Daronde S

Salesforce Developer, 3+ years experience
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Salesforce Certified Developer with 3.5+ years of hands-on experience in designing, developing, and supporting Salesforce solutions across Sales Cloud, Service Cloud, Experience Cloud, Vlocity/Omni Studio and Salesforce CPQ. Strong expertise in Apex (Classes, Triggers, Batch, Schedulable), Lightning Web Components (LWC), Salesforce Flows, and integrations using REST APIs. Experienced in Salesforce security, data migration, and Agile delivery. Highly skilled in problem-solving, task prioritization, and cross-functional collaboration, consistently delivering secure, efficient, and user-centric applications that drive business value.

INDUSTRIES: Real Estate, Sales based, services based, product

TECHNICAL SKILLS

• Salesforce Development	3 years & 9 months
• Salesforce Administration	3 years & 9 months
• Apex Class and Triggers	3 years & 9 months
• LWC	3 years & 9 months
• integration	3 years & 8 months
• Deployments	3 years & 8 months
• Apex Testing	3 years & 8 months

SOFT SKILLS

Good Communication, Leadership, Team Leading

PROJECT DETAILS

• Real Estate Automation System

Project Description: Developed an end-to-end Salesforce automation solution to manage the real estate sales lifecycle from lead capture to deal closure. Implemented Service Cloud, custom Apex, Flows, and Lightning Web Components to automate case management, approvals, and customer interactions, ensuring secure, role-based access and improved operational efficiency

Responsibilities: Led Service Cloud implementation, improving customer service efficiency by 30% and streamlining case management. Architected and developed custom Apex (Classes, Triggers) and Flows and reducing manual tasks by 25%. Developed and customized Lightning Web Components (LWC), enhancing UI/UX and system functionality by 20%. Engineered and deployed multiple customer interaction channels (Email-to-Case, Web-to-Case, Live Chat) and optimized case entry processes. Designed and implemented complex approval processes and robust security/sharing models (Profiles, Permissions, Sharing Rules, Record Types). Managed end-to-end data migration using Data Loader, achieving 99% accuracy

Technologies: Salesforce Sales Cloud, Apex, LWC, Flows, Escalation Rules, Reports & Dashboards, Salesforce Automation, Data Management & Mass Processing

Industry: Real Estate

• Product Storage Management

Project Description: Customized Salesforce Sales Cloud for a manufacturing and warehouse firm to streamline lead management, opportunity tracking, and forecasting. Enhanced sales processes using Flows, Apex, LWC, and tailored automation. Integrated tools for data cleanup, documentation, and debugging to support efficient admin and developer operations, driving productivity and customer satisfaction

Responsibilities: Implemented out-of-the-box Salesforce features to enhance system functionality and meet business needs. Designed an escalation rule to calculate Turnaround Time (TAT) for cases, ensuring efficient case management. Automated business processes using Triggers to improve efficiency and reduce manual intervention. Created and implemented batch classes to process mass data efficiently, ensuring seamless data management. Developed custom reports and dashboards to provide actionable insights and support informed decision-making according to business requirements.

Technologies: Salesforce Sales Cloud, Apex (Classes, Triggers, Batch Apex), LWC, Flows, Escalation Rules, Reports & Dashboards, Salesforce Automation, Data Management & Mass Processing, Debug Logs & Developer Console, Git, GitHub, AWS, Agile (Scrum)

Industry: Sales based

• Dealer Agent communication

Project Description: Implemented Salesforce Service Cloud to streamline and automate service workflows across residential and commercial support functions such as maintenance, plumbing, and electrical. The solution enhanced customer support efficiency and improved operational visibility through custom components, integrations, and multi - channel case management

