



**Dheeraj Sharma**

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## Career Objective

To work as a professional in a highly innovative firm that utilizes my skills and abilities effectively, from which I can develop my skills to make it more precise.

**Certification:** Salesforce Platform Developer 1  
Salesforce Platform Developer 2

## Skills Summary

**CRM** : *Salesforce*

**Force.com Technology** : *Apex, SOQL, SOSL, Apex Triggers, Apex*

*Workflow, Apex Data loader, Batch Classes, Asynchronous Programming, Integration, Rest API, LWC*

**Web Technologies** : *HTML, CSS, JavaScript*

**Operating System** : *MS-DOS, Windows NT/Server 2000/XP*

**Databases** : *MS-SQL Server 2005 – 2019, Microsoft Access*

**IDE** : *Force.com IDE*

- ✓ Salesforce: Access control, Licensing, Reports & Analytics, Dashboards, Validation Rules, Email Templates, Roles & Profiles, Force.com Platform, Triggers, Workflow & Approvals, Formulas, Force.com IDE.
- ✓ Advanced understanding of Salesforce applications, such as Sales Cloud, Service Cloud
- ✓ Creating Custom objects, custom fields, Page Layouts, Approval Process
- ✓ Worked on various Salesforce.com standard objects like Accounts, Contacts, Leads
- ✓ Develop reports and /or dashboards as requested to organize data and track key data points.
- ✓ Design workflows and processes to automate repetitive actions and improve efficiency of business processes.
- ✓ Creating VF pages, triggers, classes, Batch class, Visualforce Components
- ✓ Writing Test Classes, Deployments, Change Sets verification on Production.

- ✓ Update leads by using the Data Loader and Data Import Wizard to do mass imports/updates/ upserts in SFDC.
- ✓ Use the Sandbox instance to test processes before implementation in the actual SFDC instance.
- ✓ Complete understanding of application. Distinction in handling clients and managing production issues.
- ✓ Configured workflow rules, custom objects, and approval processes.
- ✓ Experience in Both Sales cloud and Service Cloud implementations, salesforce.com sandbox and production environments.
- ✓ Highly motivated team player with excellent communication, presentation and interpersonal skills. Willing to work in a challenging and cross-platform environment.
- ✓ Good experience in designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visualforce Pages, Snapshots, Dashboards, Apex Classes, Controllers & Triggers, and various other components as per the client and application requirements.
- ✓ Extensive experience in data migration and integration using Data Loader.
- ✓ Experience in SFDC development using Apex classes and Triggers, Integration, Visualforce, SOQL, SOSL.

## Professional Summary

- **7 years** of experience as a **5-year** Salesforce Developer and **2 years** in Database Analyst. Has good knowledge of the Technical and Functional aspects of Salesforce.com OnDemandCRM package.
- Customizing the applications on Sales force platform and Force.com.
- Hands on experience on developing Triggers, Apex Classes Batch Classes
- Workflows Implementation with Objects, Custom Apps, Layouts, Tabs, Validation Rules,
- Workflow and Approval processes, Sharing Rules.
- Ability to learn and adapt to new technologies quickly.
- Worked on the designing of custom objects, custom fields, role-based page layouts, custom Tabs, custom reports, report folders, report extractions to various formats, design of Visual Force Pages, Dashboards and various other components as per the client and application requirements.
- Good experience in implementing Object Oriented Programming concepts in Software Development.
- Good analytical, verbal, written communication and interpersonal skill

## Project summary

Client: Banner Engineering Solution (10 Jan 23 to till date)

### Roles and responsibilities:

- ✓ Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- ✓ Upgraded some Apps from Salesforce Classic to Lightning Experience to develop rich user interface and better interaction of pages.
- ✓ Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
- ✓ Created modern Enterprise Lightning Apps combining Lightning Design System, Lightning App Builder and Lightning Component features.
- ✓ Experienced using VS Code IDE for creating, modifying, testing, and deploying Applications.
- ✓ Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
- ✓ Maintenance of installed Managed Packages in Lightning using Apex.
- ✓ Experienced in using Data Migration tool called Data Loader.
- ✓ Visualforce Pages for Lightning Experience, Alternates for Java Script Codes, Sharing Visualforce pages between Classic and Lightning.
- ✓ Worked on Lightning Process builder flows, Connect API, Chatter and quick Action.
- ✓ Implemented the Web Services through WSDL in Salesforce.com for outbound messaging.
- ✓ Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
- ✓ Involved in daily standup meetings, Scrum.
- ✓ This resulted to bring good solution to the business requirement.
- ✓ Environment: Salesforce.com Platform, Vs Code, Lightning Experience, Lightning Web Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Custom objects, Custom fields, Web Services, SOAP, REST.
- ✓ SFDC-SAP Integration, SAP Implementation
- ✓ Managed and administered email marketing reporting and metrics analysis.
- ✓ Auto-Response Rules, Assignment Rules, and Escalation Rules
- ✓ Work with code to access information and execute dynamic database queries.
- ✓ Implement pick lists, lookups, master detail relationships, and record types to ensure data quality.
- ✓ order summary in Salesforce Order Management is much more than a simple rehash of order information
- ✓ order Management with a single View of order Data
- ✓ Create, issue and manage all purchase orders (PO's) across our web, Guideship locations & wholesale businesses
- ✓ Review Bill of Materials and establish pull date

