

# Aastha Sharma

Senior Salesforce Developer

Complex problem-solver with analytical and driven mindset. Dedicated to achieving demanding development objectives according to tight schedules while producing impeccable code. I have 4+ years of experience in Salesforce Development. I have hands-on experience on Aura Components, LWC Components, Integration, Apex Triggers, Asynchronous Apex, and Community Cloud and Service Cloud.

## Work History

2022-04 -  
Current

### Salesforce Engineer

Cohesity

- Worked on Code refactoring and best practices for case object
- Worked on redesign of support portal
- Implemented Service Cloud and set up omni channel and skill based routing
- Developed LWC components for Support Portal.
- Help in implementing Experience Cloud
- Work on Integration with Netsuite CRM
- Used Email to Case, Web to Case features and case deflection form for Case Creation form.
- Worked on Process Builders, Flows and Approval Processes.
- Worked on Agile methodology and test driven deployment.

2020-10 -  
Current

### Developer Support Engineer

Salesforce

#### Project : Experience Cloud Support

Lightning Experience - Lightning Web Components & Aura,Modern Javascript, Apex(Synchronous and Asynchronous)Integration - REST/SOAP/Bulk API. Debugging/Troubleshooting Errors

#### Roles and Responsibilities:

- Assist third-party developers to troubleshoot their integration with salesforce.com APIs, Apex,

## Contact

### Phone

07807539171

### E-mail

sharma.aastha003@gmail.com

### LinkedIn

<https://www.linkedin.com/in/aasthestial/>

## Skills

LWC/Lightning



Salesforce.com  
Development



Integration



Visualforce



Apex



Flows



Visualforce and implementation of other salesforce.com developer products. This will involve debugging, troubleshooting, and taking responsibility to see that the issue is fully resolved.

- Write sample code, client libraries, and contribute to Open Source projects.
- Create knowledge base materials dedicated towards operational efficiency while also empowering and enabling the developer community

2018-06 -  
2020-10

## **Salesforce Developer**

*Grazitti Interactive*

### **Projects:**

#### **Cohesity — Idea Customization (06/2018 - 10/2020)**

Visualforce Pages, Apex Triggers, Apex Class, Reports and Dashboards Description: Customization of Idea object.

### **Roles and Responsibilities:**

- Created custom post idea, idea classification ,idea detail pages. Associated Ideas with opportunities and accounts. Removed the standard salesforce vote and compute revenue based on the opportunities and accounts attached.

#### **Credit Karma — Migrating Zendesk to Salesforce (06/2018 - 10/2020)**

Customer community, Service Cloud

### **Roles and Responsibilities:**

- Worked on Community Cloud. Developed Case Create Page, Create List pages, Search pages, Queue Assignment app, Setup the service console, CSS update, Detail page.

#### **Email to Case Advance — Managed Package enhancing basic E2C (06/2018 - 10/2020)**

- Created a managed package E2CA with various features.

### **Roles and Responsibilities:**

- Created the configuration page for E2CA and worked on clean case comments, advance comment page which simultaneously allows to add a comment and send an email and canned comment functionality, how to handle emails from

non-customers, and forwarding by the sales rep.

## Education

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2014-08 -  
2018-06

### **B Tech: Computer Science**

*Jaypee University of Information Technology - Himachal Pradesh*

## Certifications

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Salesforce Certified Platform Developer 1

Salesforce Certified Administrator

Platform App Builder

Salesforce Certified Platform Developer 2

Experience Cloud Consultant

Salesforce Certified Javascript Developer

Service Cloud Consultant

Data Architect