Responsibilities: Built and customized Lightning Web Components (LWC) to improve UI/UX and business functionality. Designed approval processes, record types, and implemented robust sharing/security models. Managed accurate data migration using Data Loader, ensuring 99% data integrity. Integrated Salesforce with external systems and deployed managed packages to increase adaptability. Executed deployments using Change Sets and Metadata API, ensuring smooth go-lives and system stability. Led end-to-end Service Cloud implementation, boosting customer service efficiency by 30%. Developed Apex Classes, Triggers, and Flows to automate service processes, reducing manual effort by 25%

Technologies: Salesforce Service Cloud, Apex (Classes, Triggers), Flows, LWC, Live Chat, Approval Processes, Salesforce Security Model, Data Loader (Data Migration), REST / External System Integrations, Managed Packages, Change Sets, Metadata API, Debug Logs & Develope

Industry: services based

• Intelligent Automation

Project Description: Designed and implemented a Salesforce CPQ solution to automate complex product configuration, pricing, discount approvals, and quote generation. The solution reduced quote turnaround time, improved pricing accuracy, and enabled sales teams to generate error free quotes aligned with business rules and approval policies.

Responsibilities: Configured Salesforce CPQ products, price books, options, and bundled product structures to support complex sales scenarios. Implemented Product Rules and Price Rules to enforce product compatibility and prevent configuration errors. Built dynamic quote templates for generating professional, customer-ready PDF quotes with accurate pricing and terms. Automated quote lifecycle using Flows and Apex, including quote creation, approval submission, and opportunity syncing. Integrated CPQ with Opportunities, Accounts, and Contracts to ensure seamless end-to-end sales operations. Created reports and dashboards to track quote conversion rate, average discount percentage, and sales cycle time. Deployed CPQ configurations from Sandbox to Production using Change Sets and followed Agile delivery practices

Technologies: Salesforce CPQ, Product & Price Book Configuration, Bundled Products, Price Rules, Product Rules, Discount Schedules, Approval Processes, Quote Templates, Advanced Approvals, Apex, Flows, Reports & Dashboards, Change Sets, Debug Logs, Git, Agile

Industry: product

EMPLOYMENT HISTORY

• Software Engineer

Description: Developed custom Apex classes, triggers, batch jobs, and schedulable classes to automate and streamline business logic. Configured and customized Field Service Lightning (FSL), including Service Territories, Work Types, Service Appointments, and Scheduling Policies to optimize on-site service delivery. Built reusable LWCs with decorators, wire adapters, LDS, SLDS, and implemented inter-component communication using PubSub and LMS. Automated case workflows using Flows and Apex, and configured Omni-Channel, Email-to-Case, Web-to Case, and Live Chat for multi-channel support. Integrated Salesforce with external systems using REST, SOAP, and Metadata APIs for secure, scalable data exchange. Managed deployments with Git, GitHub, DevOps Centre, and CI/CD pipelines using GitHub Actions. Executed accurate data migrations using Data Loader and Workbench during legacy system transitions. Designed approval processes, validation rules, and Apex sharing logic for complex business and security requirements.

• Salesforce Developer August-2022 - December-2024

INFYNEST TECHNOLOGIES LLP

Description: Developed Apex triggers and classes with a focus on performance optimization and governor limits. Customized standard and custom objects, relationships, record types, and page layouts. Built Lightning Web Components (LWC) through hands-on projects and worked across both Lightning and Salesforce Classic. Managed data operations using Data Import Wizard, Data Loader, and Salesforce Inspector. created reports, dashboards, and approval processes. Maintained Salesforce security and deployments, including roles, profiles, sharing rules, field-level security, territory management, and deployments via Change Sets, while providing quality support through a ticketing system.

CERTIFICATION

- AI Associate by Salesforce 2024
- COPADO Fundamental by COPADO 2024
- Platform Developer 1 by Salesforce 2023
- Salesforce Associate by Salesforce 2023

EDUCATION

- Masters degree in PGDSM from Visvesaraya Technological University 2017 - 2020
- Bachelors degree in Mechanical Engineering from Rashtra sant tkdoji maharaj Nagpur university 2012 - 2016

LANGUAGES

- English - advanced

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