

# Paras Agarwal

## Salesforce Developer

Looking for a challenging role in a reputable organization to utilize my technical and management skills for the growth of the organization as well as to enhance my knowledge.



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8355086831 📞

Jhansi, India 📍

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## WORK EXPERIENCE|360 DEGREE CLOUD TECHNOLOGIES PVT. LTD. | 25 MONTHS

### 360 CTI APP

#### Salesforce Developer

09/2019 - Present

##### Achievements/Tasks

- It is a product based implementation project.
- This app is used to Call, make a Call Conference, Transfer a Call to another No., Recording, Simultaneous Calling one after another.
- Create an IVR[Interactive Voice Response] in salesforce. Designed a lightning component for creating IVR Records in salesforce and developed the backend Like queue calling, call routing, voicemail,etc.
- Using CTI Dialer , by pressing the button, the user can make queue calling , so that if one call ends then user will get an option to make a next call , skip or break the call.

### 360 SMS APP

#### Salesforce Developer

11/2018 - 08/2019

##### Achievements/Tasks

- It is a product based implementation project.
- This app is used to send SMS and MMS, Schedule the SMS and MMS.
- Create a Scheduler with one job and this is used to send SMS , MMS based on once, daily , monthly , weekly.
- Debugging the code and solved the various kind of clients issues.

### TimeSheet

#### Salesforce Developer

09/2018 - 10/2018

##### Achievements/Tasks

- It is an internal project. It is used for mapping the working hours of the employees.
- It is also used for applying leaves and also raise the query to the Management.

## EDUCATION

### B.Tech(Computer Science)

SR Group of Institutions, Jhansi

08/2014 - 07/2018

72.67%

## SKILLS

Scheduler and Batch Class

Apex

Visualforce

Lightning Component

Trigger

Javascript

CTI Integration

Process Builder and Workflow

Salesforce Admin[validation rules, sharing rules etc.]

HTML and CSS

Core Java

## CERTIFICATIONS

Salesforce Platform Development 1 (09/2020 - Present)

## ACHIEVEMENTS

I am two time runner up of Employee of the Month.

I have completed 100+ batches with Ranger profile on Trailhead.

I have Qualified the GATE2018 exam with AIR 8122.

I Stood first in Treasure Hunt Event in Panache 2015 a Culture fest at SRGI, Jhansi.

## LANGUAGES

English

Full Professional Proficiency

Hindi

Native or Bilingual Proficiency

## INTERESTS

Badminton

Travelling

Watching Movies and Web Series