

Ashish Vaishnav

Software Engineer



6 Years 0 Month



7793078100



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Software Engineer specialized in Salesforce Development | Strong expertise in LWC, Aura, Apex and Salesforce Integration | Proficient in bug fixing, integration and customization | Excels in project management and delivering innovative solutions.



Core Competencies

- Communication Skills
- Leadership
- Problem Solving
- Project Management
- Team Work
- Attention To Detail



Technical Skills

- Lightning Web Component Development
- Aura Component
- Apex
- Trigger Framework
- Visualforce Pages
- Lightning Flows
- Salesforce Integration
- Salesforce Open CTI
- Salesforce Deployment (1GP & 2GP)
- Sales Cloud
- Service Cloud
- JavaScript
- Version Control
- CICD



Personal Information

Date of birth **03-Feb-1997**



Profile Summary

I am a Senior Software Engineer with 6 years of experience in Salesforce development. In my current role at Aircall, I have completed multiple projects, including Aircall CTI and Aircall Omni-Channel, where I developed functionalities, fixed bugs, and created solutions. I have contributed to the development of a native Aircall phone inside Salesforce using Salesforce Open CTI, resulting in improved engagement. Additionally, as a DC Analyst at Deloitte Consulting, I played a crucial role in developing and maintaining complex Apex-based integrations for the Public Sector Customer. With a strong focus on security best practices, I successfully delivered ~50 interfaces for integration with 10 different vendors.



Education

B.Tech/B.E., 2018

Poornima College of Engineering, Jaipur



Work Experience

Jan 2022 - Present

Software Engineer

Aircall

Projects

Aircall CTI 2.0 - Roles & Responsibilities

- Facilitated productive discussions with clients to gather requirements and ensure clear understanding.
- Developed code to fulfill business requirements, ensuring

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alignment with client expectations.

- Implemented features - Incoming/Outgoing call, Call transfer, click-to-dial, in-call controls, and Integration with Adapter layer.
- Managed deployments and created 2GP package for the Aircall CTI 2.0 project. Also managed further product releases and AppExchange listing.
- Skills Used - Lightning Development, Salesforce Integration, Sales Cloud, Visualforce Page, Apex, Sales Engagement, Open CTI

Aircall Omni-Channel - Roles & Responsibilities

- Built call status syncing feature to sync Aircall Phone status with the SF Omni-Channel Status
- Skills Used - Aura Component, Omni-Channel Toolkit API's

Aircall CTI - Roles & Responsibilities

- Utilized skills in Aura Component and Admin Configuration for bug fixes and task completion

Nov 2020 - Jan 2022

DC Analyst

Deloitte Consulting

Child Welfare Project - Roles & Responsibilities

- Collaborated with the product team to gather requirements and ensure successful delivery.
- Developed and maintained complex Apex-based integrations involving OSB/Mulesoft for a public sector customer.
- Designed and delivered approximately 50 interfaces for integration with 10 different vendors, which were critical to the business.
- Implemented security best practices code fixes for the entire project.
- Conducted code reviews to maintain code quality and identify areas for improvement.
- Gained exposure in Salesforce configuration, customization (Apex), integration, and overall project architecture.

Jun 2018 - Jun 2020

Salesforce Developer

Athenalogics Solution Private Limited

Projects

Krow PSA - Roles & Responsibilities

- Developed various modules, including creating Visualforce pages and Apex controllers to display the task manager, resulting in improved task management efficiency.
- Created project reports, managed task creation, and allocated resources in the Lightning Component, leading to increased project organization and resource utilization.
- Utilized Sales Cloud, Apex Classes, Triggers, Visualforce Pages, Lightning Web Components (LWC), and JavaScript to enhance project functionalities.

Gett (A Transport Company) - Roles & Responsibilities

- Applied Agile software development methodology to effectively develop project plans and ensure timely project deliverables.
- Developed SOAP and REST APIs for Sales Cloud, enabling seamless creation of cases and leads, leading to improved customer service.
- Designed and developed Visualforce pages using Salesforce Lightning Design System (SLDS) and JavaScript, resulting in a user-friendly interface.
- Utilized Apex, SLDS, Triggers, Workflows, Process Builder, and Batch Class to streamline project processes, improving overall project efficiency.

Athena Survey - Roles & Responsibilities

- Created Visualforce Pages and Controllers to handle all project functionalities, ensuring smooth project operation.
- Implemented dynamic Apex triggers and test classes using metadata API, resulting in more robust and reliable project performance.
- Developed custom objects and custom fields using metadata API, enhancing project customization and adaptability.
- Utilized Apex, SLDS, Triggers, SOQL, SOSL, SOAP/REST APIs, and Metadata APIs to enhance project efficiency and effectiveness.



Courses & Certifications

- Salesforce Certified Platform Developer 1