Sharma H

Technical Lead, 6+ years experience
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A perseverant, goal-oriented Salesforce professional with great zeal to become an asset for the organization through my competent skills, hard work, and behavioral traits, which benefits both the organization and my career. Through the skill of adapting quickly and the potential to handle a team as well as equivocally providing inputs as a member, the organization will get an additional boost.

INDUSTRIES: IT Services, Financial Services, Education Technology

TECHNICAL SKILLS

• Salesforce	6 years & 5 months
• Apex	6 years
• Salesforce Education Cloud	4 years & 1 months
• Visualforce	4 years
• Lightning Web components LWC	4 years
• Salesforce Integration	4 years
• Education Data Architecture	4 years

PROJECT DETAILS

- Projo

Project Description: The Projo project is focused on developing a dynamic software product for Salesforce's AppExchange, designed to manage time-sensitive and time-non-sensitive information related to resource allocation and project management. The solution leverages Lightning Components to streamline the process of tracking resource hours spent on specific projects, milestones, and tasks.
Responsibilities: Led end-to-end solution design by collaborating with stakeholders to gather business requirements and define the overall solution architecture, including data models and user interfaces. Designed and developed Lightning Web Components (LWC) to deliver an intuitive and user-friendly interface for managing milestones, projects, tasks, events, and time logs. Oversaw backend development using Apex classes to implement robust business logic, validation, and category-specific workflows. Ensured solution reliability through rigorous testing of LWC components and Apex logic, identifying and resolving bugs proactively. Delivered comprehensive documentation, user guides, and training to support adoption and ease of system use for both end-users and administrators. Acted as a key liaison with stakeholders throughout the project lifecycle to ensure alignment with business objectives, gather feedback, and resolve issues. Created Documentation, user guides, and training materials to support end-users and administrators in understanding and utilizing the system effectively. Provided post-deployment support and continuous improvement through system monitoring, issue resolution, and enhancements based on user feedback.
Technologies: LWC, Apex
Industry: IT Services

• DIFC

Project Description: The DIFC (Dubai International Financial Centre) project involved the development of a comprehensive solution to handle customer visa requests through a Community portal. The solution incorporated the use of Lightning Web Components (LWC) for the frontend, Apex classes for the backend processing, and a Community portal for customer interaction. The project also included the implementation of an approval process for service requests (SRs) received from customers

Responsibilities: Collaborated with stakeholders to gather requirements and design the overall solution architecture. Defined the data model, user interfaces, and integration points for the Community portal, backend processing, and approval workflow. Created Lightning Web Components (LWC) for the Community portal to provide an intuitive and user friendly interface for customers to submit visa requests. Implemented custom functionality, validation rules, and error handling within the LWC components. Developed Apex classes to handle the backend processing of visa requests. This included data validation, integration with external systems (if applicable), and implementing the business logic for the visa application process. Configured and customized the Community portal to align with the branding and user experience requirements of DIFC. Implemented community-specific features such as user registration, profile management, and secure access controls. Implemented the necessary logic and configuration to handle different visa categories within the system. This involved defining category-specific workflows, validation rules, and data requirements. Designed And Implemented the approval process for SRs using Salesforce's built-in approval functionality. Configured approval steps, criteria, and escalation rules based on the requirements of DIFC. Conducted Thorough testing of the entire solution, including the LWC components, Apex classes, and the Community portal. Identified and resolved any issues or bugs to ensure a reliable and stable system. Created Documentation, user guides, and training materials to support end-users and administrators in understanding and utilizing the system effectively. Worked closely with stakeholders, including business users, project managers, and other team members, to ensure alignment with project goals, gather feedback, and address any concerns or challenges. Provided ongoing support for the implemented solution, including troubleshooting user issues, performing system maintenance tasks, and implementing enhancements or updates as required.

Technologies: LWC, Apex

Industry: Financial Services

• UniConnect

Project Description: Developed a comprehensive Salesforce Education Cloud-based solution for a university to manage the complete student lifecycle from prospect to alumni. The system utilized Education Data Architecture (EDA) to streamline admissions, academic tracking, student support services, and alumni engagement through integrated Student Success Hub and Admissions Connect modules..
Responsibilities: Designed and Implemented Education Data Architecture EDA to establish relationships between Contacts, Accounts, and Affiliations for managing student-university connections across multiple departments and programs. Developed Custom Lightning Web Components LWC for Student Success Hub, creating intuitive interfaces for academic advisors to track student progress, schedule appointments, and manage intervention strategies. Configured Admissions Connect module to automate the admissions funnel, implementing custom workflows for application processing, document management, and communication with prospective students. Created Advanced Apex Classes for student lifecycle automation, including GPA calculations, course enrollment validation, graduation requirement tracking, and automated alerts for at risk students. Implemented Student Timeline functionality to provide a comprehensive 360 degree view of student interactions, academic milestones, support interventions, and engagement activities. Built Custom Objects and Fields for academic programs, course catalogs, degree requirements, and student success metrics while maintaining data integrity through validation rules and triggers. Developed Integration Solutions using REST APIs to connect with Student Information Systems SIS, Learning Management Systems LMS, and financial aid platforms for real-time data synchronization. Configured Case Management for student support services, implementing automated case routing, escalation processes, and resolution tracking for academic, financial, and personal support requests. Created Dynamic Reports and Dashboards for tracking key performance indicators including enrollment metrics, student retention rates, academic performance trends, and advisor workload distribution. Implemented Security and Sharing Rules to ensure FERPA compliance and appropriate data access levels for faculty, staff, advisors, and students across different academic departments. Utilized Salesforce Scheduler for appointment booking between students and academic advisors, integrating with calendar systems and automated reminder functionality. Developed Mobile Responsive Solutions enabling students and faculty to access critical information and perform key functions through Salesforce Mobile app. Created Email Templates and Automation for student communications including acceptance letters, course reminders, graduation notifications, and alumni engagement campaigns. Conducted Comprehensive Testing achieving over code coverage and performed user acceptance testing with academic staff, students, and administrators. Provided Training and Documentation to university staff on Education Cloud functionality, created user guides, and established ongoing support procedures for system administration.
Technologies: LWC, Apex
Industry: Education Technology

EDUCATION

• Bachelors degree in Computer Application from CCS University 2014 - 2017

LANGUAGES

• English - intermediate

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