

AMIT SHARMA

Salesforce Developer

PHONE

+91 6265909603

EMAIL

amit.shr234@gmail.com

ADDRESS

116, Tejaji Nagar, Indore, M.P - 452020

Salesforce Developer with extensive experience with Configuration, Implementation, Development, and Production Support events on Salesforce.com Platform using Agile/Scrum methodologies. Worked on service cloud, Lightning web components, Apex and Visualforce pages

WORK HISTORY

**Feb 2020 -
Current**

Salesforce Developer

TaskUs | Indore, MP

- Assist in the design and development of Lightning web component AND AURA component
- Working on service cloud's case management, Omni channel setup and routing.
- Worked on lightning Service Cloud console-setup.
- Developed various Custom Objects, Tabs, Entity-Relationship data models, validation rules on the objects, tabs, Components and Custom links.
- Maintained the Salesforce platform by monitoring support tickets, user issues, and employee workflows.
- Developing and helping to enforce master data management and governance
- Created and maintained user profiles, workflows, dashboards on Salesforce and other CRM software.
- Provided continued maintenance and development of bug fixes.
- Interacted with various business team members to gather the requirements and documented the requirements.

**Jan 2018 -
Feb 2020**

Support Engineer and Salesforce Admin

Teleperformance | Indore, MP

- Used remote diagnostic tools to identify sources of certain customer issues.
- Customizing the salesforce platform as per the requirement of clients.
- Delivered exceptionally high level of professionalism and support to each customer, upholding company's commitment to service.
- Answered calls and emails at help desk to assist customers with basic support, bug fixes and configuration issues.
- Established empathy with customers through insight into business drivers and expectations to offer personalized service.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.

MY SKILLS

API	<div><div></div><div></div><div></div><div></div><div></div></div>
Apex	<div><div></div><div></div><div></div><div></div><div></div></div>
Visualforce	<div><div></div><div></div><div></div><div></div><div></div></div>
App Support	<div><div></div><div></div><div></div><div></div><div></div></div>
Apex data loader	<div><div></div><div></div><div></div><div></div><div></div></div>
SOQL	<div><div></div><div></div><div></div><div></div><div></div></div>
HTML	<div><div></div><div></div><div></div><div></div><div></div></div>

**Dec 2016 -
Dec 2017**

Graduate Apprentice

Gail india ltd | vijaipur, MP

- Completed required training programs and accompanying exams to maintain apprenticeship status.
- Kept neat, organized records for completed work.

PROFESSIONAL SUMMARY

- 5 years of experience in which 4 years of relevant in Salesforce Administration, and Salesforce Developer or similar role
- Work with Validation Rules, Actions, Approval Processes, Flow Builder and Process Builder
- Expertise in Salesforce development and customization as per requirements
- Knowledge of web services, and API.
- Experience in Force.com Apex Classes, Apex triggers, Apex data loaders, Lightning web components, Visual Force pages, SOQL and SOSL, Salesforce App Exchange and Unit testing.
- Knowledge of Apex object-oriented programming language
- Hands on experience in stages of Software development life cycle.
- Completed 3 projects on salesforce implementation and development
- Hands on experience on Lightning component framework.
- 2+ years of experience supporting salesforce.com with a strong functional domain knowledge of service Cloud.
- Familiar with salesforce integration using SOAP and Rest API.

EDUCATION

2012 - 2016 Bachelor Of Engineering

From Chameli Devi Group Of Institutions.
Scored 7.68 CGPA

2011 - 2012 Higher Secondary School Certificate Examination

From Central Board Of Secondary Education

2009 - 2010 Secondary School Certificate Examination

From Madhya Pradesh Board Of Secondary Education

PERSONAL DETAILS

Father Name: Mr. Rajesh Sharma
Mother Name: Mrs. Rumani Sharma
Date Of Birth : 29 April 1995
Residential Address: 16 Tejaji nagar Khandwa road Indore M.P
Gender: Male
Marital Status: Unmarried
Languages Known: Hindi, English