

# DEEPIKA NAHTA

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## PROFESSIONAL SUMMARY

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Salesforce Lead Developer with 6+ years of experience in developing applications using force.com platform and Lightning Experience.

- Having extensive knowledge in implementing, customizing, and supporting salesforce solutions
- Involved in data migration and Integration using Apex Data Loader
- Proficient knowledge of Governor limits. Experienced in optimization of existing code by the governor limits
- Experience in Integration with multiple systems using REST Services
- Ability to meet deadlines and handle pressure in coordinating multiple tasks in work environment.
- Proficient in creating Objects, Tabs, Lightning Pages, Page Layouts, Record Types, Rollup Summary Fields, Relationships, Validation Rules, Workflow Rules, Process Builder, Flows, Approval Processes, Reports, Dashboards and Email Templates
- Involved in various stages of Software Development Life Cycle (SDLC) including System Design, Analysis, Development, Testing, Deployment and Maintenance
- Experience in working with in VS Code with Salesforce DX CLI

## SKILLS

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**Salesforce Proficient:** Force.com, Apex, Triggers, Asynchronous Apex (Batch Classes, Schedule class, Queueable, Future), Salesforce configurations, REST APIs, SOQL, SOSL, JavaScript, Lightning Aura, Lightning Web Components (LWC), Community Cloud, HTML, CSS

**Salesforce Basic:** Service Cloud, Field Service Lightning (FSL), Lightning Scheduler, B2B Lightning Commerce, IoT, Next Best Action, Einstein Analytics, Einstein Chat Bot

**Tools:** JIRA, Change Set, Visual Studio, Postman, SFDX, Data Loader, GIT, ANT

## EXPERIENCE

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### *Technical Lead*

*Tavant Technologies*

*January 2019 – Present, Bangalore, IN*

### **Project 1: Lightning Migration, Warranty Management | Lead Developer**

A Renowned Agricultural Machinery company which supplies products and services to customers across the world. tractor Corporation is a heavy equipment manufacturer in USA. As part of implementation, The Corporation will be able to monitor and control all warranty related activities like warranty registration automated Claims processing, Policy setup, claim settlement, Part returns Management using a single system i.e., Tavant Warranty on Demand (TWOD)

**Technologies and Tools:** Salesforce Lightning, Apex, Community Cloud, Visual force, SOQL, JavaScript, force.com configuration and customization, VS code and Git lab, Postman, Workbench

- Managed the claim module end to end development life cycle including claim filing, processing, Approvals, and its financials as per requirements
- Developed Apex Classes, Controllers, Asynchronous Apex and Apex Triggers for various functional needs in the application
- Administered, Configured, maintained application users using Sharing Settings, Profiles, Roles, Role hierarchy, Apex sharing and Sharing rules

- Implemented and Managed multiple REST API Integrations for claim functionality as per business requirement
- Setup the partner community for the dealer users
- Collaborated closely with clients, other developers, business analysts, project managers, and testers daily
- Volunteered to clean up the code and master data in the existing system which wasn't as per requirement, this led to optimization on business process impacting multiple functionalities
- Implemented Configurable, Custom lightning components framework for customer portal communities
- Participated in production deployment activities
- Led the team of 4-5 developers for managing the support, along with regular client interactions and doing production releases for 3 months
- Involved in data migration using data loader
- Resolved multiple performance issues and roadblocks, hit by governor limits of salesforce.
- Mentored and delegated the work to team members
- Troubleshoot and resolved bugs under pressured environment
- Used SFDX for development and version management using GIT

### **Project 2: Salesforce Presales Solution Engineer | Lead Developer**

The Pre-Sales Engineering team manages and delivers simple-to-use, flexible, reliable, and user-friendly demonstration assets that enable our sales team to take our customers on engaging personalized journeys, so they understand how to scale their missions in this new all-digital world using Tavant's Salesforce SaaS Product Offering. It

**Technologies and Tools:** Salesforce Lightning, Lightning Web Components, Apex, Visual force, SOQL, JavaScript, Force.com Configuration and Customization, Visual Studio code, GitLab, Einstein Chat Bot, IoT, Next Best Action, Field Service Lightning (FSL), Lightning Scheduler, B2B Lightning Commerce, Salesforce Lightning Knowledge

- Implemented a proof-of-concept for extended warranty flow, Return Authorization as part of pre-sales team using Apex, Aura Components and LWC
- Collaborated with business analyst on client requirement to come up with a demo user story
- Estimate the requirements to give final estimates to the client
- Designed and implemented demo on Salesforce case management on service cloud
- Setup Appointment booking using salesforce scheduler license and lightning components
- Setup Basic FSL workflow for the Demo
- Setup Basic B2B on the Demo Portal and Integrate another order workflow with B2B cart functionality
- Setting up knowledge management in community and salesforce org
- Setup Einstein chat for Customer portal for creating case using process Builder and flows

### **Senior Software Engineer**

**Mindtree Limited**

**October 2015 – January 2019, Bangalore, IN**

### **Project 1: Return Process | Salesforce Developer**

To digitize the Returns process for its customers on Salesforce platform. The new system should provide the ability to create Core Returns, view, track, and provides insights for Renowned component manufacture and supply for Commercial Vehicles Company.

**Technologies:** Salesforce Lightning, Apex, Visual force, SOQL, jQuery, JavaScript, SFDC configuration and customization

- Requirement gathering, designing, coding, unit testing and defect fixing
- Authored Lightning components, Events, Apex classes, Test classes
- Configured Workflows, Permission sets, Email templates, Email alerts, community users and community
- Community Translations using Translation workbench
- Responsible production deployment using change set, pre/post deployment steps and its documentation.
- Worked on Restful webservises

## **Project 2: Community for Customer Experience | Salesforce Developer**

To provide a better customer experience for Onboarding, Transaction Reporting, Project Implementation and Service Dashboard for customers for Renowned Payment Systems Company.

**Technologies:** Apex, Visualforce, SOQL, Bootstrap, jQuery, JavaScript, SFDC configuration and customization

- Analyzed the user stories and provided optimum solution
- Developed Apex Classes, Apex Triggers, Batch Classes, Scheduler Classes, Test Classes, Visualforce Pages, Visualforce Components as per the requirement
- Created Validation Rules, Workflow Rules, Process Builder, Email Templates, Email Alerts and Permission Sets
- Deployment using Change set and ANT tool
- Developed many lightning components with event driven architecture using AURA framework
- Setup and extensively setup the lightning community as per UX provided

## **CERTIFICATIONS**

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- Salesforce Certified Administrator
- Salesforce Certified Platform I Developer
- Salesforce Certified Platform II Developer

## **HONORS AND AWARDS**

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- Shining Star Award | Tavant Technologies | July 2019
- Shining Star Award | Tavant Technologies | February 2021
- Shining Star Award | Tavant Technologies | March 2022

## **EDUCATION**

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**Bachelor of Electronics and Communication**, CMR Institute of Technology (75%)

2011 - 2015