Client: MTS Sensor (Feb 2023 to 25<sup>th</sup>April2023)

**Roles and responsibilities:**

- ✓ Salesforce.com Customization
- ✓ Supported 2000 users in three countries.
- ✓ Apex / Visual force development.
- ✓ Improved data visibility and system integration.
- ✓ Configured workflow rules, custom objects, and approval processes.
- ✓ Implementation of Workflow tasks triggers and alerts.
- ✓ Unit Testing.
- ✓ Generate reports and design dashboards for management team.
- ✓ Provide hands-on, expert-level technical assistance to developers.
- ✓ Performs administrative responsibilities to include custom fields, workflows, validation rules, user management, etc.
- ✓ Work with business leaders and the current development team to document and develop enhancements to our current Salesforce.com org.
- ✓ Performing hands-on software development and testing
- ✓ Provide recommendations on how to improve our Salesforce operational platform
- ✓ Verify Bill of Material and routing accuracy
- ✓ Create and modify shop orders for pump assembly
- ✓ Drive customer loyalty through increased productivity, improved value and through a high-performance culture. Lead all aspects of the
- ✓ Support team through outstanding management of all resources - people, process and technology

**ORGANIZATIONAL EXPERIENCE**

**Organization** : Interlynx Digital Solution India Pvt LTD. (May 2018 to Till Date)

- ✓ Worked on Integrating SAP and Salesforce systems using SOAP and REST API's.
- ✓ Minimized code in JavaScript Controllers by adding reusable functions in Helper Component.
- ✓ Configured workflow rules, custom objects, and approval processes.
- ✓ Should have sound knowledge of Lightning.
- ✓ Used SOQL and SOSL statements within Governor Limits for data manipulation needs of the application using platform database objects.
- ✓ Environment: Salesforce.com Platform, Vs Code, Lightning Experience, Lightning Web Components, Apex classes and Controllers, HTML, CSS, Data Loader, WSDL, SOQL, SOSL, Custom objects, Custom fields, Web Services, SOAP, REST.
- ✓ Implemented the Web Services through WSDL in Salesforce.com for outbound messaging.
- ✓ Implement pick lists, lookups, master detail relationships, and record types to ensure data quality.
- ✓ A demonstrated ability to understand and articulate complex requirements.
- ✓ Strong data management abilities
- ✓ Strong understanding of the platform, with the ability to build custom apps and objects, formula fields, workflows, classes, trigger, lightning components, APEX Code and other content of advance complexity.

**Organization:**

**Vertex Customer Management Pvt Ltd (Dec 2015 to May'18)**

**Roles & Responsibilities:**

- ✓ Migrated SQL server 2008 to SQL Server 2012 in Microsoft Windows Server2012
- ✓ Handling SQL queries for data manipulation and retrieve on SQL server Rebuilding the indexes at regular intervals for better performance.
- ✓ Extensively worked on DBCC commands and Dynamic Management Objects. Worked on SQL Server tools Like Enterprise Manager and SQL Query Analyzer. Extensively worked on DBCC commands and Dynamic Management Objects.
- ✓ Involved in Index Analysis and Performance Tuning.
- ✓ Converting DTS packages into SQL Server 2005 Integration Services.
- ✓ Migrating SQL Server 2000 databases into SQL Server 2005.
- ✓ Designed and created databases, tables, views, store procedures and triggers.
- ✓ Using database level triggers code for database consistency, integrity and security.
- ✓ Deploying Administration tools like SQL DB Access, Performance Monitor and Backup Utility.

**Organization:**

**Sercu BPO Pvt Ltd (June 2013 to July 2015)**

**Roles & Responsibilities:**

- ✓ Updating attendance and Monthly & Weekly Report sending the agents allocating report GM
- ✓ Agent Productivity Report on Daily and Monthly Basis
- ✓ Ensure deliverables (Daily, Weekly & Monthly MIS Reports & Dashboard) are prepared to satisfy the project requirements cost and schedule.
- ✓ Updating Data Tracker and MIS Dashboard on daily and weekly basis.
- ✓ Excellent in MS Access, MS Excel (Hookup, VLOOKUP, Pivot Table & Charts, Macro, Forms, data validation & Scenarios, VBA Scripting)
- ✓ Capacity Utilization for the process daily.

**EDUCATIONAL CREDENTIALS**

Shubharti University:

Master of computer Application (MSC-CA)

2019 Batch Securing 76.5

IGNOU, Delhi:

Bachelor of computer Application (BCA)

2012 Batch Securing 60.5

SSC: CBSE  
2006 Batch Securing 48.5%

HSC: CBSE  
2008 Batch Securing 55.5%

### **PERSONAL DETAILS**

Father Name: Mr. Vishnu Kumar

Date of Birth: 26th July 1992

Address of communication: - X-4/A Budh Vihar Ph-1 Delhi-110086

Marital Status- Single

Hobbies- Horror Movies, Games, Creating new activity

#### **Declaration:**

I hereby declare that the details provided are correct and I take full responsibility for those furnished above.

**Place: Delhi**                      Dheeraj Sharma



