

## Amit Nath Sharma

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### Summary:

Results-oriented Salesforce Developer with 3 years of experience and 6 Salesforce certifications. Proficient in Apex, Lightning Web Components, and Salesforce integrations. Demonstrated ability to design, develop, and deliver high-quality Salesforce solutions. Excellent problem-solving and communication skills, with a strong dedication to staying updated with the latest Salesforce technologies and best practices.

### Skills:

- Salesforce Development: Apex, Lightning Web Components, SOQL, SOSL
- Salesforce Administration: Workflow rules, Validation rules, Security and access management, Custom objects and fields, Reports and Dashboards
- Salesforce Integrations: REST/SOAP APIs, Salesforce Connect, Apex REST Services, Platform Events
- Tools and Technologies: Eclipse, VS Code, COPADO, Azure, Salesforce CLI, Data Loader
- Database: Database Modeling, Data Migration

### Professional Experience:

**Cyient Limited, Bangalore**  
**Software Developer**

*Apr '22 – Present*

### Projects:

Project 1 : Powermetric

Client : Shell

Role : Salesforce FSL Developer

- Sets up field service features according to their unique business needs.
- Work Orders, Service Appointments, Work Order Line Items, Work Types service Territories, Service Resources, Operating Hours, Confidential Settings
- Auto created Work Orders, Service Appointments, Work Order Line Items from Opportunities that went into the Scheduling stage
- Create Work Order Line Items based on Opportunity Products
- Create Total Duration on Work Orders Line Item quantity and Work Type Duration
- Configured Dispatcher Console
- Configured and assigned Confidential Permission Sets
- Configured and customized Confidential Mobile App

Project 2 : APA

Client : APA Group

Role : Salesforce FSL Developer

- Led the development of a comprehensive Field Service Management System on the Salesforce platform.
- Customized the Salesforce Field Service Lightning (FSL) module to meet the company's specific service requirements.
- Implemented complex scheduling and dispatching algorithms using Apex
- Integrated FSL with external mapping services for real-time technician location tracking.

**Krios Info Solution Pvt. Ltd., Pune**  
**Jr Salesforce Developer**

*Jul '21 – Mar '22*

### **Projects:**

Project 1 : VIP

Client : VIP Indus. Pvt Ltd.

Role and Responsibilities :

- Develop and implement custom objects, fields, and page layouts to enhance user experience.
- Create and maintain workflows, validation rules, and process automation to streamline sales processes
- Configure and manage sales processes, lead conversion, opportunity stages, and sales forecasting.
- Implement and customize reports and dashboards to provide real-time insights to sales teams and management.

Project 2 : MSKCC

Client : Memorial Sloan Kettering Cancer Centre, New York

Role and Responsibilities :

- Identify requirements and collect them from stakeholders and users.
- Has a thorough understanding of declarative tools, such as Workflow, Process Builder, fields, page layouts, record kinds, custom settings, dashboards, and reports, among others.
- All security types in the company have been configured.
- Information about the customising process, such as apex classes, triggers, etc.

**ReTech Labs., Noida**  
**Associate**

*Jun '20 – Jul '21*

### **Projects:**

Project 1: Sales Cloud Implementation

- Developed a custom Salesforce application to track and analyse sales performance metrics.
- Implemented custom Apex triggers and flows to automate lead conversion and opportunity creation processes.

- Designed and implemented custom reports and dashboards to provide real-time insights to the sales team.

## Education:

- B. Tech | Dr. APJ Abdul Kalam Technical University, *Lucknow* 2014 – 2018
- 12<sup>th</sup> | SDS Inter College, *Azamgarh* 2011 – 2013
- 10<sup>th</sup> | SG Inter College, *Azamgarh* 2010 - 2011

## Certifications:



- Salesforce Certified Administrator
- Salesforce Certified Platform App Builder
- Salesforce Certified Platform Developer I
- Salesforce Certified Platform Developer II
- Salesforce Certified Service Cloud Consultant
- Salesforce Certified Field Service Consultant

## Awards and achievements:

- Salesforce India Partner Ideathon 2022 (Shortlisted Idea)
- Received Impact Matters Awards from Krios Info Solutions Pvt Ltd | Nov 2021
- Received Certificate from National Human Rights Commission | 27 Feb 2018
- Participated in Badminton Championship in College | 2nd Year

## Personal Information:

- Father's Name : Amar Nath Sharma
- Gender : Male
- DOB : 22- Feb- 1996
- Passport No : V8816989
- Nationality : Indian
- Marital Status : Unmarried
- Language : English, Hindi
- Current Address : Lakshmi Pranitha PG, #171, 12<sup>th</sup> Cross, Neeladri Nagar Bus Stop, Electronic City Phase – I, Bangalore – 560100
- Permanent Address : HNo -91, Vill- Sammopur, Post- Gopalpur, Dist- Azamgarh, Uttar Pradesh -276001

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