

SHUBHAM SHARMA

OBJECTIVE To obtain a challenging position in the IT industry by using my technical and problem solving ability and by updating knowledge in the design and development of cloud systems.

TECHNICAL SKILLSET	<ul style="list-style-type: none">• Salesforce Technologies: Aura, LWC, Apex Triggers, Apex Classes, SOQL, SOSL, Visual Force Pages, Workflow & Approvals, Dashboards, Reports, Analytic Snapshots, Custom Objects.• Languages: JAVA, Apex, Python.• Web Technologies: HTML, CSS, JavaScript.
---------------------------	--

- Having 7 years of IT experience with 3+ years of experience on Salesforce.com CRM.
- Possess comprehensive understanding on SFDC full life cycle and Waterfall model.
- Administration, Configuration, Implementation and support experience on Salesforce.com & ZOHO CRM.
- Experience working with Force.com IDE in design and development of Custom Application for Complex Business Processes in both Sales and Service Cloud Modules.
- Extensive knowledge of Salesforce.com implementation cycle in Sales, Marketing, Service and support modules.
- Skilled in customizing standard objects and develop Custom objects, Page-Layouts, and Record-types to distinguish between various requirements.
- Knowledge in Salesforce.com SFA, Force.com Apex Classes, and Apex triggers, Designing Visual force Pages, Components and Controllers considering the Governor Limits.
- Good Understanding and Knowledge in designing Report, Dashboards, and Analytic Snapshots.
- Experience in implementing the Master-Detail, Look-up, Many-to-many and Hierarchical relationships and Automate the business Process using Workflow rules, Approval Process, Auto-Response Rules and Escalation Rules.
- Expertise in controlling the data access across the Application using Field-level security and Organization-wide Defaults, creating Profiles, Queues, Setting up Role Hierarchy, Company profile and writing the Sharing Rules as per the Requirements.
- Having good Knowledge on Knowledge Management, Translation workbench, and Content Management.
- A very good team player with the ability to work independently, a competent, co-operative and result oriented IT consultant possessing excellent interpersonal, written and oral communicational skills

EXPERIENCE

SK FINANCE, JAIPUR

Feb 2020 – Feb 2022

Cloud Consultant

Inventory management system is a web portal based primary distribution management tool for SK employees; it allows various employees and admin department to manage the office supplies requirements. It is a CRM application built on Salesforce.com CRM solution and provides a single place to manage and view everything about the employees like their Account detail, contact information, pending requests, stock availability, and cases in pipeline.

DOTSQAURES, JAIPUR

July 2017 – December 2019

Salesforce Developer

DotSquares Technologies. is a CMMI-4 multinational corporation specializing in Business Service Management software. BMC develops markets and sells software used for multiple functions; including IT service management, data center automation, performance management and cloud computing management.

CERTIFICATIONS

- Salesforce Certified Platform Developer I (ID 2762983)
- Salesforce Certified Administrator (SCA)
- Ranger Badge in Trailhead (ID shubhamsharma1431994)
- Machine Learning A-Z™: Hands-On Python & R In Data Science
- 20+ more certificates

EDUCATION

B-TECH IN COMPUTER SC.(2012-2016)

Poornima College of Engineering, RTU

EXTRA-CURRICULAR

- Awarded as 'Employee of the month' 5 times in SK Finance
- 'Man of the Match' in Dotsquares Premier League
- Done anchoring and hosting for Q3 Technologies Annual meeting
- Won multiple first prizes in Tech fests and Robowars in IIT Jodhpur & BITS Pilani
- 2 time Gold Medalist in Poornima College tech fest
- Merit holder in 10th CBSE
- Distinction holder & state topper in Informatics Practices in 12th CBSE