ABHISHEK SHARMA
er.sharmaabhi05@gmail.com
 +91-9958488410

CAREER SUMMARY

Around 90 months (7 years and 5 months) of experience in salesforce configuration and customization.
• 5X Certified namely Salesforce Certified Administrator and Platform Developer 1, Platform Developer 2, Sales Cloud and Service Cloud.
• Experience in the development of LWC and Aura Components.
• Experience in the Einstein Analytics.
• Experience in FSL (Field Service Lightning).
• Experience in creating complicated front-end logic structure using LWC and Aura component JavaScript coding.
• Experience in creating backend structure using Apex.
• Experience in all synchronous (triggers, workflow, process builder, flow etc) and asynchronous (batch, future, queueable, schedulable) models in salesforce.
• Experience of integration (consume and expose).
• Experience as a consultant in some of the project.
• Experience in implementing the Security Model (Object, Field & Record level, Apex).
• Experience in Apex Classes, triggers, test classes and asynchronous jobs.
• Experience in custom settings-based development.
• Generic based approach in development.
• Experience in custom labels and static resources-based development.
• Understanding and experience on Communities.
• Experience in communities.
• Experience of Apex based sharing development.
• Experience on HTML, JavaScript.
• Salesforce site pages.
• Experience in creating Visualforce pages and Visualforce components.
• Experience on case management, escalation rules and assignment rules.
• Experience converting to Salesforce Custom Objects, Lookup Relationships, Junction objects, Master-detail relationships.
• Experience in designing Page layout, Custom Formula Fields, Field Dependencies, and Validation Rules.
• Flows, Workflows and Approval Process, Process Builder.
• Queue, Public Group. Experience in working with reports, custom report type dashboards.
• Knowledge of Scrum framework, which is also known as agile framework.
• Worked on Agile Tools like JIRA, Service Now (SNOW) and RALLY.
• Experience in data management using Data Loader and Talend. Scheduling the data loading in the salesforce using local server machine.
• Experience in data management using Experience on Eclipse and Change set deployment.
• Experience on ZOHO CRM. Created web-to-lead, custom functions, forms.
• Experience on salesforce connect.
• Involved in a total of 12 projects, in which I was part of 10 team projects and 4 dedicated projects as follows:

COMPANY	Role	YEARS OF EXPERIENCE
Astrea IT Services	Developer to Senior Developer	Dec, 2014 to Dec 2017

Cognizant Technology Solutions	Associate to Senior Developer	Feb 2018 to April,2020
Deloitte USI	Consultant	April 2020 to Present

KEY SKILLS

Programming languages	Primary: Apex, Secondary: Java
Operating System	Windows 95/98/XP/7/8/10.
Version Control	Salesforce
Salesforce Technology	Salesforce CRM Customization: LWC, Aura, Apex Classes/ Controllers, Visual force Pages/Components, Batch Apex and Triggers, Custom Settings, Custom Labels, Custom Tagging, Static Resources, JavaScript, Wrapper Classes, Salesforce Sites, Communities, Integration API, Lightning (Basics), Test classes, Apex based sharing. Salesforce CRM Configuration: Einstein Analytics, Queue, Public Group, Work flow & Approvals, Process Builder, Validation Rules, Profile Permission, Role, Permission Set, Sharing Settings, Change Set Deployment, Duplication and Matching Rules, Assignment Rules, Record Level sharing.
Tools	Data Loader, Talend, Workbench, Eclipse
Other CRM	ZOHO

Major Project Details:

Project Industry	Energy and Transmission Sector
Role	Salesforce Consultant, Problem Solving, Designing Solutions, Grooming Juniors
Team size	20
Technologies used	Aura, LWC, Messaging Channel, Platform events, VF Pages, Integration (Bulk API), Rest API (Expose), Apex, Flows, Salesforce Configuration, Salesforce Customization

Description:

Energy and Utility project, where field users go and assess the trees at ground level so that it may reduce the risk on catching fire when train or any other vehicle passes from that area.

Responsibilities:
1. Owned the module for the display part of trees using custom built maps and not google maps.
2. Built the design for the custom solution, mentioned in 1.
3. Use messaging channels and platform events.
4. Owned another module of building the issues (if any) in cutting down trees like if the trees lie in someone's private area i.e. creating constraint.
5. Groom juniors to develop the functionality.

