

Sourabh Diwakar

Salesforce Consultant

As a Certified Salesforce Developer hold good exposure on CRM, Salesforce Administration, and Customization & Development. Analytical, self-learner and dedicated Salesforce Developer with 5 years of experience. Motivated and eager to advance career with a growth-oriented, technically advanced organization.



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WORK EXPERIENCE

Salesforce Consultant IBM

07/2019 - Present,

Noida, India

Technical Experience

- I have been a part of 2 successful projects which make a good contribution to my achievements. My responsibilities include Development, Administration, documentation, support and many more.
- Good knowledge on Lightning Design System (LDS), LWC, Aura and Lightning Events, Community, Einstein Analytics, Apex, Lightning, Visual Force, Triggers, Email services, Batch jobs, Schedule jobs, Custom controllers & extensions.

Salesforce Consultant Capgemini

11/2016 - 07/2019,

Gurgaon, Haryana

Technical Experience

- I have been a part of 3 successful projects which make a good contribution to my achievements.
- Implemented FSL Configuration (Service Cloud) set up Configured IOT set up and Einstein Bot.
- Implemented Cloudcraze manage package (Sales Cloud - e-commerce based), Google analytics for JCI (Tracking for Product Current location).

Java Developer PC Technology

08/2015 - 08/2016,

Dehradun, India

Achievements/Tasks

- Participated in complete software development lifecycle, including performance analysis, design, development and testing.
- Worked on HTML and JavaScript codes to allow for integration and utilization of proprietary applications.

CERTIFICATES

Salesforce Certified Platform Developer I

Salesforce Certified Administrator

Salesforce Certified Service Cloud Consultant

Salesforce Certified Einstein Analytics and Discovery Consultant

Salesforce Certified Field Service Lightning Consultant

SKILLS

LWC

AURA

Apex Development

Integration (Apex Rest)

Einstein Analytics

FSL

Community

Visualforce Page

SLDS

Deployment with Continuous Integration -DX, Capado, ANT, Change Set).

Conga

Quip

Data Loader

PROJECTS

Shell Supplier (03/2020 - Present)

- Worked on Community Cloud, Einstein Analytics. Customization including LWC, Lightning Components, Apex Classes, Apex Triggers, Visualforce Pages.
- Role - Sr. Salesforce Developer
- Scope: Development of shell Supplier module for Shell. End to End development from Ticket creation phase to ticket closed for different Service Catalogues in shell Supplier Community.

NBCUniversal (07/2019 - 02/2020)

- Worked on Integration (Rest Apex), Sales Cloud. Customization including Lightning Components, Apex Classes, Apex Triggers, Visualforce Pages, Batches, deployment with DX.
- Role : Salesforce Developer.
- Scope: Development for magic application, Data capturing enhancement from third party tool Magic Box office End to End development from User story gathering from client and implementation.

Johnson & Johnson (02/2018 - 06/2019)

- Implemented Cloudcraze set up. Customization including Lightning Components, Apex Classes, Apex Triggers, Visualforce Pages.
- Role: Salesforce Developer
- Scope: Development for different Storefronts for JCI - Implemented some feature functionality of ecommerce like product tracking, feature product filtrations, coupons policies etc.

Owens & Minor (07/2017 - 02/2018)

- Implemented FSL Configuration (Service Cloud) set up Configured IOT set up and Einstein Bot. Translation by workbench Translation.
- Role : Salesforce Developer
- Scope: project is to build a CRM Service solution for the Fields service Automation which is built on salesforce platform under service cloud to give more clarity on the case management and work order management.

EDUCATION

Btech - CSE

College of Engineering Roorkee

05/2011 - 05/2015,

Roorkee, Uttrakahand

Intermediate - PCM

Shri Dasmesh School

05/2010 - 04/2011,

Bazpur, Uttrakahand

High School - PCM

Shri Dasmesh School

05/2008 - 04/2009,

Bazpur, Uttrakahand