

# Sonalisa Verma

Jr Salesforce Architect

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- 4X Certified Lead Salesforce Developer cum Jr Salesforce Architect with over 9.5+ years of experience in Design & Development of software using Salesforce (7+ years) and Microsoft technologies. Excellent reputation for resolving problems and improving customer satisfaction.
- Worked with Airline, Telecom, Indian Government, US and European clients.
- Organized and dependable candidate successful at managing multiple priorities with a positive attitude. Willingness to take on added responsibilities to meet team goals.



## Technical Skills

- Salesforce Clouds - Sales Cloud, Service Cloud, Experience Cloud, Customer Data Cloud, basic knowledge of Cloudsense CPQ
- Apex
- Triggers
- Async Apex - Batch Classes, Future Methods, Queueable
- API integrations
- Lightning flows
- LWC
- Aura Components
- JavaScript
- SOQL, SOSL
- DataLoader
- SQL Server
- C#
- Version Control - Git, Bitbucket
- Package building - Second generation managed and unlock package
- Deployment tools - Copado, Azure DevOps, AutoRabit, Workbench, Metadata API, Change set, Jenkins
- Jira and Azure boards for project management



## Accomplishments

- Received Start&R - Spot Award-Thank You/Good Job Individual Award for showing exceptional work on existing projects with Salesforce Development and demonstrating

exceptional mastery and learning ability with Salesforce platform technical capabilities and expanded their functional capabilities with the platform.

- Received Advisory Excellence Award at PwC India
- Received Start&R - Above and Beyond Award for showing exceptional ownership and technical competencies during the Salesforce Managed package implementation and deployment lifecycle.
- Received Best Project Award for show casing working PoC that will generate good revenue for the company.
- Received appreciation from client for providing enhancements (Einstein Chatbot) which reduced the 40% of live agent call/chat volume hence benefited the client during pandemic.
- Received Spot Award and client's appreciation for supervising a project after the manager resigned and delivered it successfully ahead of schedule within budget.
- Received recommendation from client for best performance.



## Certifications

**Aug 2022** Salesforce Certified Sharing and Visibility Architect (Credential ID: 2519921)

**Oct 2020** Salesforce Certified Platform App Builder (Credential ID: 21563455)

**Jun 2020** Salesforce Certified Platform Developer 1 (Credential ID: 21268844)

**Feb 2020** Salesforce Certified Administrator (Credential ID: 20913806)



## Education

**Sep 2009 - Jun 2013** **Bachelor of Engineering: Electronics And Communication Engineering**

*Rajiv Gandhi Proudyogiki Vishwavidyalaya - Bhopal, India*



## Languages

English

Hindi



## Work History

**Jan 2022 - Current** **Jr Salesforce Architect**

*PricewaterhouseCoopers, Bengaluru*

- Designed and Developed database schemas, programs and processes for integration and implementation across enterprise using Lightning

components, LWC, API Integration (Rest API), Apex, Triggers, Sales Cloud, Experience Cloud.

- Monitored ongoing operation of assigned programs and responded to problems by diagnosing and correcting logic and coding errors.
- Leading DevOps practice in current project.
- Updated old code bases to modern development standards, improving functionality.
- Provided technical support using knowledge of second-generation managed packages and unlock packages to solve problems and support new projects.
- Trained new developers and programmers on company standards for design and review.
- Collaborated with project managers to select ambitious, but realistic coding milestones on pre-release software project development.
- Collaborated on stages of systems development lifecycle from requirement gathering to production releases.
- Discussed issues with team members to provide resolution and apply best practices.
- Documented technical workflows and knowledge to educate newly hired employees.

