



SALESFORCE CERTIFIED
Platform App Builder

SALESFORCE CERTIFIED
Platform Developer I

SALESFORCE CERTIFIED
Sales Cloud Consultant

SALESFORCE CERTIFIED
Platform Developer II

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8.5 years' IT experience as a Salesforce lead developer/consultant. Strong problem solving & technical skills coupled with confident decision making for enabling effective solutions leading to high customer satisfaction. Fast turnaround time to learn and implement new technologies.
Domain experience in Life Sciences, Energy & Utilities, Automobile, NBFS.

PROFESSIONAL SYNOPOSIS

- A result-oriented professional with over **8.5 years' experience** in application development & enhancement, service delivery and client relationship management in **Pharmaceutical, Energy & Utilities, Automobile industries, NBFS.**
- Presently working with **Trantor Software Inc.** as an SFDC lead consultant/developer.
- Sound Experience in Software Development cycle with good exposure in sales cloud, service Cloud, experience cloud, migration and integration implementations.
- Technically strong in apex classes, apex triggers, apex collections, custom components, batch apex, scheduling apex, unit test classes, lightning web components, aura components, visualforce pages, streaming API, tooling API, REST API, SOAP API.
- Experience in leading the team with different technical expertise and delivering the end-to-end projects.
- Experience in designing & documenting the solution with wireframes.
- Expertise in process problems for taking corrective action with key focus on teamwork, self-improvement and client/company's standard.
- An effective communicator with excellent relationship building & interpersonal skills. Strong analytical, problem solving & organizational abilities. Possess a flexible & detail-oriented attitude.

ORGANISATIONAL EXPERIENCE

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|--|----------------------------|
| ACCENTURE SERVICES INDIA, BANGALORE | Jan 2014 – Jun 2016 |
| <ul style="list-style-type: none"> • Recruited as a fresher, trained & worked as an SFDC developer. • Worked for a Pharmaceutical Client on a Life Sciences Sales cloud project. | |
| COGNIZANT TECHNOLOGY SOLUTIONS, BANGALORE | Jul 2016 – Jul 2017 |
| <ul style="list-style-type: none"> • Worked as a Salesforce Developer for a US based client in custom built service cloud. | |
| INFOSYS, CHANDIGARH | Jul 2017 – Feb 2020 |
| <ul style="list-style-type: none"> • Worked as a Salesforce Consultant/Developer for a well renowned Automobile company in sales/service cloud. | |
| ACCENTURE SERVICES INDIA, GURGAON | Feb 2020 – Aug 2020 |
| <ul style="list-style-type: none"> • Worked as a Team Lead for quality assurance client in custom sales cloud. | |
| TRANTOR SOFTWARE INC, CHANDIGARH | Aug 2020 – Present |
| <ul style="list-style-type: none"> • Working as a Lead Salesforce developer for an NBFS client on cloud lending solutions. | |

Roles and Responsibilities

- Pull requests reviewer/approver, making sure the code qualities are met before merging to the higher branches.
- End-to-end implementation of projects along with the design and estimations.
- Test code coverage management.
- Leading user stories assigned to the developers for a sprint.
- Mentoring developers to follow the best practices for code development.
- Configure Salesforce - Validation Rules, Roles, Profiles, permission sets, Workflow Rules, Process builder
- Configure Salesforce UI - Lightning page builder, Page Layouts, Record Types, Quick Actions
- Customization - Apex Classes, triggers, batch classes, test classes, Visualforce pages, lightning, SLDS.
- Data Migration - insert, update, upsert, delete and export data from Salesforce
- Data Analysis, Data Correction prior to Data upload to Salesforce
- Worked on the deployment related activities via change sets, ANT tool and workbench.
- Worked on code versioning using GitHub, Bitbucket.
- Integrating Salesforce with external System using REST and SOAP.
- Develop Web Services in Salesforce using Apex which can be consumed by external system.
- Leveraging VS code for development purposes.
- Authenticate External System from Salesforce, creating Salesforce Callouts using Apex.
- Functional Testing of the business processes.
- Working in Agile Development, used the agile project management tools like Pivotal tracker, Jira.
- Worked on configuring community portal.
- Created apex classes, test classes, triggers, VisualForce Pages and web services.

- Worked on Aura, and LWC components.
- Created email templates and inbound emails for clients and customers.
- Responsible for all the activities related to configuring the command line Data Loader, uploading data in CSV files into salesforce.com.
- Lead the Data Management team by providing guidance to other team mates.
- Created Database tables/ views used for download/ upload of data into the Application.
- Worked on Database issues related to Views, tables, procedures and packages along with Application issues.
- Created new custom objects, assigned fields, designed page layouts, custom tabs, components, custom reports
- Developed training materials and Project specific documentation.
- Automated windows batch processes using VBA (Visual Basic for Applications), Batch programming, PL/SQL for command line dataloader.

Notable Achievement

- Awarded "Star of the Month" twice at Life Sciences Delivery Unit level in Accenture.
- Awarded recognition points several times by supervisors.
- Won general proficiency & merit awards at school level.

CORE COMPETENCIES

- Key person for delivering the training of the MVP product to the client trainer at onsite, resolving the technical issues and functional queries of the customer/users in the workshops while working with Infosys.
- Interacted with client to gather requirements, provide functionality overview to offshore team and worked to develop required functionality.
- Key owner for preparing functional work instruction documents.
- Developed assets specific to projects.
- Key person in driving and relocating the existing project from China to India while working with Accenture.
- Provide several Knowledge transfer sessions to new joiners in the Project.

CERTIFICATIONS

- Salesforce Certified Administrator ADM 201
- Salesforce Certified Sharing & Visibility Architect
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Sales Cloud Consultant
- Salesforce Certified Platform Developer II

QUALIFICATIONS

- B.Tech (Hons). - Computer Science (2009-2013) Guru Nanak Dev University, Amritsar with an aggregate of 71.2%
- 12th – CBSE with an aggregate of 81.2%
- 10th – CBSE with an aggregate of 79.2%

IT SKILLS

- Languages → Apex, VisualForce, Aura, LWC, Javascript.
- Skills → Salesforce.com
- Tools → CLI Data Loader, Workbench, Eclipse, Source Tree, Visual Studio Code.

PERSONAL DETAILS

- Date of Birth → 18-03-1991
- Languages known → English, Hindi, Punjabi

Declaration: -

I hereby, declare that the information furnished above is true to the best of my knowledge.

LAQSHAY ARORA