YUVRAJ NIMJE

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9x certified Salesforce Developer with 4+ years of experience in developing LWC and Aura Components, data modeling, and implementing security via profiles and permission sets. Proficient in Apex classes, triggers, SOQL, SOSL, Process Builder, and Flows, along with integration basics. As a Salesforce Development Support Engineer, guided third-party developers on Salesforce APIs, optimized integrations, and resolved technical issues. Developed knowledge base materials and sample code, reviewed cases for accuracy, and shared best practices, ensuring high customer satisfaction. Hands-on expertise in CRM Analytics and DevOps, with ongoing learning in Agentforce.

EXPERIENCE

SENIOR TECHNICAL SUPPORT ENGINEER

Salesforce India | Hyderabad, TS

OCTOBER 2023 - PRESENT

➢ Supported third-party developers as a Salesforce Development Support Engineer, guiding them to troubleshoot and optimize integrations with Salesforce APIs, Apex, Lightning Components, Visualforce and other Salesforce developer products.

➢ Managed Salesforce Experience Cloud cases, including user authentication, email administration, content management, guest user access, and login templates also assisted customers with custom domain setups using HTTPS certificates, Salesforce CDN, and third-party CDNs like Akamai or Cloudflare. Supported Experience Cloud site migrations from sandbox to production.

➢ Diagnosed, debugged, and resolved technical issues, ensuring complete issue resolution and high customer satisfaction through detailed follow-up and clear communication.

➢ Wrote sample code and developed knowledge base materials to enhance operational efficiency and streamline future support processes.

➢ Reviewed technical support cases for accuracy, provided troubleshooting insights, and shared Salesforce best practices with customers to facilitate effective solutions.

➢ Acquired hands-on knowledge in Salesforce products, including CRM Analytics (CRMA) and DevOps, and am currently expanding expertise in new Product like Agentforce.

➢ Effectively managed customer expectations and experience, consistently achieving high levels of customer satisfaction through tailored support and proactive assistance.

SOFTWARE ENGINEER

TechnoMile India Pvt. Ltd | Nagpur, MH

MAY 2021 - OCTOBER 2023

➢ Designed and developed TechnoMile's GROWTH Suite to streamline sales cycles and government relationships for federal contractors.

➢ Enhanced Relationship Mapper using jQuery OrgChart and Aura Components, adding configurable contact cards and export functions. Transitioned to Balkan OrgChart for better functionality.

➢ Developed Aura Components for Strategic Selling Scorecard, managed Salesforce's Document Object, unified triggers, and transitioned Process Builders to Flows.

➢ Created PGo Admin Component in LWC for resource allocation, improving filtering in PWin/PGo Calculators for client-specific opportunity record types.

➢ Improved Account Management App by optimizing Salesforce DataTable configurations and troubleshooting issues for a better strategic account view.

➢ Built a Global Calendar using FullCalendar 3.0 and JavaScript for event tracking, with export options. Met TSO requirements through Flows, Validation Rules, and Email Alerts.

➢ Led Salesforce Security Review 2023 to align with standards, ensuring product security and code quality.

➢ Maintained Salesforce best practices by developing Apex Classes, Triggers, and Test Classes for seamless functionality and compliance.

INTERNSHIP TRAINEE

Informatrix IT Solutions Pvt. Ltd | Nagpur, MH

DECEMBER 2020 - MAY 2021

- Created test classes to validate basic Apex code and ensure functionality in Salesforce.
- Built a simple app using Lightning App Builder, including page layouts and navigation.
- Gained experience working with page layouts to arrange fields and components on record pages.
- Learned to use Lightning App Builder to customize the look and feel of Salesforce pages.
- Practiced writing simple Apex code to automate basic tasks and processes.
- Learned and gained hands-on experience with Aura Components and implemented them on the UI for testing and display.
- Developed basic understanding of Salesforce's development tools and setup options for customizations.

CERTIFICATION & AWARDS

- Certified Platform Developer – I
- Certified Platform App Builder
- Certified Associate
- Certified Administrator
- Certified AI Associate
- Certified AI Specialist
- Certified Experience Cloud Consultant
- Certified Service Cloud Consultant
- Certified Advance Administrator

SKILLS

- Salesforce CRM (Sales, Service and Experience Cloud)
- Apex, SOQL/SOSL, JavaScript, HTML, CSS, JSON, SLDS
- Lightning Web Components, Aura Components, VF Pages, Salesforce Integration (Basics)
- Visual Studio Code, Gearset, Postman, Data Loader, JsFiddle
- Lightning App Builder & Lightning Experience Customization, Data Modelling, Security Configuration, Validation Rules, Email Services, Custom Setting, App Manager
- Process Builder, Flows, Workflows and other automation tools

PERSONAL DETAILS

- Date of Birth : 23 August 1996
- Address : 11, New Nandanvan Prashant Nagar Nagpur 440009
- Marital Status : Unmarried
- Education : B. E (Mechanical Engineering), K.D.K College of Engineering, 2018
- Languages : English, Marathi, Hindi

DECLARATION

I, hereby solemnly declare that above-mentioned information is true to the best of my knowledge.

Yuvraj Nimje