Sourabh S

Salesforce Developer, 3+ years experience
Ahmedabad, India
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Experienced Senior Salesforce Developer with hands-on expertise in end-to-end Salesforce application development, customization, and enterprise integrations. Proven ability to design, develop, and deploy scalable Salesforce solutions across Sales Cloud, Service Cloud, CPQ, Revenue Cloud, and Marketing Cloud. Strong experience in Lightning Web Components (LWC), Apex, integrations, CI/CD, and Quote-to-Cash implementations. Adept at collaborating with cross-functional teams, driving automation, improving business processes, and delivering high-quality solutions in Agile environments. Known for strong analytical skills, problem-solving ability, and ownership of complex Salesforce implementations.

INDUSTRIES: ERP, Marketing Cloud

TECHNICAL SKILLS

• Salesforce	6 years & 5 months
• Salesforce security	5 years & 5 months
• SOQL SOSL	5 years & 4 months
• Apex	5 years & 3 months
• CI CD tools	4 years & 5 months
• LWC	4 years & 4 months
• Integration	4 years & 5 months
• Visualforce	4 years & 3 months
• Revenue	2 years & 8 months
• Aws	2 years & 2 months
• MuleSoft	2 years & 4 months

PROJECT DETAILS

- Bid Credit Process

Project Description: The Bid Credit Process project leveraged Salesforce Sales and Service Cloud to automate and optimize the management of claims, credits, and approvals with seamless SAP integration.
Responsibilities: Collaborated with business stakeholders to gather and document detailed functional and technical requirements Designed end-to-end Salesforce architecture and workflows for claim and credit processing Developed custom Lightning Web Components for secure file uploads and validations Implemented Apex controllers for file processing and customer folder management Validated uploaded files against customer SAP numbers using Quote and Quote Line mappings Built outbound SAP callouts and handled inbound responses for claim processing Developed Batch Apex jobs to update claim and credit statuses from SAP responses Automated confirmation and status update emails using Salesforce Email Services Enhanced credit team workflows using Conga Grid, including custom grid actions Created custom actions to generate Credit records from approved claim lines Conducted unit testing, integration testing, and UAT Provided post-production support and enhancements.
Technologies: Salesforce Sales Cloud, Service Cloud, Apex, Batch Apex, LWC, SAP Integration, Conga Grid, Email Services
Industry: ERP

• NDM Hospitality

Project Description: Led Salesforce implementations focused on Marketing Cloud automation, customer engagement, and analytics.

Responsibilities: Acted as Team Lead, guiding developers and ensuring adherence to best practices Implemented Marketing Cloud Connector for synchronized data flow Designed and deployed Journeys, Mobile Connect campaigns, and automation workflows Built dynamic content and conducted A/B testing to improve engagement rates Integrated Datorama for advanced reporting and marketing analytics Developed custom LWC components to render Knowledge documents as PDFs Built custom datasets and Custom Views (CViews) for actionable insights Designed dashboards and reports for real-time decision-making

Technologies: Marketing Cloud, LWC, Community Cloud, Journeys, Automation Studio, AMP script, SSJS, Datorama, Reports & Dashboards

Industry: Marketing Cloud

EDUCATION

• Bachelors degree in CA from Ahmedabad University 2018 - 2021

LANGUAGES

• English - intermediate

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