Deepak Agarwal

Salesforce Developer

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CAREER OBJECTIVE

As 6.6 Years of Complete experience in Salesforce industry I have worked on many project Sectors like Banking, Finance, Health care domains. Sound experience in Apex, Triggers, Asynchronous apex, Lightning Components, Custom Metadata, Custom Settings. Worked and implemented REST API integration system with Oracle NetSuite, was also involved in technical discussions, User stories estimates, User story analysis. Excellent communication skills and command over English language, direct interaction with Clients.

SKILLS

- LWC
- Lightning Components
- Visualforce pages
- Asynchronous apex
- Apex triggers
- SOQL
- REST API Integration
- Javascript
- Sales cloud
- Service Cloud
- Field service lightning(FSL)
- Community cloud
- Translations

CERTIFICATIONS

- ✓ Salesforce Certified Platform Developer II
- ✓ Salesforce Certified Platform Developer I
- ✓ Salesforce Certified Platform App Builder
- ✓ Salesforce Certified Administrator
- ✓ Salesforce Certified Service Cloud Consultant

AWARDS

- ✓ Received 10/10 CSAT From Customer
- ✓ Team Awards

EDUCATION

Bachelor of Computer Science
Keshav Memorial Institute of Technology
2010 - 2016
Hyderabad

WORK EXPERIENCE

Technical Specialist

Birlasoft

July 2022 – Current/Hyderabad

- In Birlasoft I am working on code review, PR review , enhancement and support cases.
- Converted apex triggers into flows.
- Analyzed documented salesforce release updates. Tested the updates and made changes where updates where impacting.
- On daily basis I work on salesforce cases which involves batch apex, classes, triggers.

Senior Software Engineer

Epam Systems

March 2020 – July 2022

- I joined Epam as Software engineer and got promoted to senior software engineer.
- As Senior Salesforce developer I am involved in development and maintenance of applications, products.
- I have worked on Asynchronous apex , LWC, REST API Integration, lightning components & Custom metadata.

Module lead

Persistent Systems

January 2018 - March 2020 / Hyderabad

- I joined Persistent as Senior software engineer and got promoted to Module lead here.
- I have designed custom Visualforce pages which was part of TWL(Two Wheeler loan) processing application. Also, with the help of team collaboration and together working delivered TWL application within 8Months.
- Learned and implemented Continuous integration using REST API in Visualforce page which was part of Go -Live TWL application that could read Sales entered data and get CIBIL value from third party system.

Software Engineer

Zensar Technologies

August 2016 - December 2017 / Bangalore & Pune

- Worked as Salesforce developer to help build custom applications and maintain them.
- I worked on Lead management, case management to help generate more leads.
- I have learned and worked on aura lightning components. Got hands on lightning pages, lightning flexi page, lightning app builder.

PROJECTS

IQVIA Technologies

Key Salesforce developer

Jan 2021 - Feb 2022

- Worked on Agile methodology project which involves user stories involving Development and enhancements. I was involved in User story discussion, User story estimates, Sprint stories discussion and analysis, Development & enhancements for LWC, Async apex, Lightning aura components, apex & triggers.
- Key Implementations: Lightning Components, LWC, Asynchronous apex, Custom Metadata.

Accellion CPQ
Salesforce Developer

June 2020 - Dec 2020

- I have understood and built Integration system which reads data from salesforce, converts into JSON and updates data in Oracle NetSuite sandbox. Worked as a key developer in configuring integration points in Salesforce Sandbox, Oracle NetSuite sandbox, written quality code using best practices, written unit test cases for each framework, tested the API using POSTMAN tool for a successful integration.
- Key Implementations: Lightning Components, REST API Integration, Publish Events, Triggers, Apex classes, Connected App, auth Providers, Custom Metadata, Permission Sets, Profiles.

POC on Field Service lightning
Salesforce developer

April 2020 - June 2020

- In FSL POC I got chance to work on Objects, Configuration part of FSL.
- I have worked on Dispatcher console, Customized dispatcher console settings , Managing & Configuring Service appointments.
- Field Service Scheduling • Worked on different Scheduling policies and configured them according to work load. • Update Schedule - Assign and Reassign Appointments, Set Up Appointment Booking, Book Appointments.
- Key Implementations: Field Service lightning managed package.

Evariant Inc.
Key Salesforce developer

November 2019 - February 2020

- Developed, Tested & Deployed sprint stories using Agile methodology. Mainly focused on building generic lightning components which was used in Managed packaging.
- Key Implementations: Custom Metadata, Wrapper classes, Queues, List Views, Lightning record pages, OOTB features.

Kotak Two-wheeler loan application (TWL)
Salesforce developer

May 2019 - November 2019

- Built custom Visualforce pages which was part of TWL processing application. Also, with the help of team collaboration and together working delivered TWL application within 8Months.
- Key Implementations: Lightning Design System, Continuous integration using REST, JavaScript, Wrapper classes.

HeroFinCorp TWL
Salesforce developer

April 2018 - April 2019

- Designed Loan Application System which caters to all the consumer durable functionalities i.e. capturing leads through various channels/outlets and then processing the same till loan approval or rejection.
- Key Implementations: Lightning Components, Changesets, Operations Page.

Thermo Fisher Scientifc Siebel to Salesforce Migration
BA/Developer

March 2018 - April 2018

- Gathered requirements from client and framed them into Salesforce functionality.
- <u>Key Implementations</u>: BRD design, Designing UML diagrams, understanding other systems like Oracle, SAP, Siebel.

KavoKerr Group, Danaher, US.
Salesforce shadow resource

October 2016 - March 2017
- Provided complete configuration and some part of development support to client for fixing issues related to profiles, sharing rules, OWD's, workflows.
- <u>Key Implementations</u>: Worked on triggers, Workflows, Approval Process and Visualforce.

Digital Claim Processing Portal Application
Salesforce developer

April 2017 - July 2017
- Designed and developed application from scratch, Worked and Designed the Service request page where user can raise any request/Complaint/Enquiry/Claim request for any policy in VF pages.
- <u>Key Implementations</u>: Bootstrap, HTML, CSS, JavaScript, Visualforce pages, Configured 360SMS application (App exchange product)

KavoKerr Group, Danaher, US.
Salesforce developer

July 2017 - November 2017
- In KavoKerr I worked on lead management, case management, lead conversion with Dynamic CRM.
- <u>Key Implementations</u>: Worked on Apex classes, Lead Management, Service cloud, Case management.