Shastrakar N

Junior Salesforce Developer, 5+ years experience
Pune, India
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Salesforce Professional with 6 years and 9 months of total experience in the software industry. Possesses 5 years of hands-on experience in Salesforce Development from August 2019 to July 2024. Strong expertise in Salesforce configuration, customization, and development activities. Experienced in working with Apex, Lightning Components, and Salesforce integrations. Well-versed in requirement analysis, design, development, and deployment on the Salesforce platform. Has worked closely with cross-functional teams to deliver scalable business solutions. Prior experience of 1 year and 10 months as a Java Support Engineer at Wipro Technologies, Pune. Gained solid exposure to Java application support, debugging, and issue resolution. Adaptable professional with a strong understanding of enterprise-level systems and processes. Known for quick learning ability, problem-solving skills, and effective communication.

INDUSTRIES: chatbot, data security

TECHNICAL SKILLS

• sales force	5 years
• Apex	4 years
• SOQL	4 years
• AWS	4 years
• Apex Class and Triggers	4 years

PROJECT DETAILS

• Telstra Health Salesforce CRM Imp

Project Description: Designed and implemented Omnichannel Routing to balance agent workload and improve casechat resolution times.
Responsibilities: Led a team of 4 Salesforce Developers to deliver end-to-end Service Cloud and Digital Engagement solutions for Telstra HealthCare.
Technologies: Salesforce Platform, Service Cloud and Sales Cloud, Digital Engagement (Live Chat, WhatsApp, SMS, Web-to-Case), Omnichannel, Salesforce CPQ, Apex, SOQL, LWC, Process Builder, Flows, Workflows, REST API, GitHub, VS Code
Industry: chatbot

• Onboarding Credentialing System

Project Description: Configured Roles Profiles Permission Sets and Sharing Rules to maintain data security and user access control. Designed and implemented Workflows Approval Processes and Process Builders to automate complex business operations. Developed Apex Triggers Batch Apex LWCand system integrations using REST APIs. Designed and developed reusable Lightning Aura and Web Components reducing build time and improving UI consistency. Built Reports and Dashboards for business insights and performance tracking. Worked on Sales Cloud to define and streamline the organization sales process. Configured Service Cloud for Case ManagementEmailtoCase setup and Queue-based sharing models. Implemented Salesforce CPQ Configure Price Quote features such as Product Bundling Price Rules Discount Schedules and Quote Templates to automate and optimize the quotation and pricing process. Participated in all stages of Salesforce SDLC including design development testing and deployment. Managed version control and deployments using GitHub and Visual Studio Code.

Responsibilities: Configured Roles Profiles Permission Sets and Sharing Rules to maintain data security and user access control.

Technologies: Salesforce Platform, Apex Programming, SOQL & Triggers, Lightning Web Components (LWC), Service Cloud, Salesforce CPQ, Process Builder, Flows (Lightning Flow Builder), Workflows, REST API, GitHub for Version Control, Visual Studio Code with Salesforce Ext

Industry: data security

EDUCATION

• Bachelors degree in BE from HVPM collage of Engineer 2011 - 2015

LANGUAGES

• English - native

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