Akram W

Salesforce Developer, 5+ years experience
Kolkata, India
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With 4.5 years of experience as a Salesforce Developer, expertise includes hands-on work with Apex, LWC, and REST API Development. Successfully managed Fast Track tickets ensuring timely resolution for high-priority requests. Provided training and mentorship to a team of three junior developers. Developed multiple LWC components and Apex classes, demonstrating strong analytical and communication skills. Experience in data management tools and deployment processes using Flosum and Bitbucket. Proven ability to multitask and welcome challenging requirements at any project stage.

INDUSTRIES: Financial Services

TECHNICAL SKILLS

• Apex	4 years
• LWC	3 years
• Integration	2 years
• Flosum	2 years
• Flow	1 years
• Bitbucket	1 years

PROJECT DETAILS

• Symphony Integration

Project Description: The goal of this project was that once a customer is created in Salesforce, if the customer has been trading for a long time or is a new customer, the sales team will reach out to them through WhatsApp or WeChat (China). They will then communicate with the customer, and the chat history will be stored in the Chat Transcript object. Symphony offers encrypted, chat-based collaboration between TRADU and the customer, with bots and automation to improve everyday workflows
Responsibilities: Developed a Apex Class, Test Classes, LWC component which is calling from a button on the contact page, all the data prepopulates on the form. Created CustomMetadata for storing Symphony API end point, and other values. Developed an Apex class that serves as a handler for the LWC component to call the Symphony API. Created another class that functions as the connection layer to the Symphony APIs. In this implementation, the class supports creating new contact, retrieving an existing contact, creating a new room, retrieving an existing room, and deleting a contact (which also deletes the associated room). It also provides functionality to retrieve the list of room members and add additional members to an existing room.
Technologies: REST API, Apex, LWC, SLDS, JavaScript, Custom Metadata, Custom Label, Permission Set
Industry: Financial Services

• e-Wallet & Modulr Integration

Project Description: Developed and integrated eWallet and Modulr custom APIs to synchronize wallet data and enable transaction retrieval and account management. Implemented a Manage Wallet feature allowing users to fetch transactions based on defined criteria, view key transaction details, and download reports in CSV format with full audit logging. Built account status management with realtime status refresh, enabling secure block unblock operations with mandatory reason capture and status-based action controls

Responsibilities: Developed an LWC component that displays a form to collect input from the user, and another LWC component that displays a list of transactions. Developed an Apex class that contains methods to create and send requests to the e-Wallet database. Another class should include methods to deserialize the eWallet response, save the report as a CSV file, and track users who access eWallet transactions. A separate class created to handle callouts to the transactions API and manage the authentication process. Created NamedCredentials for containing endpoint for wallet API and end point of access Token Created ExternalCredentials for header for the access token. Created CustomMetadata to contain label fields of the field to be displayed on screen when click on the expanding list. Another CMDT for holding values of payment types status to be displayed on the LWC component. Created a Permission set and assigned it to Operation and Product Team. Created ExternalCredentials for storing Modulr Key and Secret and NamedCredentials to store endpoint of Modulr API For block unblock account were using Modulr API and Created a class for block unblock account by sending http request to the Modulr API,It also retrieves

Technologies: REST API, Apex, SOQL LWC, SLDS, JavaScript, Custom Metadata, Custom Label, Permission Set

Industry: Financial Services

EMPLOYMENT HISTORY

• Salesforce Developer June-2024 - December-2025

Description: I was working as a salesforce developer

• Salesforce Developer September-2023 - June-2024

CUBE84

Description: I was working as a salesforce developer and closely work with client

• Salesforce Developer May-2021 - August-2023

Accellor Software Private Limited

Description: I was working as a salesforce developer work with development team

CERTIFICATION

• Platform Developer by Salesforce 0

EDUCATION

• Bachelors degree in Computer Science from MAKAUT 2017 - 2021

LANGUAGES

• English - advanced

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