Gsa S

Salesforce Technical Lead, 6+ years experience
Nagpur, India
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Senior Salesforce Developer with 5+ years of hands-on experience delivering enterprise-grade Salesforce solutions using Apex, Lightning Web Components (LWC), Aura, and Visualforce. Certified across Salesforce Administration, Platform Development (PD I & II), Service Cloud, AI (Associate & Specialist), and Flosum, with deep expertise in both declarative and programmatic customization.Strong background in end-to-end Salesforce implementations, including requirements analysis, solution design, development, testing, deployment, and post-go-live support. Proven ability to design scalable architectures across Sales Cloud, Service Cloud, Community Cloud, and Financial Services Cloud, with extensive experience in integrations, automation, CI/CD pipelines, and data migration. Adept at collaborating with cross-functional teams in Agile environments to deliver high-quality, business-aligned solutions.

INDUSTRIES: IT services

TECHNICAL SKILLS

• Salesforce CRM	5 years & 1 months
• Apex	5 years & 3 months
• Apex Class and Triggers	5 years & 3 months
• Lightning web components	5 years & 3 months
• Aura components	5 years & 1 months
• Visual Force	5 years & 4 months

PROJECT DETAILS

• TimesPro

Project Description: Worked on a Salesforce Service Cloud implementation focused on improving customer service operations and automation. Developed scalable Lightning Web Components (LWC) and Apex services to enhance user experience and streamline business processes. Implemented Computer Telephony Integration (CTI) by configuring softphone layouts, enabling call logging, and integrating the telephony system with Salesforce to improve agent productivity and customer response time. Migrated legacy automations from Process Builder and Workflows to Salesforce Flows to ensure system scalability and future readiness. Integrated external systems using REST APIs with secure authentication through Named Credentials. Performed data migration, validation, and cleanup activities using Data Loader and Workbench. Managed deployments using SFDX and Change Sets, with release management handled through Flosum. Customized page layouts, validation rules, approval processes, and automation flows based on business requirements. Collaborated closely with QA and business stakeholders in Agile sprint cycles to deliver high-quality features on time. Built custom reports and dashboards for business insights and implemented complex sharing rules to meet security and access requirements. Developed Apex test classes and maintained over 85% code coverage to ensure deployment readiness and system stability.
Responsibilities: Developed scalable LWC components and Apex services for automation and UI enhancements. Implemented CTI (Computer Telephony Integration) in Service Cloud, configuring softphone layouts, call logging, and integrating telephony system with Salesforce to enhance customer service efficiency. Migrated legacy automation (Process Builders/Workflows) to Salesforce Flows. Integrated external systems using REST APIs and managed authentication via Named Credentials. Conducted data migration and cleanup using Data Loader and Workbench. Created deployment packages using SFDX and Change Sets; managed releases through Flosum. Customized page layouts, validation rules, approval processes, and automation flows. Worked closely with QA and business teams in Agile sprints to deliver features. Built custom reports, dashboards, and implemented complex sharing rules. Wrote Apex Test Classes maintaining over 85% code coverage.
Technologies: Salesforce CRM, Apex, LWC, Visualforce, Flows, REST API, SOQL/SOSL, Data Loader, Postman, Salesforce CLI (SFDX), Git, VS Code, Flosum, Change Sets
Industry: IT services

• Google Fitbit

Project Description: Contributed to the development and customization of Salesforce applications to support business operations and data integrity. Managed data migration activities using Salesforce Data Loader for insert, update, and bulk data operations. Designed and maintained custom objects, workflows, validation rules, and approval processes to align the system with evolving business requirements. Developed and deployed Apex Classes, Triggers, and Test Classes to implement custom logic and ensure platform reliability. Created meaningful reports and dashboards to support decision-making and worked closely with business users to gather requirements and deliver effective solutions. Implemented sharing rules and managed object-level security to maintain proper data access and compliance. Supported sandbox-to-production deployments using Change Sets, ensuring smooth and controlled releases.
Responsibilities: Managed data migration using Data Loader for insert/update/bulk operations. Developed and maintained custom objects, workflows, validation rules, and approval processes. Created and deployed Apex Classes, Triggers, and Test Classes. Designed reports and dashboards; collaborated with business users. Implemented sharing rules and managed object-level security. Used Change Sets for sandbox-to-production deployments.
Technologies: Salesforce CRM, Apex, Data Loader, SOQL, Change Sets
Industry: IT services

• Prosimo

Project Description: Built and deployed custom Lightning Web Components (LWC) and Lightning tabs to deliver enhanced user interfaces and improved functionality. Developed Apex Classes, Controller Classes, and Triggers to implement custom business logic and backend automation. Created and configured custom objects, fields, and validation rules to meet business requirements and ensure data accuracy. Implemented integrations using Connected Apps and Named Credentials with secure authentication mechanisms. Maintained field-level and object-level security to enforce data access controls. Collaborated closely with business stakeholders throughout feature development, testing, and deployment to ensure solutions aligned with functional needs and quality standards.
Responsibilities: Built and deployed custom LWC components and Lightning tabs. Developed Apex Classes, Controller Classes, and Triggers. Created custom objects, fields, and validation rules. Implemented Connected Apps and Named Credentials for integrations. Maintained field- and object-level security. Worked closely with business stakeholders on feature delivery and testing.
Technologies: Salesforce CRM, Apex, Lightning Web Components (LWC), SOQL/SOSL
Industry: IT services

EDUCATION

• Bachelors degree in computer science from Amit University 2018 - 2021

LANGUAGES

• English - advanced

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