**Feb 2021 -  
Jan 2022**

### **Tech Lead - Salesforce**

*Tech Mahindra, Bengaluru*

- Designed and Developed database schemas, programs and processes for integration and implementation across enterprise using Lightning components, LWC, API Integration (Rest API), Apex, Triggers, Sales Cloud, Cloudsense CPQ.
- Monitored ongoing operation of assigned programs and responded to problems by diagnosing and correcting logic and coding errors.
- Updated old code bases to modern development standards, improving functionality.
- Implemented testing framework for better code coverage.
- Trained new developers and programmers on company standards for design and review.
- Collaborated with project managers to select ambitious, but realistic coding milestones on pre-release software project development.
- Collaborated on stages of systems development lifecycle from requirement gathering to production releases.
- Discussed issues with team members to provide resolution and apply best practices.
- Documented technical workflows and knowledge to educate newly hired employees.

**Jun 2020 -  
Jan 2021**

### **Module Lead**

*IGT Solutions, Gurugram*

- Developed databases, programs and processes for integration and implementation across enterprise using Lightning components, LWC, API

Integration (Rest API), Apex, Triggers, Einstein Chatbots, CTI Integration, WhatsApp Integration, Facebook messenger Integration

- Designed customized solutions for proposals to potential customers.
- Monitored ongoing operation of assigned programs and responded to problems by diagnosing and correcting logic and coding errors.
- Updated old code bases to modern development standards, improving functionality.
- Discussed project progress with customers, collected feedback on different stages and directly addressed concerns.
- Trained new developers and programmers on company standards for design and review.
- Collaborated with project managers to select ambitious, but realistic coding milestones on pre-release software project development.
- Collaborated on stages of systems development lifecycle from requirement gathering to production releases.
- Discussed issues with team members to provide resolution and apply best practices.

◆ **Mar 2019 - Senior Software Engineer**

**Mar 2020**

*Fareportal India Pvt Ltd, Gurugram*

- Trained and mentored junior developers and engineers, teaching skills in LWC, Lightning Components, Apex, Triggers, API integration (Rest API) and working to improve overall team performance.
- Demonstrated experience and good hands-on programming experience Apex and JavaScript.
- Worked with project managers, developers, quality assurance and customers to resolve technical issues.
- Reviewed project specifications and designed technology solutions that met or exceeded performance expectations.
- Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
- Updated old code bases (classic) to modern development standards (lightning), improving functionality.

◆ **Sep 2018 - Senior Software Developer**

**Mar 2019**

*ImpactQA Services Pvt Ltd, Noida*

- Developed databases, programs and processes for integration and implementation across enterprise.
- Monitored ongoing operation of assigned programs and responded to problems by diagnosing and correcting logic and coding errors.
- Trained new developers and programmers on company standards for design and review.
- Updated old code bases to modern development standards, improving functionality.

**Mar 2016 -** **Solution Developer**

**Aug 2018**

*Nokia Solutions and Networks, Noida*

- Up-skilled to Salesforce technologies.
- Developed databases, programs and processes for integration and implementation across enterprise using Lightning components, LWC, API Integration (Rest API), Apex, Triggers, Sales Cloud.
- Updated old code bases to modern development standards, improving functionality.
- Collaborated with project managers to select ambitious, but realistic coding milestones on pre-release software project development.
- Integrated constructive programs into cohesive product.
- Collaborated on stages of systems development lifecycle from requirement gathering to production releases.

**Oct 2014 -** **Software Engineer**

**Mar 2016**

*TCS, Bhopal*

- Reviewed project specifications and designed technology solutions that met or exceeded performance expectations.
- Developed robust, scalable, modular and API-centric infrastructures using .net technology.
- Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.
- Discussed project progress with customers, collected feedback on different stages and directly addressed concerns.
- Delivered unit-tested systems within customer-prescribed timeframes.
- Designed enhancements and updates for subsystems of end-user applications software running on local, networked and Internet-based platforms.
- Collaborated with clients to define solution requirements.
- Provided guidance and mentored less-experienced staff members.

**Jul 2013 -** **Software Engineer**

**Jul 2014**

*Wisec Global Limited, Bhopal*

- Reviewed project specifications and designed technology solutions that met or exceeded performance expectations.
- Developed robust, scalable, modular and API-centric infrastructures using .net technology.
- Worked with software development and testing team members to design and develop robust solutions to meet client requirements for functionality, scalability and performance.

- Delivered unit-tested systems within customer-prescribed timeframes.
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