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| **Full Name** | **Sonali Sahu** |
| **Role / Designation** | Salesforce Lead Engineer |
| **E-mail id** | Sonali.Sahu@brillio.com |

**Certifications-**

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| * Salesforce Certified Developer * Salesforce Certified App Builder * Salesforce Certified Administrator * Salesforce Certified Heroku Architecture Designer |

**Summary:**

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| 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. |

**Latest Experience:**

**Project #1:**

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| **Client** | LeafHome |
| **Duration** | Feb - Present |
| **Responsibilities** | * Developed custom solutions and extensions for Salesforce Field Service Lightning (FSL) platform using Apex, Visualforce, Lightning Web Components, Flows, and JavaScript to meet specific business requirements and enhance field service operations. * Designed and developed intuitive user interfaces using visual force pages, Apex classes and triggers, Aura Lightning Components, Lightning Web Components, Community Builder and Leveraged the Apex Controller to make a call for external requests to retrieve data from various API’s and displayed them on component. * Upgraded some apps from Salesforce Classic to Lightning Experience to develop rich UI and better interaction.​ * Enabled Aura Framework, by adding AURA Attributes and Aura Handlers for Events to focus on logic and interactions in Lightning Applications and minimized code in JavaScript controllers by adding reusable functions in Helper Component.​ * Embedded Lightning Components in visual force page by using Lightning Out feature by event driven programming and converted button to LWC.​ * Experienced in web technologies like HTML, CSS, JavaScript, XML.​ * 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. * Conducted unit testing, system integration testing, and user acceptance testing (UAT) to validate FSL solutions and ensure high quality and reliability. * 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. |

**Project #2:**

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| **Client** | Zendesk |
| **Duration** | Aug 2023 – Jan 2024 |
| **Responsibilities** | * Provided technical support and assistance to customers and internal stakeholders on CPQ (Configure, Price, Quote) solution, including configuration, customization, and integration issues. * Diagnosed and resolved complex technical issues related to CPQ functionality, data integrity, pricing rules, and quote generation, ensuring timely resolution and minimizing impact on business operations. * 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.​ * Involved in fixing production code bugs and assisting end users for production issues. |

**Project #3:**

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| **Client** | Box |
| **Duration** | Feb 2023 – July 2023 |
| **Responsibilities** | * Performed analysis and coordinated with other developers to design and code systems. * Analyzed code and corrected errors to optimize output. * Zuora integration with salesforce. * integrated Salesforce with third-party applications via REST/SOAP. . * 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. * Prioritized work effectively and handled multiple competing demands. * integrated Salesforce with third-party applications as Genesys, RPA * Set-up Email-To-Case, Web-to-Case, Case Management, Knowledge Management, Case Support Process/Settings, Reports and Dashboard. |

**Project #4**

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| **Client** | Confluent |
| **Duration** | May 2022 – Jan 2023 |
| **Responsibilities** | * 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. * Conducted code reviews and implemented coding standards, ensuring high-quality and maintainable code. * Created fields, objects, validation rules, Workflow, Rules, Salesforce advanced approval process, Reports, Dashboards, Custom labels, Approval processes, Batch apex, lightning web components. |

**Project #5**

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| **Client** | British Petroleum |
| **Duration** | May 2022 – Jan 2023 |
| **Responsibilities** | * Managed administration of Salesforce B2B/B2C Commerce. * Experienced with developing B2B Commerce Storefront Reference Architecture (SFRA) and Cloudcraze B2B. * Developed web applications on salesforce Commerce Cloud and Cloudcraze B2B commerce applications. * Implemented SFCC platform technology and API to manipulate data, integrating with external services, creating jobs for processing data as well developing in commerce cloud SFRA, templates and worked with JS, HTML, CSS on front end. * 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. |

**Project #6:**

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| **Client** | GE Healthcare |
| **Duration** | Feb 2023 – July 2023 |
| **Responsibilities** | * 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. |