

AMIT SHARMA

Salesforce Developer

 **PHONE**

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 **ADDRESS**

116, Tejaji Nagar, Indore, M.P - 452020

Salesforce Developer with extensive experience with Configuration, Implementation, Development, and Production Support events on Salesforce.com Platform using Agile/Scrum methodologies. Worked on service cloud, Lightning web components, Apex and Visualforce pages

WORK HISTORY

Feb 2020 - **Salesforce Developer**

Current

TaskUs | Indore, MP

- Assist in the design and development of Lightning web component AND AURA component
- Working on service cloud's case management, Omni channel setup and routing.
- Worked on lightning Service Cloud console-setup.
- Developed various Custom Objects, Tabs, Entity-Relationship data models, validation rules on the objects, tabs, Components and Custom links.
- Maintained the Salesforce platform by monitoring support tickets, user issues, and employee workflows.
- Developing and helping to enforce master data management and governance
- Created and maintained user profiles, workflows, dashboards on Salesforce and other CRM software.
- Provided continued maintenance and development of bug fixes.
- Interacted with various business team members to gather the requirements and documented the requirements.

Jan 2018 - **Support Engineer and Salesforce Admin**

Feb 2020

Teleperformance | Indore, MP

- Used remote diagnostic tools to identify sources of certain customer issues.
- Customizing the salesforce platform as per the requirement of clients.
- Delivered exceptionally high level of professionalism and support to each customer, upholding company's commitment to service.
- Answered calls and emails at help desk to assist customers with basic support, bug fixes and configuration issues.
- Established empathy with customers through insight into business drivers and expectations to offer personalized service.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.

MY SKILLS

API 

Apex 

Visualforce 

App Support 

Apex data loader 

SOQL 

HTML 

Dec 2016 - Graduate Apprentice

Dec 2017 Gail india ltd | vijaipur, MP

- Completed required training programs and accompanying exams to maintain apprenticeship status.
- Kept neat, organized records for completed work.

PROFESSIONAL SUMMARY

- 5 years of experience in which 4 years of relevant in Salesforce Administration, and Salesforce Developer or similar role
- Work with Validation Rules, Actions, Approval Processes, Flow Builder and Process Builder
- Expertise in Salesforce development and customization as per requirements
- Knowledge of web services, and API.
- Experience in Force.com Apex Classes, Apex triggers, Apex data loaders, Lightning web components, Visual Force pages, SOQL and SOSL, Salesforce App Exchange and Unit testing.
- Knowledge of Apex object-oriented programming language
- Hands on experience in stages of Software development life cycle.
- Completed 3 projects on salesforce implementation and development
- Hands on experience on Lightning component framework.
- 2+ years of experience supporting salesforce.com with a strong functional domain knowledge of service Cloud.
- Familiar with salesforce integration using SOAP and Rest API.

EDUCATION

2012 - 2016 Bachelor Of Engineering

From Chameli Devi Group Of Institutions.
Scored 7.68 CGPA

2011 - 2012 Higher Secondary School Certificate Examination

From Central Board Of Secondary Education

2009 - 2010 Secondary School Certificate Examination

From Madhya Pradesh Board Of Secondary Education

PERSONAL DETAILS

Father Name: Mr. Rajesh Sharma
Mother Name: Mrs. Rumani Sharma
Date Of Birth : 29 April 1995
Residential Address: 16 Tejaji nagar Khandwa road Indore M.P
Gender: Male
Marital Status: Unmarried
Languages Known: Hindi, English