Sahil Sharma

Email – sahil.sharma.0241@gmail.com
Phone – +91-8920188854

SALESFORCE CERTIFIED — Platform Developer I
SALESFORCE CERTIFIED — Platform Developer II
SALESFORCE CERTIFIED — Administrator
COPADO CERTIFIED — Administrator

SUMMARY

- As a Salesforce Developer, 3.6 years of experience in numerous software developments phases. Skills include software development in Sales and Service cloud, Customer and Customer Plus Community.
- 3+ years of experience in Lightning development (Aura).
- Extensively worked on Apex Classes, Triggers, Asynchronous Apex and Visual force pages in SFDC development.
- Integration via Rest and Soap Webservices.
- Expertise in Salesforce Configuration (out of the box functionality).
- Experience in using Data Loader, Workbench and Salesforce Inspector tools for handling the project and Data Migration.
- Experience in building complex MuleSoft application in API Led architecture.
- Strong analytical skills, self-driven, keen to learn and adopt new technologies and processes.
- Excellent team player, self-motivated, quick learner with good communication skills.
- Salesforce Certified Platform Developer (PD1), (PD2), and Administrator.
- Copado certified Administrator.

EMPLOYMENT PROFILE

- Currently working as Software Engineer with **Pure Software,** Noida (Sep 2019-Present)
- Worked as Systems Engineer with **Saasfocus, A Cognizant Company**, Noida (June 2017-Sep 2019)

EDUCATION SUMMARY

Qualification	Board/University	Percentage	Year
BTech	Guru Gobind Singh Indraprastha University	72.7%	2013-2017
Class XII, Science	CBSE	76.7%	2011-2012
Class X, Science	CBSE	8.8 CGPA	2009-2010

PROFESSIONAL EXPERIENCE

PROJECT #1:

Project Name – Encore Advantage (American Express)

Environment – Lightning, Service Cloud and Customer Community, Salesforce, MuleSoft

Team Size – 6

Description:

Encore Advantage is a debt collection company focusing on collecting useful data of bank consumers. The data is further used to provide settlement offers and verify whether the consumer is not a defaulter or bank corrupt.

Responsibilities:

- Integration via MuleSoft with Amazon AWS SFTP servers, Tokenex, etc.
- Developed Visual force pages for public sites.
- R&D on Salesforce Einstein and Einstein Analytics.

- R&D on Salesforce Marketing cloud.
- Event management on History classes.
- Custom Session management for logins.
- Implemented & maintained Reports and Dashboards.
- Designed and deployed Custom tabs, validation rules, Approval Processes, Process Builders.

PROJECT #2:

Project Name – Toyota

Environment – Lightning, Customer Plus Community, Salesforce

Team Size – 8

Description:

Toyota uses Salesforce to log cases with the dealers into the customer community. These cases are then handled by their internal users.

Responsibilities:

- Revamped the previous system into lightning.
- Implemented Milestones and Service Console.
- Established customer community for dealers to log their cases.
- Implemented the entire functionality in lightning components.
- Managed to implement Knowledge Article into lightning Customer community with existing article types.
- Configured the Profiles, permission sets, Roles and sharing settings.
- Deployment and configured Production environment.

PROJECT #3:

Project – Cigna TTK

Environment – Classic, Salesforce

Team Size – 4

Description:

Salesforce act as middleware between various Cigna vendors and DEA server.

Responsibilities:
- Salesforce act as middleware between various Cigna vendors and DEA server.
- Requirement Gathering and analysis of the business requirements to provide an appropriate solution.
- SFDC Configuration and SFDC customizing the applications as per requirements.
- Set up Objects, Custom Settings, Fields, Profiles, Permissions, and Roles.
- Worked on Workflows, Approval Processes, Validation Rules, and Formula Fields.
- Configured Page Layouts, Email Templates, Record Types, and Field Dependencies.
- Created Apex classes and VF pages, SOAP and REST Web services.
- Developed Batch Classes, Triggers, and Process Builders for automation of procedures.

AWARDS

- Client Appreciations
- 3 times Pillar of Success

PROFILES

- LinkedIn - https://www.linkedin.com/in/sahil-sharma-1414b4176
- Trailblazer - https://trailblazer.me/id/ssharma154