



Neeraj Shukla

Associate Professional Software Engineer

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CAREER OBJECTIVE

A Certified Salesforce Platform Developer having more than 2 years of experience in designing, coding, testing, and implementing Salesforce applications. Worked on Service Cloud Field Service Lightning (FSL) experienced in implementing and deploying solutions to a wide variety of clients, possessing knowledge of the Salesforce.com capabilities (both functional and technical) and integration capabilities. Motivated to learn, grow and excel in the IT industry.

PROFESSIONAL EXPERIENCE

Associate Professional Software Engineer

07/2020 – present | Bangalore, India

DXC Technology 📧

- Working as a Salesforce **Developer**.

- Hands-on experience in developing Flows, Triggers, Apex Classes, VF Pages, and Validation Rules.
- Experienced in Field Service Lightning (Service Cloud) used for field service management.
- Customized Salesforce Field Service Lightning (FSL) application using Custom Objects, Workflows, Validations, Lightning Components, and APIs. while adhering to Salesforce best practices
- Developed new and enhanced functionalities in the Salesforce.com platform using declarative and/or programmatic solutions.
- Actively lead walk-throughs/demos and reviews with the team & clients
- Followed Agile software development methodologies and team architecture standards.
- Participated in design, code, and test inspections throughout the life cycle to identify issues/defects.

SKILLS

Salesforce

Field Service Lightning

Salesforce Lightning

Apex

LWC

Visualforce Pages

Triggers

Flow

SOAP Api

REST Api

SPIRA

Git (Version Control)

Agile

Selenium

Amazon Web Services

Web development (HTML/CSS, JavaScript)

CERTIFICATES

- Salesforce Platform Developer (PD1) [↗](#)
- Amazon Web Services Cloud Practitioner [↗](#)
- International English Language Testing System [↗](#)

PROJECTS

Click Migration

2020 – present

Field Service Lightning Implementation

This project is on Service Cloud where we did the migration of Click software to FSL by salesforce for Hewlett Packard Enterprise. Field Service Lightning (FSL) is a Salesforce product that connects customers, workforce, and products on a single platform to deliver exceptional on-site services. It also provides the customer support team a chance to delegate work intelligently to Field Service technicians and monitor them constantly. It enables them to handle customer records and data in the field from within Salesforce. Working as a Salesforce Developer on this project my roles and responsibilities include:

- Working with Salesforce Apex, LWC, SOQL, and Visualforce for the implementation of new functionalities or modifying existing functionalities.
- Using a declarative approach when required by using Flow, Workflow, etc.
- Knowledge of integrations, Working with Webservices like SOAP API, REST API, Metadata API, Bulk API, etc.
- Identifying and fixing defects for planned releases and production issues. Tracking using Spira.
- Customization of Field Service, Working as a part of the Dispatcher team. Working with Service Appointment, Work Orders, Scheduling Policies, Operating Hours, Shifts, etc
- Able to leverage OOB solutions and configurations (workflow rules, process builder, flows, data security, validations).
- Working with the Deployment team, Solid experience in software version control (GIT) and continuous integration (CI/CD practices).
- Working with internal and external clients for build demos and actively involved in Scrum meetings.
- Performing internal KT sessions.

EDUCATION

Bachelor of Engineering

08/2016 – 07/2020 | Bhopal, India

Technocrats institute of technology (Excellence)

Computer Science and Engineering

LANGUAGES

English

IELTS, 7.5

Hindi

(Native)