KA A

Senior Salesforce Developer, 4+ years experience
Nagpur, India
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Salesforce Developer with 4+ years of hands-on Salesforce development experience and 4.2+ years overall IT experience in designing, developing, and implementing scalable business applications. Strong expertise in Salesforce development and configuration using Apex and the Force.com platform. Experienced in translating business requirements into effective technical solutions and delivering high-quality implementations across Sales Cloud and Service Cloud. Seeking a challenging role in a growth-oriented organization where technical and problem-solving skills can contribute to long-term business success.

INDUSTRIES: NGO, IT Services, IT services

TECHNICAL SKILLS

• Salesforce	4 years & 2 months
• Apex Class and Triggers	4 years & 4 months
• Lightning Web Component	4 years & 1 months
• Aura components	4 years & 4 months
• SOQL	4 years & 4 months
• Batch apex	4 years & 1 months
• data migration	4 years & 3 months

PROJECT DETAILS

• Salesforce Implementation for NGO

Project Description: The client is a non governmental organization based in India that is dedicated to addressing critical social issues such as bonded labor, child labor, human trafficking, and violence against women. The organization works closely with local communities, government bodies, and international partners to provide support, rehabilitation, legal assistance, and awareness programs aimed at protecting vulnerable populations and promoting social justice. The primary business requirement from the client was to optimize and stabilize their existing system, which had already been developed but was facing multiple functional issues, performance bottlenecks, and unresolved bugs. The objective was to enhance overall system reliability, improve user experience, and ensure that the platform could effectively support the organizations operational and reporting needs. This involved performing detailed system analysis, identifying root causes of recurring issues, and implementing fixes for critical defects across various modules. The project also focused on improving system performance, streamlining workflows, and ensuring data accuracy and integrity. Additional efforts were made to refactor legacy configurations and optimize automation processes to align with best practices and scalability standards. Close collaboration with business stakeholders, operations teams, and technical teams was required to understand real world use cases, prioritize issue resolution, and validate enhancements. The overall goal was to deliver a stable, efficient, and scalable system that would support the NGO mission critical activities and enable better tracking, reporting, and case management capabilities.
Responsibilities: Involved in Creation of Custom Objects. Worked on Business Automation Tools. Worked on Lightning Web Components. Worked on Apex classes and Trigger. Worked on Data Sharing and Security. Worked on Sales Cloud.
Technologies: Apex , LWC, SOQL, Automation Tools
Industry: NGO

• Service Cloud App.

Project Description: The client was previously relying on a manual process to track customer support tickets, which created challenges in monitoring ticket status, ensuring timely issue resolution, and maintaining accurate service records. The lack of automation led to delays in response times, reduced visibility into support operations, and increased dependency on manual data handling. The business requirement was to implement an automated, centralized system to streamline ticket management and improve overall customer support efficiency. To address this, Salesforce Service Cloud was integrated with a third-party ticketing system using REST APIs to enable seamless communication between platforms. Data synchronization was implemented using Apex callouts, ensuring real-time or near real-time data exchange between Salesforce and the external system. Named Credentials were configured to securely manage authentication and simplify integration maintenance. The solution enabled automated ticket creation, status tracking, and updates across systems, improving agent productivity and providing better visibility into customer issues. This integration significantly reduced manual effort, minimized data inconsistencies, and enhanced overall service delivery performance. Additionally, the system improved reporting capabilities, enabling stakeholders to track ticket metrics, resolution times, and service quality more effectively.

Responsibilities: Involved in Database design. Worked on Email notification. Worked on Business Automation Tools.

Technologies: REST API, Apex, SOQL

Industry: IT Services

• HR Recruitment App.

Project Description: The HR Recruitment Application was designed to support the HR Team and HR Managers in efficiently managing end-to-end recruitment activities. The application serves as a centralized platform to handle various recruitment-related tasks, improving visibility, tracking, and overall hiring process efficiency. Using this application, HR teams can monitor candidate progress across different recruitment stages, track job application status, and manage hiring workflows in a structured and organized manner. The system helps streamline candidate data management, reduce manual tracking efforts, and ensure better coordination between recruiters, hiring managers, and other stakeholders. The application also enables improved reporting and status tracking, allowing HR teams to make faster and more informed hiring decisions. By digitizing and automating recruitment processes, the solution enhances productivity, reduces process delays, and improves the overall candidate management experience.

Responsibilities: Involved in Creation of Custom Objects. Involved in Database design. Worked on Candidate feature. Worked on Job Application feature. Worked on Validation Rules. Worked on Email notification. Worked on Business Automation Tools. Worked on Lightning Web Components.. Worked on Rest Api

Technologies: Database design, LWC, REST API, Automation tools

Industry: IT services

EDUCATION

• Bachelors degree in Computer Science from Amit 2019 - 2021

LANGUAGES

• English - advanced

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