

**Harsha Kunwar Salesforce
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PROFILE SUMMARY:

- 5+ years of Total Experience to Technically competent Salesforce Developer with an experience of 4+ years in managing each responsibility of gathering project information from clients, documentation, designing, developing and testing.
- 1 year of valuable Lightning Experience, constructing diverse Aura Components and Lightning Web Components (LWC).
- Proficiently handled Salesforce.com standard objects, including Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards, and Reports.
- Skilled in Salesforce Analytics, adept at creating and visualizing Reports, Dashboards, and translating data into a user-friendly interface.
- Proficiently configured and customized applications within the Salesforce platform.
- Extensive hands-on experience with Data Loader, Dataloader.io, and Import Wizard for data management.
- Experienced in handling bulk data through tools like Data Loader, ensuring the smooth and accurate transfer of large datasets in integrated environments.
- Actively participated in the development process, with a deep understanding of Salesforce Object Query Language (SOQL) and Salesforce Search Language (SOSL).
- Implemented Agile Methodology to enhance project management during the design phase.
- Well-versed in JIRA for project requirements and tracking.
- Proficient in utilizing APIs, such as REST and SOAP, to facilitate communication between Salesforce and external applications or databases.
- Conducted database operations efficiently using Apex Data Loader, ensuring data quality and migration.
- Designed Custom Formula Fields, Field Dependencies, Validation Rules, Workflows, and Approval Processes to automate alerts, field updates, and email generation based on application requirements.
- Proficiently established security and sharing rules at object, field, and record levels, tailored to diverse user roles and organizational hierarchy.
- Created various profiles and configured permissions.
- Engaged in Visual Force Page development and Controller classes.
- Committed to writing Test Classes to ensure comprehensive unit testing before deploying code into the production environment.

- Proficient in utilizing Developer Console, Visual Studio Code, and Git for streamlined development and version control.
- Skilled at technical documentation, providing clear and concise documentation for code, processes, workflow Strong interpersonal skills, a dedicated results-oriented approach, and a passion for learning new technologies.

CERTIFICATIONS:

- Salesforce Certified Platform Developer-I
- Salesforce Certified CPQ Specialist
- Salesforce Certified Associate

Experience:

- Worked as Quality Analyst at KN Infocept PVT LTD, Nagpur from Jan-2019 to Jan-2020.
- Worked as Salesforce Developer at KN Infocept PVT LTD, Nagpur from July 2020 to July-2023.
- Worked as Software Developer at Ksolves PVT LTD, Pune from July-2023 to Till date.

KEY PROJECTS:

Project # 1 Client: An Online Shopping Application

Role: Support Engineer

Technologies: Salesforce

Description: In the role as a Support Engineer, I had a key role in providing support to our valued customers. This includes responding to inquiries, resolving issues and addressing user request in a timely manner. Collaborate with cross-functional team including sales, finance and IT, to gather requirements and ensure accurate configuration and pricing of product and services in CPQ.

Responsibilities:

- Engaged in delivering support to customers through multiple communication channels, such as phone, email, and chat.
- Assist in the implementation and configuration of Salesforce CPQ including product catalog setup, product and price rule creation and quote template customization.
- Collaborated closely with cross-functional teams, including sales, finance and IT to gather requirements and ensure accurate configuration and pricing of product and services in CPQ and successfully resolve the challenges.
- Troubleshoot and resolve CPQ related issues such as quote generation error, pricing discrepancies and product configuration problem.
- Document standard operating procedures and best practices for Salesforce CPQ operation and support

Project # 2 Client: Order Management Application**Role:** Salesforce Developer**Technologies:** Salesforce

Description: This project is related to a customer portal. It enables retail managers to seamlessly place new orders, view and manage their orders and order status and submit additional requests, cancel orders along with various notifications like order status change, cancellation and order placed as well. My role in this project involved in creating user accounts, creating custom objects, custom fields, configuring page layouts, managing security and data access, and building reports and dashboards.

Responsibilities:

- Played a key role in user management, including the creation and management of Users, Roles, Profiles, permissions, mass updates, and record renaming.
- Engaged in delivering support to customers through multiple communication channels, such as phone, email, and chat.
- Worked on setting up Profiles, Permission Sets, and Sharing Rules.
- Involved in the implementation and configuration of Salesforce sales including creation of various custom objects, page layout, record type creation and activation and deactivation of users.
- Collaborated closely with cross-functional teams, including sales, finance and IT to gather requirements and ensure accurate configuration and successfully resolve the challenges.
- Troubleshoot and resolve sales related issues such as orders not reflecting, refund not triggered and order status and invoices not reflected.
- Document standard operating procedures and best practices for Salesforce sales operation and support.
- Proficiently managed code migration from one sandbox to another using Force.com.

Project # 3 Client: Staffing & Recruitment Application**Roles:** Salesforce Developer**Technologies:** Salesforce

Description: This Salesforce implementation project was carried out to provide focused solutions for their distinct practices. We also work together to offer seamless service across a spectrum of professional industrial engineering and sciences talent solutions. The scope involved multiple implementations tailored to specific business requirements. My responsibilities involved gathering and analyzing requirements, designing solutions, and developing strategies to meet the customer's objectives.

Responsibilities:

- Configured Page Layouts, Record Types, and managed Fields and their dependencies, Tabs, Search Layouts, Buttons, and Links.
- Established and managed relationships between various objects, ensuring seamless data flow.
- Skillfully handled Salesforce.com standard objects like Accounts, Contacts, Leads, Campaigns, Opportunities, Quotes, Activities, Dashboards, and Reports.
- Developed custom Lightning components, Apex classes, triggers, and implemented configuration changes to meet project requirements.
- Executed the Deployment Process using ChangeSet for seamless transition between environments.
- Utilized data mapping and transformation techniques to contribute to the success of multiple data integration processes.

- Conducted code reviews, optimized code, and addressed review comments for enhanced code quality.
- Involved in handling of bulk data through tools like Data Loader, ensuring the smooth and accurate transfer of large datasets in integrated environments.
- Developed various Lightning components and crafted business logic within Apex Controllers to fulfill project objectives.
- Implemented Apex Triggers, Apex controllers, and Email templates to enhance functionality. Introduced email notifications to notify designated groups when governor limits were reached, ensuring efficient system management.

Place: Nagpur, MH, India

(Ms. Harsha C Kunwar)

