identified and developed process improvements that facilitated knowledge transfer to others.
- Designed and developed components with unit testing using visual force pages, Apex classes and triggers, Aura Lightning Components.
- We have developed several customized functionalities on top of Apttus CPQ functionality to fulfill the client's requirements.

Achievements

- Awarded On the spot award in the year 2019(TCS).
- Awarded Best Team award in the year 2019 (TCS).
- Lean SixSigma Green Belt Certified.