Mashetty S

Salesforce Developer, 3+ years experience
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Salesforce Developer with 3+ years of experience building scalable CRM solutions using Apex, Lightning Web Components, and Flows. Experienced in developing Experience Cloud portals, implementing AI-driven automation with Agentforce, and integrating Salesforce Data Cloud with external systems. Strong background in Service Cloud, Field Service Lightning, and secure Salesforce integrations, with a focus on delivering efficient and user-friendly enterprise solutions.

INDUSTRIES: Media Entertainment, Telecommunications

TECHNICAL SKILLS

• Salesforce Development	2 years & 8 months
• Experience cloud	1 years
• Agentforce	8 months
• service cloud	6 months
• Field Service Lighting	4 months

PROJECT DETAILS

• StoryLine Inc

Project Description: Designed and implemented a Salesforce-based customer portal using Experience Cloud to enable secure user registration, self-service access, and AI-driven support. The project focused on automating business processes, integrating external data sources, and delivering personalized insights using Agentforce and Salesforce Data Cloud.
Responsibilities: Designed and developed a custom Experience Cloud portal for external users. Built user registration and onboarding flows using Lightning Web Components (LWC). Implemented SSO login using Connected Apps (Gmail and Facebook). Developed Apex controllers, triggers, and Flows for business automation. Built an AI-powered Agentforce agent to handle user queries and fetch personalized data. Integrated Salesforce Data Cloud with external data sources (AWS, GCP). Configured security, roles, profiles, and sharing rules. Performed testing, deployment, and support in an Agile environment.
Technologies: Salesforce Experience Cloud, Apex, Lightning Web Components (LWC), Lightning Flows, SOQL, Agentforce, Salesforce Data Cloud, REST APIs, Connected Apps
Industry: Media Entertainment

• Avaya

Project Description: Implemented Salesforce Service Cloud and Field Service Lightning (FSL) to automate service operations, work order management, and field technician scheduling. The solution improved case resolution, optimized technician utilization, and enabled mobile access for field teams.
Responsibilities: Configured Work Orders, Service Appointments, and Work Types. Set up Service Territories, Operating Hours, and Resource Skills. Automated scheduling and dispatch using FSL. Integrated Service Cloud with Field Service Lightning. Enabled FSL Mobile App with online and offline inventory management. Built Flows for case routing and automation. Configured knowledge articles mapping to service cases. Performed testing and deployment support.
Technologies: Salesforce Service Cloud, Field Service Lightning (FSL), Lightning Flows, Apex, SOQL, FSL Mobile App
Industry: Telecommunications

EMPLOYMENT HISTORY

• Salesforce Developer March-2023 - October-2025

Description: Built Salesforce applications using Apex, LWC, Flows, and SOQL. Developed Experience Cloud portals with secure SSO login. Implemented AI automation using Agentforce and Data Cloud. Integrated external systems (AWS, GCP) and REST APIs. Managed security, deployments, and Agile delivery.

EDUCATION

• Bachelors degree in ECE from JNTUH 2014 - 2018

LANGUAGES

• English - advanced

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