Jain P

Salesforce Developer, 2+ years experience
Pune, India
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I am a Salesforce Developer with 2 years of experience, specializing in Sales Cloud implementations. I have contributed to multiple real-time projects, leveraging my expertise in Apex, Lightning Web Components (LWC), and user flows to deliver robust and tailored solutions. My background includes comprehensive Salesforce administration, such as configuring user profiles, developing complex validation rules, and writing advanced SOQL and SOSL queries to meet diverse business needs. Additionally, I have hands-on experience with document generation using OmniScript. I am a 4X Salesforce certified professional, holding credentials including Platform Developer I and Agentforce Specialist, committed to driving efficiency and value through innovative Salesforce solutions.

INDUSTRIES: Customer Service

TECHNICAL SKILLS

• Salesforce Administration	2 years & 1 months
• Apex Programming	2 years & 1 months
• Apex Class and Triggers	2 years & 1 months
• Lightning Web components LWC	2 years & 1 months
• Flows	2 years & 1 months
• SOQL and SOSL	2 years & 1 months

PROJECT DETAILS

• Genesys — May-2024 - March-2025

Project Description: We completed a Salesforce Sales Cloud implementation for a client specializing in customer experience and cloud contact center solutions. The new platform now acts as the central hub for managing the full sales lifecycle, encompassing lead capture, qualification, and opportunity tracking. This has enhanced the clients sales operations by improving visibility, consistency, and scalability across all processes.

Responsibilities: Developed custom Lightning Web Components (LWCs) to enhance user interface and automate sales processes. Designed and implemented Salesforce Flows to streamline lead management and opportunity tracking. Configured Salesforce Sales Cloud, including object customization, page layouts, validation rules, and security settings. Automated business processes to reduce manual workload and improve data accuracy. Built reports and dashboards to provide real-time sales visibility for stakeholders.

Technologies: Salesforce

Industry: Customer Service

• Kaseya

Project Description: We are implementing Salesforce Revenue Cloud for a client in the IT services and cybersecurity sector. Salesforce serves as the central platform to manage the full revenue lifecycle from lead conversion to quoting, ordering, and billing. This solution enables the client to scale and standardize their sales operations, ensuring greater efficiency and consistency throughout the process.
Responsibilities: Developed and optimized Salesforce Flows to automate business processes across the lead-to-opportunity lifecycle. Built custom Lightning Web Components (LWCs) to deliver tailored user interfaces and seamless user experiences for sales teams. Wrote and maintained complex Apex code to support custom business logic, integrations, and automation requirements. Designed and executed sophisticated SOQL queries to retrieve, analyze, and manipulate data for reporting and operational needs. Performed Salesforce admin configuration, including user setup, security management, and customization of objects and fields. Created and enforced validation rules to maintain data quality and enforce business policies within the Salesforce Revenue Cloud. Developed interactive reports and dashboards to provide real-time insights into sales pipeline, revenue, and performance metrics. Collaborated closely with the Lead to Opportunity team to map requirements, test functionality, and ensure alignment with business objectives.
Technologies: Salesforce
Industry: Customer Service

EMPLOYMENT HISTORY

• Salesforce Developer

Description: As a Salesforce Developer at Deloitte with 2 years of experience, I have developed custom Lightning Web Components and Apex solutions, automated business processes with Salesforce Flows, and managed Salesforce administration tasks such as configuring user profiles and permissions. My responsibilities also include creating complex validation rules, writing SOQL queries for data analysis, building reports and dashboards, and collaborating with teams to support business requirements and end-users.

CERTIFICATION

• Salesforce Administrator by Salesforce	2026
• Agentforce Specialist by Salesforce	2025
• Platform Developer - I by Salesforce	2024
• AI Associate by Salesforce	2024

EDUCATION

• Masters degree in Computer Application from Rajiv Gandhi Proudyogiki Vishwavidyalaya (R.G.P.V)	2021 - 2023
• Bachelors degree in Computer Application from Dr. Hari Singh Gour Vishwavidyalaya	2018 - 2021

LANGUAGES

• English - advanced

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