Vashist A

Senior Salesforce Developer, 5+ years experience
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Highly experienced Senior Salesforce Developer specializing in the full lifecycle of Salesforce CRM development, testing, and implementation. I possess strong expertise across core Salesforce clouds, including Sales Cloud, Service Cloud, Experience Cloud, and B2B Commerce. My technical proficiency includes developing custom solutions using Apex Classes, Triggers, and Lightning Web Components (LWC), as well as configuring platform features like Dynamic Record Pages, Quick Actions, and Flows. I am adept at Sales Cloud customization (Lead and Opportunity Management) and deeply skilled in Service Cloud configuration, leveraging features like Case Management, Knowledge Base, Entitlements (SLAs/Milestones), Omni-Channel routing, Email-to-Case, and Web-to-Case to streamline customer support and enhance case communication. Furthermore, I ensure robust security and access control by managing user accounts, roles, profiles, and permission sets across the organization and within Experience Cloud. My responsibilities also include maintaining data quality through operations like importing, exporting, and cleansing using Data Loader and SOQL.

INDUSTRIES: B2B Commerce solution, Salesforce platform, Commercial Bank Personal Loan system

TECHNICAL SKILLS

• LWC	4 years
• Apex	4 years
• Asynchronous Apex	4 years
• Integration	3 years
• Admin Part	1 years

PROJECT DETAILS

• Salesforce B2B Commerce

Project Description: Implemented and customized a full-scale Salesforce B2B Commerce solution to support online ordering, product catalog management, and streamlined buyer experiences. The project focused on configuring the B2B Commerce environment, setting up product visibility rules, user flows and integrating order and payment

Responsibilities: Set up and configured B2B Commerce Cloud including Storefront Buyer Accounts and Internal Users Managed Product Catalogs Price Books Entitlements and Inventory visibility for personalized buyer experiences Integrated B2B Commerce with Salesforce CRM for seamless lead-to-order tracking and account management Implemented permission sets, user roles, and approval workflows to support secure and scalable access for internal and external users

Technologies: alesforce B2B Commerce, Experience Cloud, Apex, LWC, JavaScript, Salesforce Flows, Pricebooks, CMS, Payment Gateway Integrations

Industry: B2B Commerce solution

• Salesforce platform

Project Description: Customized and developed applications over the Salesforce platform to automate sales and service requirements of the client, which is in the banking and personal loan industry
Responsibilities: Client engagement in discussions regarding project timelines and provided accurate estimates for completion Identified and understood the unique needs of each customer, in order to provide tailored solutions that meet their specific requirements and exceed their expectations Developed Apex Triggers and customized them to meet specific business needs Enhanced the functionality of components by developing new features, as well as creating and executing test classes to ensure their proper functionality Involved in troubleshooting and resolving bugs Worked on optimization of code issues like SOQL 101 error Row lock error CPU Time limit error
Technologies: Sales Cloud Lightning Web Components Service Cloud Apex Classes Triggers Security and sharing settings JavaScript
Industry: Salesforce platform

• Bank Personal Loan system

Project Description: This project is part of a Commercial Bank's Personal Loan system. Salesforce is used as the backend database for storing data, while the frontend is managed through an Android application
Responsibilities: Created Triggers like Dynamic Triggers and was involved in the development of the Apex Worked on tools like Platform Events and Platform Cache Developed Lightning Web Components and provided new functionality to the Component, Test Classes, and worked on the Bugs Worked on Inbound and Outbound integration with the help of REST Worked on the Production Support for the Client to understand and implement the Quick Solution Worked on Async apex like Batch Apex, Queueable Apex, Future Methods, Schedulable Apex Created the Dynamic Code for the Client, such as the use of Custom Label, Custom Setting, and Custom Metadata, so that it can be easily configurable and changed as per the client's requirements
Technologies: Sales Cloud Apex Classes JavaScript Lightning Web Components CSS
Industry: Commercial Bank Personal Loan system

EMPLOYMENT HISTORY

• Senior Salesforce Developer

Description: Senior Salesforce Developer experience in Salesforce CRM covering development, testing, and implementation, with strong expertise in Salesforce Sales, Service, Experience Cloud, and B2B Commerce implementations

CERTIFICATION

• Salesforce Certified Platform Developer I by 0
• Salesforce Certified Associate by 0
• Salesforce Certified AI Associate by 0
• Salesforce Certified AI Specialist by 0

EDUCATION

• Bachelors degree in Bachelor of Technology from Bachelor of Technology 2011 - 2017

LANGUAGES

• English - intermediate

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