Kumar Dey V

Salesforce Developer, 5+ years experience
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I am a result driven IT professional with overall experience of 5+ years and relevant experience as Salesforce Developer of 4+ years in Salesforce Ecosystem. I have a real time expertise in configuration, development, triggers and LWC.

INDUSTRIES: IT Services Cloud Enterprise Technology, IT services

TECHNICAL SKILLS

• Apex	3 years & 6 months
• Apex Class and Triggers	3 years & 6 months
• SOQL and SOSL	3 years & 5 months
• Flows	3 years & 8 months
• LWC	2 years & 5 months

PROJECT DETAILS

• CCS Management System — February-2025 - September-2025

Project Description: Developed a Customer Support Case Management System on Salesforce Service Cloud to streamline customer issue tracking, case assignments, SLA management and feedback automation. The System Manages the entire support lifecycle- from case creation to closure
Responsibilities: Designed and implemented an end to end customer support app using Salesforce service cloud. Built custom objects, relationship and validation rules to manage cases, customers and SLAs. Developed Apex Triggers and classes to automate SLA and escalation handling. Creates LWC for agent dashboard and customer feedback submission.
Technologies: Salesforce CRM, Service Cloud
Industry: IT Services Cloud Enterprise Technology

• Inventory Management App — December-2021 - August-2024

Project Description: The inventory management app was developed on Salesforce to track products, stock levels, suppliers and inventory movements in real time. The application helps business maintain accurate inventory records, reduce stock shortages and improve order fulfillment by automating inventory updates and alerts
Responsibilities: Designed and Configured a Salesforce Based Inventory Management app to track product stock, supplier information and customer orders ensuring efficient inventory control and automated stock updates. Creates custom objects, Developed Validation rule, flows, apex triggers. Implemented approval process and creates reports and dashboards
Technologies: Salesforce CRM, SOQL, LWC, Apex
Industry: IT services

EMPLOYMENT HISTORY

• Salesforce Developer — February-2025 - September-2025

Description: Design. Develop and maintain custom Salesforce applications using Apex, Triggers, SOQL and LWC. Configure Salesforce features including custom objects, fields, validation rules, page layouts, record types and security settings.

EDUCATION

• Bachelors degree in Civil Engineering from Biju Patnaik University of Technology — 2011 - 2015

LANGUAGES

• English - intermediate

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