Project Industry	Public Sector
Role	Salesforce Consultant, Lead
Team size	50
Technologies used	Apex, Saleforce.com, Salesforce Configuration, Salesforce Customization

Description:
Development and management of the business-to-business sales flow for the organization that helps agencies as well as direct client to advertise their products in the various channels such as Sony TV, Willow TV, etc in Salesforce. Below are my roles:

Responsibilities:
1. In the 1st module of the project, the tenure was 8 months where, I was a lead developer, in which I developed components using Aura, LWC, Lightning Flows.
2. As a lead developer, I played the role of an architecture where I suggested few outcomes to make their system stable and building structure of the new things. I got the appreciation from the client to make their system much more stable and effective to use for future requirement.
3. Worked as an Einstein Analytics Developer where I build 15 dashboards for the client. Client really appreciate the work as the same dashboard was created as suggested by them in the wireframe.
4. As an offshore project lead, I managed a team of 4 people, where my role was to develop the work and to make sure my team is on time to deliver the work. Also helping the team technically and functionally.
5. Worked as a part of platform team to move the components from one environment to another using Copado.

6. In the 2nd module of the project, the tenure was 5 months, where
   o Built the security of the system i.e., which user will see what in the system. I suggested business the use of Salesforce Teams on Account and opportunity and how we can use them for the business requirement. The business accepted this and finally it was developed by me.
   o Built the functionality when one of the team members go away from the business for short time and long time.
   o On being on-boarding in the second module, I found a technical limitation in the system which could have caused a hug impact if not addressed. I suggested a change and it was implemented.
   o Worked as a deployer to move the components from one environment to the other.

Project	Universe Project
Role	Senior Salesforce Developer
Team size	5
Technologies used	Apex, Saleforce.com, Salesforce Configuration, , Salesforce Customization

Description:
Firm that works in making our country eco-friendly, raising voice against the misuse of the resources. It has around 40 offices all over the world. I worked here as the client-site developer. It was my last project till date. And was a part of team of 5 people. We were implementing their fund-raising system in salesforce.

Responsibilities:

1. Interviewed to help my coworkers in the team in salesforce development and administration.
2. Salesforce workflows, process builder.
3. Visualforce pages, Visualforce component. Components were created using the auto complete functionality.
4. Apex classes, triggers using SObjects.
5. Custom settings, labels-based development. Each trigger/class created were generic in nature.
6. Data parsing from salesforce to excel/CSV file and vice versa for their banking data.
7. Site Visualforce pages.
8. Duplication Rules and Matching Rules.
9. Validation rules.
10. Case Management.
11. Integration with AMEYO platform.
12. Managed packages.
13. Created reports and dashboards that include bucket fields based on the number value. A custom Visualforce page for showing all dashboards and placed it in home component.
14. Meta data management using eclipse and change set.
15. Data management using data loader and workbench.
16. Analyzed and created the object structure for Greenpeace recruiter incentives for the reporting purposes.

Project	Pharmaceutical Project
Role	Associate
Team size	4, Handling 2 orgs out of 4 (Alone) and working on remaining 2 of them also.
Technologies used	Apex, Saleforce.com, Salesforce Configuration , Salesforce Customization, Service Cloud, Customer Portal.

Description:
Company is a pharmaceutical firm that provides medicines to the doctors and patients and various territories in the world.

Responsibilities:

1. The project has 4 salesforce orgs. Handling 2 of them, all alone.
2. Worked on Service Cloud in the project by handling customers request using Cases, emails, Service Now (SNOW).
3. Done customization using apex class, Visualforce pages, components, Visualforce email templates, custom settings, custom labels, wrapper classes and even run time calculation on VF pages.
4. Done integration using REST with a third party and getting a values and sending using GET and POST.
5. SOAP Integration.

6. Even involved with the many complex tasks in other 2 remaining orgs which involves customization, data management, cleaning, configuration, etc.

Project	Privacy Policy (CCPA)
Role	Senior Developer
Team size	3
Technologies used	Aura Components and LWC

Description:
Company is a pharmaceutical firm that provides medicines to the doctors and patients and various territories in the world.

Responsibilities:
1. Non-blocking banner in LWC for authenticated and unauthenticated home page is created, where user cookies will not get stored in the browser until he accept that.
2. Third party integrations is restricted while creating LWC model (blocking popup) where their cookies are being created if the user has not clicked on 'Accept' of the non-blocking banner.
3. Vimeo videos cookies are not getting stored in the system, until the user has allowed it.
4. Worked on front end too in creating the CSS.
5. Done unit testing for the test scripts.

DECLARATION:
I hereby declare that the information given above is true in every respect to the best of my knowledge and I bear the responsibility for the correctness of above-mentioned particulars.

Place: New Delhi   (Abhishek Sharma)